

APPENDIX 1
PROGRESS UPDATE: Review of Disabled Facilities Grants

SCRUTINY MONITORING – PROGRESS UPDATE	
Review:	Disabled Facilities Grants
Link Officer/s:	Sam Dixon
Action Plan Agreed:	April 2025

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

Recommendation 3:	Housing Investment & Migration Support team work with Planning to explore building upon the requirements for accessibility/adaptability in new build properties when the Local Plan is next updated and, prior to this, lobby government to make the relevant Building Regulations mandatory.
Responsibility:	Sam Dixon & Simon Grundy
Date:	July 2025
Agreed Action:	Internal Meeting with Planning
Agreed Success Measure:	<ul style="list-style-type: none"> • Review of current policies and whether any changes can be implemented • Letter to be sent to central government
Evidence of Progress (November 2025):	<ul style="list-style-type: none"> • Discussions ongoing in line with updating Local Plan however this may be a number of years before this may come into effect
Assessment of Progress (November 2025): (include explanation if required)	<ul style="list-style-type: none"> • On Track
Evidence of Impact (November 2025):	<ul style="list-style-type: none"> • Meetings ongoing
Evidence of Progress (May 2026):	<ul style="list-style-type: none"> • Discussions ongoing in line with updating Local Plan however this may be a number of years before this may come into effect
Assessment of Progress (May 2026):	<ul style="list-style-type: none"> • On Track

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(include explanation if required)	
Evidence of Impact (May 2026):	
Recommendation 4:	The Leader and Chief Executive support officers in their ongoing discussions with Registered Provider's to explore their current and future plans for adaptations and also explore joint working to support Registered Providers to take up their responsibility, to ease pressure on the waiting list.
Responsibility:	Jane Edmends
Date:	June for Thirteen
Agreed Action:	<ul style="list-style-type: none"> • Meet with Thirteen – Initial meetings with Thirteen (as the main RP in Stockton) have taken place at an Assistant Director level and are progressing positively. Future meetings scheduled with Thirteen to ensure discussions continue to move forward positively. • Meet with all other RP's
Agreed Success Measure:	<ul style="list-style-type: none"> • Understanding of each of the RP's adaptation policy • Understanding of which adaptations each RP will undertake themselves
Evidence of Progress (November 2025):	<ul style="list-style-type: none"> • Thirteen meetings drawing to a close • Meetings with other RP's to follow
Assessment of Progress (November 2025): (include explanation if required)	<ul style="list-style-type: none"> • On Track
Evidence of Impact (November 2025):	<ul style="list-style-type: none"> • Separate report attached
Evidence of Progress (May 2026):	<ul style="list-style-type: none"> • Process nearly agreed with Thirteen • Discussions taken place with North Star and Accent • Pilot put in place with North Star
Assessment of Progress (May 2026): (include explanation if required)	Slipped
Evidence of Impact (May 2026):	
Recommendation 5:	Officers explore with Registered Providers a register of adapted properties within the Borough which details the type of adaptations, to assist the Nomination and Lettings Team in

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	advertising and matching individuals with appropriate properties.
Responsibility:	Jane Edmends
Date:	June 2025 for Thirteen October 2025 for other RP's
Agreed Action:	Meet with RP's – tied into 4 above, this discussion will take place with all RPs to see if they would share this information with the Council we can explore the potential of a setting up a register.
Agreed Success Measure:	<ul style="list-style-type: none"> • Meetings with all RP's • Interest from RP's
Evidence of Progress (November 2025):	<ul style="list-style-type: none"> • Relates to recommendation 4 above • Thirteen conversation's progressing first as they are the largest RP in Stockton • Other RP discussion will follow
Assessment of Progress (November 2025): (include explanation if required)	<ul style="list-style-type: none"> • On Track
Evidence of Impact (November 2025):	<ul style="list-style-type: none"> • Meetings held with Thirteen and are progressing well
Evidence of Progress (May 2026):	<ul style="list-style-type: none"> • Relates to above recommendation • Have started a database of DFG completions from 25/26 • Still need to hold further discussions with other RP's as to whether they will share this information with us
Assessment of Progress (May 2026): (include explanation if required)	<ul style="list-style-type: none"> • Slipped (due to discussions taking longer with Thirteen)
Evidence of Impact (May 2026):	

