

Housing Services

Disabled Facility Grant performance update 2018-19

Introduction

On the 5th January 2016 there was a recommendation of the Environment, Health and Housing committee that a task and finish group be established to specifically look into the Council's delivery of Disabled Facility Grants.

Three consecutive meetings were arranged and undertaken in early/mid 2016 to comprehensively review the service and place 18 recommendations for further investigation/consideration.

This report summarised the work undertaken by the Housing Services section in relation to these meetings and an update on the current and historic performance of the Housing Services Section and partners in relation to Disabled Facility Grants (DFG).

In June 2017 the Environment, Health and Housing committee requested the Housing Services team report on their performance for the financial year 2017/18.

The Council's Disabled Facilities Grant team were recognised nationally by being nominated as the "Best Environmental Health project" by the Chartered Institute of Environmental Health in 2017.

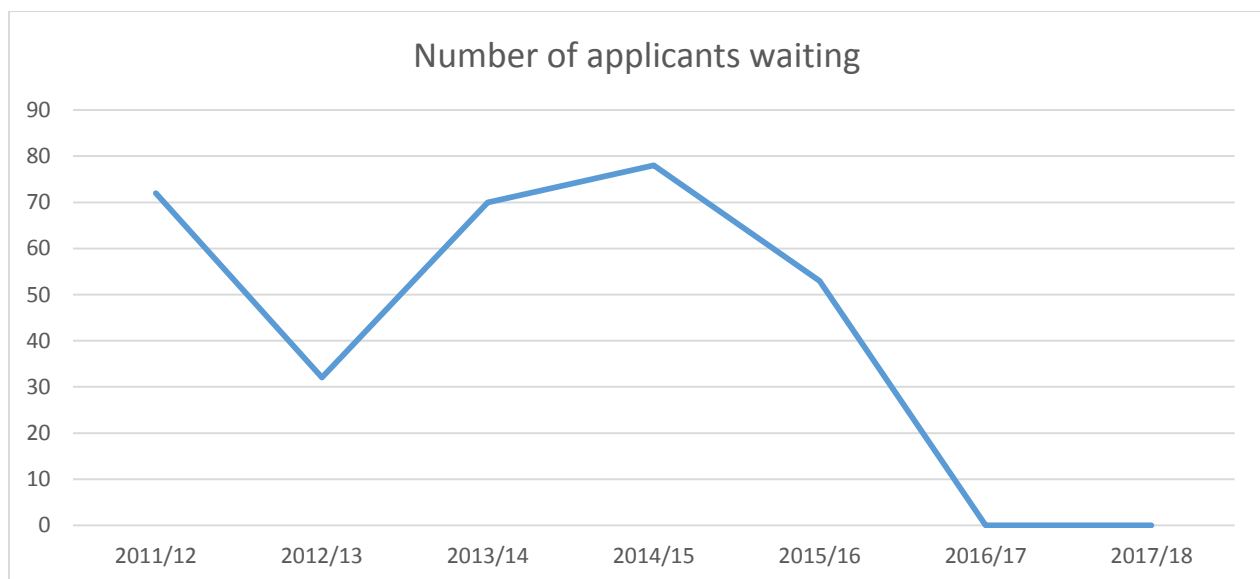
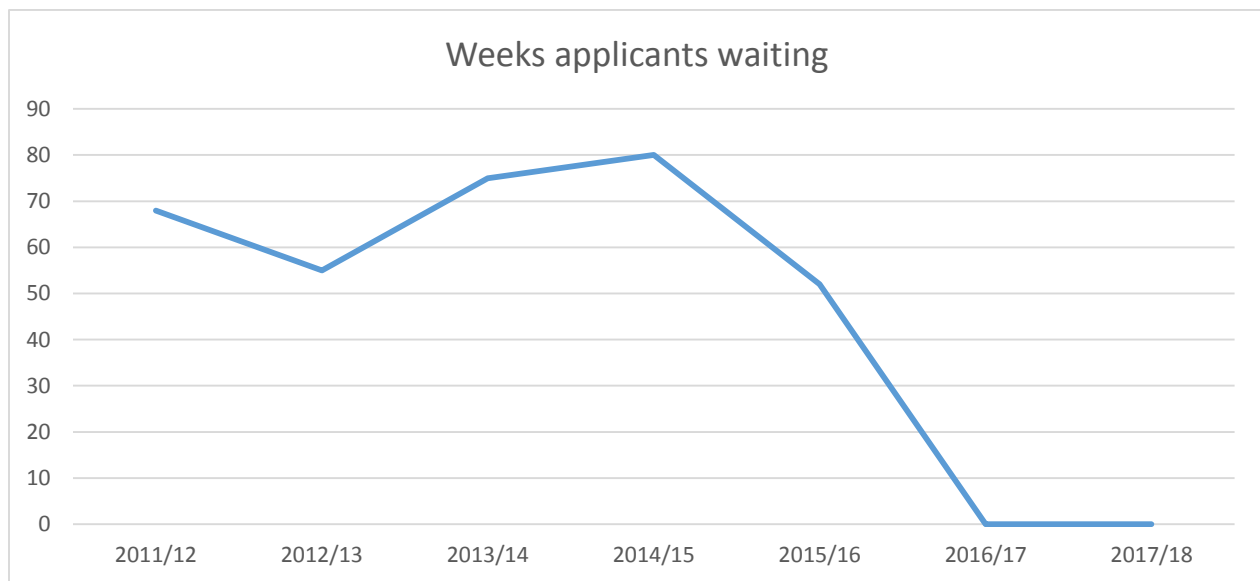
This report should be read in conjunction with the new Fylde Council Housing Assistance Policy which has been formulated as a result of the information in this report and government guidance.

