

STOCKTON PARENT CARER FORUM

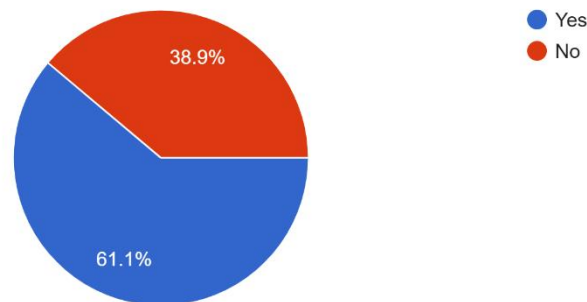
DFG Disabled facilities grant parent feedback from SPCF September 2024

Parent/carers were asked for feedback on their experiences through a survey. Please note that SPCF only covers a percentage of parent carers and widespread consultation with those who have accessed or tried to access the grant would be a recommendation.

Stockton on Tees borough council are undergoing a review of the Disability facilities grant DFG. Members of the council are keen to look at the process to make it a better system. SPCF want to hear from parent/carers who have applied for the grant for their views, feedback and suggestions.

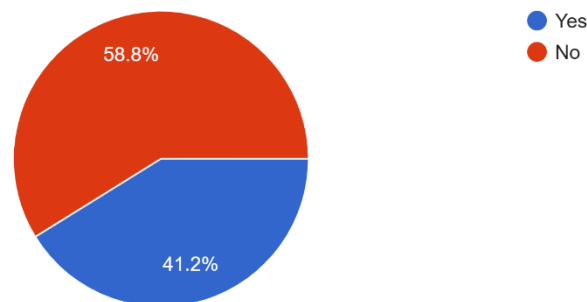
Have you applied for a Disabled facilities Grant?

18 responses



Was your application successful?

17 responses



If it was successful how was your experience from starting the application to the finished works?

8 responses

Stressful

Easy

6 months till it went to panel lots of them messing around and given false hope. They wanted to turn the dining room into a bedroom even though we said it wouldn't work as that was our only space to be as a family away from my son who struggles with us all together. So my 18 year old daughter has moved out as there no room and they were dragging their heels so we said don't bother. The had also agreed to knock my bathroom and toilet into one and been told there no time scale other than it will take about 18months again very helpful. Not. You are made to feel guilty for asking for help and we were told by the man who came out to look at the footprint that we as a family have to make losses and to try our mp or ask my husband's work to help. Which were all stupid responses. It's a terrible service that doesn't want to help those in desperate need.

The application is fine and much better now it can all be done online

It was a positive experience.

To long and shoddy workmanship

Very simple and easy, quick from start to finish

Horrific

If you were unsuccessful, were you given advice and information as to other options?

7 responses

No, council wouldn't even apply for the grant so I was never given the opportunity to appeal the decision. No advice or information given or any options that could be available.

No

We couldn't get an extension that they suggested for a bedroom extra room as they said there was no guarantee my son would use it. Even though right from the start we said he wouldn't sleep downstairs on his own. He is ten with complex needs.

No, I wasn't

No

No, our application was closed. As apparently my daughter's reluctance to go in the bathroom, it wasn't as at a family apartment in Spain. She stands at the bathroom door and says bathtime I think. The issue is proprioception and her inability to go up and down stairs (she's carried downstairs each morning) and the OT failed to tell us. We are currently trying to apply again, but have the same OT who doesn't do her job particularly well. Just my personal experience of the 4 occasions I've asked for help.

Yes to avoid making same mistake in future

Are you happy with the work that was completed?

10 responses

Yes

Happy with the rock but not options we were offered

N/a non complete

No

N/A

No

Yes

Very much so and very grateful.

No, we had a major flood and leak due to the workmanship

What could be done to improve the DFG based on your personal experience?9 responses

Listen to the needs of families as it's them who have to manage day to day and know what they need

Actually, listen to a family who are struggling and need home adaptations. Felt completely dismissed and proposals but forward were a huge safety factor for the child and would have lead to injury if we implemented them.

Nothing

Don't give false hope, make it quicker, don't make familys feel bad for asking for help. They do this hoping people will give up life raising a child with autism and complex needs is stressful enough without the added stress they make you go through.

I think it's fantastic, however I did think having 3 children with asd and other dignoses that some of the choices were limited as I wouldn't send them to camp or use specialist equipment however I would have preferred to use the full amount on things suitable for my child not part of it because they don't need specialist help but are still sen children.

Used better builders and not the one with the cheapest quote

Communication

I applied for help for a new bed for my daughter she has bad austism

Increase the DFG

If you are interested in providing a detailed case study regarding your experience of the DFG, please leave your name and email below.4 responses