Recommendation 6:	<p>Communication to residents and applicants be improved by:</p> <ul style="list-style-type: none"> - reviewing and updating information on SBC website and explore whether the Foundations template and link to adaptmyhome.com will give residents sufficient information to decide whether to apply for an assessment/DFG.
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	<ul style="list-style-type: none"> - exploring introducing a system to ensure clear and consistent communications to keep applicants informed of their position in the process at regular intervals to reduce misunderstandings and manage expectations. - sharing key information of DFG scheme available with external stakeholders to ensure potential applicants are aware of support available. - ensuring an appropriate route for residents to communicate with the Housing Investment & Migration Support team is in place. - a singular customer feedback survey covering all processes and services involved in a DFG is developed, to ensure this is only collected once.
Responsibility:	Sam Dixon
Date:	April – June 2025
Agreed Action:	<ul style="list-style-type: none"> • Speak to SBC Digital Team • Review current letters and look to see how these can be improved – Leaflets for customers produced to show where they are in within the DFG process and updated letters drafted so they can be informed every 3-6 months. These leaflets have been provided to the Parents and Carers Forum and initial feedback has been received. • Engage with External Agencies – engage initially with Parent and Carers forum to get an initial steer on where to start • Review current resident contact information and pathway • Produce Single Customer Feedback form – New feedback form current under construction and can be shared with Committee
Agreed Measure:	<p style="text-align: center;">Success</p> <ul style="list-style-type: none"> • DFG Form available online • Letters updated • Information sent to customers 3-6 monthly • Wider public knowledge of DFG • New pathway established for residents • New form so residents only have to complete one form for the whole DFG process
Evidence of Progress (November 2025):	<ul style="list-style-type: none"> • Discussion still ongoing to enable DFG to be complete online • Letters updated April 2025 • Customers updated every 3 months from April 2025 • Pathway established for residents which shows where they are in the process and the time they are expected to wait in each stage

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	<ul style="list-style-type: none"> • DFG Application forms simplified in April 2025
Assessment of Progress (November 2025): (include explanation if required)	<ul style="list-style-type: none"> • On Track
Evidence of Impact (November 2025):	<ul style="list-style-type: none"> • Customers aware at the very start of the process and are updated every 3 months • Reduction in complaints
Evidence of Progress (May 2026):	All achieved apart from DFG Form online
Assessment of Progress (May 2026): (include explanation if required)	Still working with Digital team to get DFG online
Evidence of Impact (May 2026):	

Recommendation 7:	<p>Officers explore streamlining processes to understand their impact and benefit of implementing:</p> <ul style="list-style-type: none"> - referral form used by the Occupational Therapy Team be reviewed to ensure it captures all relevant information to enabled to make a decision on eligible works. - removing the requirement for Occupational Therapist to approve the scheme of works for straightforward cases - allowing electronic forms to be uploaded - requiring only two quotes rather than three for the application
Responsibility:	Sam Dixon
Date:	April – June 2025
Agreed Action:	<ul style="list-style-type: none"> • Referral form to be reviewed – Referral form has been reviewed and updated and share with OT colleagues for comment • Investigate whether this would be possible • Engage with SBC internal Digital Team • Review with Procurement team
Agreed Measure:	<p>Success</p> <ul style="list-style-type: none"> • Updated Referral Form • Removal or review of current process • Introduction of new Digital form • Acceptance that 2 quotes is acceptable

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Evidence of Progress (November 2025):	<ul style="list-style-type: none"> Referral Form Updated April 2025 Current DFG software package due to expire, currently exploring with the Digital team a new software package which has been specifically built for DFG's via Foundations Looking at an 'away day' with the OT Team and Housing Investment to share understand and confirm the DFG process – potentially Jan 2026 Procurement
Assessment of Progress (November 2025): (include explanation if required)	<ul style="list-style-type: none"> On Track
Evidence of Impact (November 2025):	<ul style="list-style-type: none"> New software potentially to go live Jan 2026 whereby OT's will be able to input referral's directly into this system
Evidence of Progress (May 2026):	New software potentially to go live September 2026 whereby OT's will be able to input referral's directly into this system
Assessment of Progress (May 2026): (include explanation if required)	On Track
Evidence of Impact (May 2026):	