Fylde Holding List

Fylde Council are currently maintaining a holding list of 0 clients which has continued over the previous 12 months. This is despite an increase in the number of referrals.

Year on year summary of Fylde Council 'holding list' (2011-2018)

Below is a year on year comparison of both the 'holding list' and the length of time on the list.



Lancashire County Council performance

Waiting lists at County have significantly fallen over the previous 12 months. The waiting list for standard cases in Fylde is now 3 months. The fast track process (for urgent cases) also allows referrals to be directed to district councils.

Staffing increases and better working relations between districts and county have resulted in reduced processing times.

OT waiting list - cross referenced to include only those in current OT work tray													
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Grand Total
Central													
A	4	2	2	3	2		7	2	2	1	3	2	30
B		2	2	2	4	3	2	3	4	8	3	7	40
C	1	3	1	5	6	5		1		2	3	4	31
D	2		6	3	2		3	2	1	2	4	7	32
East													
E		1			1			1	1	2	2	4	12
F	1		1			1		1		2	1		7
G		1						2					3
H								1	1				2
I			1	1		1	1			2	2		8
North													
Fylde										1	12	14	27
J				1	2		4	4	3	5	4	4	27
K										9	9	13	31
Grand Total	8	9	13	15	18	10	17	17	12	35	45	56	255

Referrals

Below is the number of monthly cases which were received by the Council (as discussed at priority panel).

Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
9	5	5	11	12	20	8	14	23	12	27	21

Numbers of referrals have increased which is linked to the reduction in waiting times at County.

