

SCRUTINY REVIEW OF DISABLED FACILITIES GRANT

Summary

The fourth evidence-gathering session for the Committee's review of Disabled Facilities Grant will focus on customer experience.

Detail

1. As part of the scoping process for this review the Committee requested the experience of individuals and groups that may have experience of accessing a DFG. The Parent/Carer Forum were therefore approached, and they carried out a survey of their members the results of which are attached.
2. In addition, the service customer survey results from July – September 2024 are attached for consideration.
3. The Committee also requested information from the Stockton & District Advice and Information Service as part of the review, and the subsequently they were contacted to question the number of people and type of advice they advise in relations to adaptations and DFG's. The below response was received:

“Our data recording system does not specifically identify DFG but has the category Housing Q AIC (Adaptations for Disabled People), broken down by housing type. We do get some enquiries from people asking us to fill in a DFG application form and the supervisors here are not aware of any issues/problems with them.

HOUSING TYPE	21/22	22/23	23/24	TOTAL
06 Local Authority housing	6	1	2	9
07 Housing association property	2	2	5	9
08 Private sector rented property	5	1	1	7
09 Owner occupier property	9	3	2	14
GRAND TOTAL	22	7	10	39

Usually, we will advise the clients of their ability to request a Care Act Assessment and / or Occupational Therapy Assessment to address any aids and adaptations that they may require. We would give them advice on the eligibility criteria and an overview of the process involved. This will involve advice on DFG's where applicable.

Clients are referred onto the OT team and the majority are happy to progress this themselves by contacting First Contact.”

4. A copy of the agreed scope and plan for this review is also included for information.

Name of Contact Officer: Michelle Gunn

Post Title: Scrutiny Officer

Telephone No: 01642 524987

Email Address: michelle.gunn@stockton.gov.uk