Recommendation 8:	Further examination of if/how the Home Improvement Agency can be utilised to provide early help and prevention, to ease budgetary pressure for DFG
Responsibility:	Sam Dixon
Date:	August 2025
Agreed Action:	Engage with HIA team to explore options available
Agreed Success Measure:	HIA able to complement DFG
Evidence of Progress (November 2025):	<ul style="list-style-type: none"> OT now sits in First Contact so is actively reviewing and distributing resident requests therefore quickening up the referral process, providing DFG / HIA advice and waiting times right at the beginning of the process to ensure expectations are handled right from the start.
Assessment of Progress (November 2025):	<ul style="list-style-type: none"> On Track

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(include explanation if required)	
Evidence of Impact (November 2025):	<ul style="list-style-type: none"> OT Team Managers do not have to filter referrals themselves, and this is being done by the OT in First Contact
Evidence of Progress (May 2026):	All Achieved
Assessment of Progress (May 2026): (include explanation if required)	Achieved
Evidence of Impact (May 2026):	

Recommendation 9:	Use of flat pack extensions is explored in more detail to see if they would provide a viable and cost-effective option.
Responsibility:	Sam Dixon
Date:	July 2025
Agreed Action:	<ul style="list-style-type: none"> Engage with flat pack providers Engage with Planning and Building Control
Agreed Success Measure:	Whether viable or not
Evidence of Progress (November 2025):	<ul style="list-style-type: none"> This is being discussed on the back of the Local Plan update however planning and building control need specific construction and material information to advise whether this would be acceptable Foundations have recently covered this subject during at one of their seminars in Birmingham
Assessment of Progress (November 2025): (include explanation if required)	<ul style="list-style-type: none"> Slipped
Evidence of Impact (November 2025):	
Evidence of Progress (May 2026):	<ul style="list-style-type: none"> New company has come to the market end of March 2026 (presented at a recent DFG Foundations Roadshow) providing extensions which can be installed within 5 days.

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	Awaiting material and construction information from them so this can be shared with planning and building control
Assessment of Progress (May 2026): (include explanation if required)	<ul style="list-style-type: none"> On Track
Evidence of Impact (May 2026):	

Recommendation 10:	Following correspondence from the Royal British Legion to the Council, officers review whether it is possible for military compensation to be exempt from the means test for DFG's and report back
Responsibility:	Sam Dixon
Date:	June 2025
Agreed Action:	<ul style="list-style-type: none"> Feed into overall arching request of Council - Jonanthan Nertney is leading on a council wide request for this to be exempt from all SBC means tests Review previous Data- currently looking at previous years data to see how many residents
Agreed Success Measure:	Review of current and council wide policies
Evidence of Progress (November 2025):	<ul style="list-style-type: none"> Information showed that over the past 3 years we did not have anybody that this affected DFG wise Therefore, changing this would have a minimal impact on DFG delivery. OT referral form updated to include whether a client is a current serviceperson or a veterans so this can be picked up early in the process Council wide change so waiting for final sign off
Assessment of Progress (November 2025): (include explanation if required)	<ul style="list-style-type: none"> On Track
Evidence of Impact (November 2025):	<ul style="list-style-type: none"> Monitoring in place from DFG aspect Council wide change so awaiting final sign off
Evidence of Progress (May 2026):	<ul style="list-style-type: none"> Awaiting final sign off achieved other than this
Assessment of Progress (May 2026):	<ul style="list-style-type: none"> Achieved for DFG

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(include explanation if required)	
Evidence of Impact (May 2026):	

Assessment of Progress Gradings:	1 Fully Achieved	2 On-Track	3 Slipped	4 Not Achieved
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