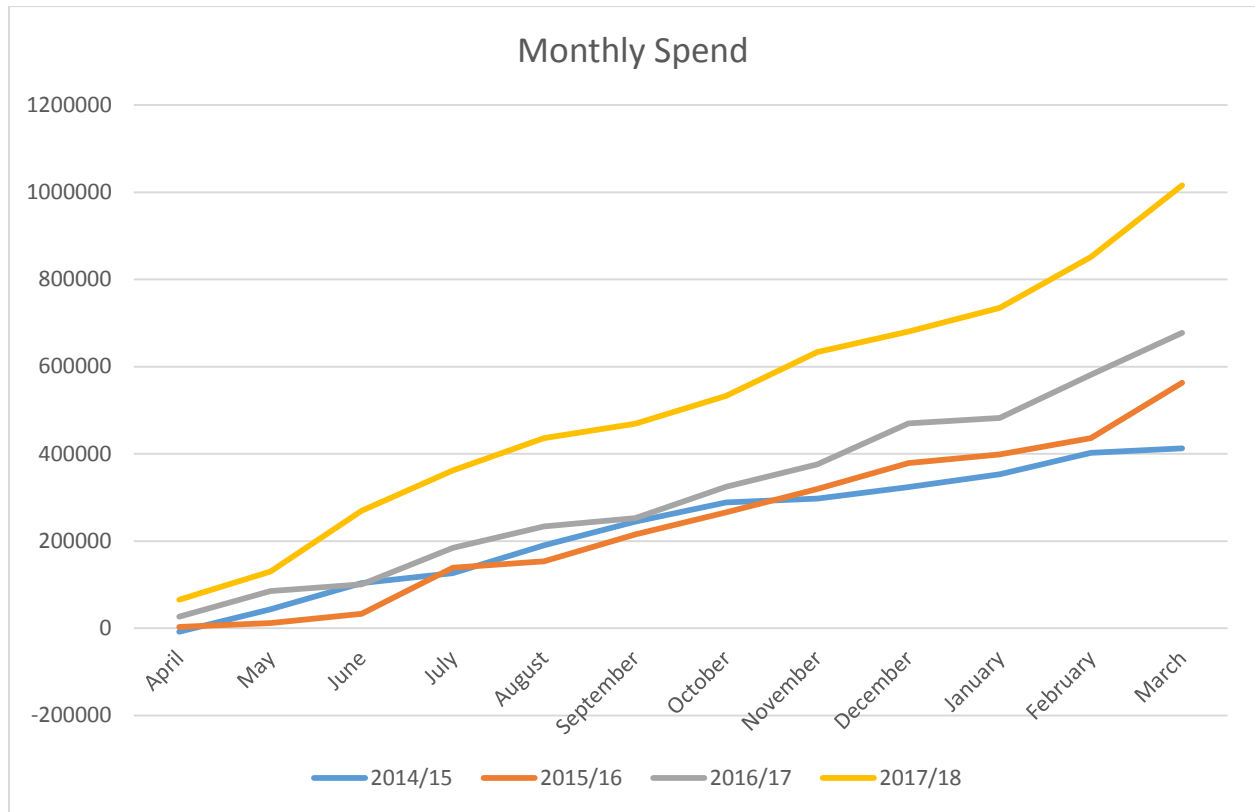
Ongoing cases at FBC

Below is a list of the monthly ongoing adaptations which are being processed by the Council. This gives a snapshot of the month on month workload within the department as well as a reflection of the number of referrals being processed. In March 2018 the Council were processing 90 separate adaptations in differing stages of completion compared to 50 in April 2017.

Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
50	55	45	47	45	46	56	61	61	77	75	90

Fylde DFG budget

Below is a month by month breakdown of the current DFG spend compared to the previous 3 financial years including any carry over.



There has been a year on year increase in capital spend which corresponds with the increase in approved grants. See below.

Approved Grants April/April.

2014/15	2015/16	2016/17	2017/18
62	94	103	141

Satisfaction survey results

Fylde council send satisfaction surveys to all our customers after they have received a property adaptation. The following are the results of these surveys.

Any customer enquires which report they are unsatisfied with the service are investigated by the Principal Housing Services Officer.

Satisfaction with the service has either remained constant or improved over the past 12 months.

	LCC		Fylde		Fylde	
Customer Survey	8. How do you rate the length of time taken from your request for help to the OT visiting you?		10. How do you rate the way in which Fylde BC office staff dealt with your enquiry?		15. Overall, how would you rate the level of the service you have received?	
	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18
Excellent	46%	54%	78%	72%	80%	88%
Good	37%	34%	22%	28%	18%	11%
Adequate	6%	8%	0%	0%	0%	0%
Poor	11%	4%	0%	0%	2%	1%

2017/18 customer comments

Below are a range of comments left by customers.

“The wet room will also help my wife with her disability”

“Service was excellent”

“More joined up, reduced work time. Service by Fylde Council and Social services is excellent. Mr Laver provides a fantastic job”

“We had excellent service from everybody involved. Thank you very much”

“This has made my life so much easier and has given me my dignity back”

“I have not injured myself recently-no falls! I can shower independently or with assistance rather than to travel to my daughters house”

“I feel safe to bathe for the first time in 4 years”

“Made life easier not only for me but also my sister who is my carer”

Drop off list

The Council monitor the reasons why some OT referrals do not result in an adaptation. Changes in the adaptation policy and increased funding has resulted in the first reported drop in these figures over the previous 4 years (34 down to 18).

Reason	2013/14	2014/15	2015/16	2016/17	2017/18	Total
Works done privately/L.lord	4	6	9	3	1	23
Not proceeding	2	3	1	4	4	14
Fail means test	3	3	2	8	3	19
Landlord not allow	0	1	0	2	0	3
Moved to care/rest home	0	2	2	3	1	8
Deceased	0	3	5	6	6	20
Failure to disclose financial information	0	0	1	0	1	2
Moved House	1	0	5	4	1	11
Refused proposed work	1	0	0	3	1	5
Property not eligible	0	0	0	1	0	1
TOTAL	11	18	25	34	18	106

Benchmarking

Fylde Council benchmark our DFG processing times across Lancashire. It was the focus of the Lancashire DFG group to focus on times rather than processes which can vary between council's for a variety of reasons such as team sizes, budgets and audit requirements. Below are the average times from receipt of an application form to a completed adaptation.

District	Total working days 16/17	Total working days 17/18	Change
A	114	91	23 faster
B	129	109	20 faster
C	160	199	39 slower
D	130	43	87 faster
E	91	91	0 change
F	111	211	100 slower
G	321	323	2 slower
I	220	152	68 faster
Fylde	90	65	25 faster
J	111	135	24 slower

Fylde has seen a reduction in processing times this is mainly due to a decrease in the number of large adaptations which have been conducted in 2017/18 compared to 2016/17 and the new adaptation policy and work in relation to time lean and reduced administration.

The average processing times across Lancashire for 2017/18 is 141.9 working days. Fylde are 65 days (3.25 months).

Conclusions

Fylde have maintained a list of 0 clients over the previous 2 financial years.

Referrals from County have increased year on year over the previous four financial years.

Waiting lists at county have reduced from over two years to three months.

Funding for adaptations has further increased to £1,010,510 for 2018/19

An updated Housing Services Assistance Policy is due for implementation in July 2018 to further assist more clients to allow the Council to process grant applications quicker and to assist in the allocation of increased funding.

Satisfaction results remain high with 88% rating the service as excellent.