

Disabled Facility Grant “End to End time” Analysis –

Reported in QBR:

Measure	Description	M1 - Apr	M7 - Oct	Total Year to Date	Total same time last year	Year to date Target	2018/19 Actual	2017/18 Actual	2016/17 Actual
		M2 - May	M8 - Nov						
LE546	End to End time for processing Disabled Facility grants	Q		568	225	200	213	385	297
		Q							
		568							
		Q							
		Q							
		567							
Notes on 'Red' Housing Performance Measures									
LE546	End to End time for processing Disabled Facility grants	This on the basis of data which is skewed by the complex nature of the cases that remain with TDC. Taking into account the processing times for cases being dealt with on our behalf by South Hams, end to end times are actually much improved.							

Detail of Cases comprised in the above figures:

SON received	Signed Off	People involved	Days SON to SO	Priority	Works
21/11/2017	12/04/2019	Applicant	507	3	UC - Level Access Shower & (additional works) handrail
21/04/2016	17/04/2019	Applicant	1091	2	Level access shower, level access, widen doorways, toilet/bidet facility
07/06/2018	17/04/2019	Applicant & Owner	314	3	DH - Level Access Shower
05/04/2018	08/05/2019	Applicant	398	3	UC - Level Access Shower, W/D Toilet. Replace door
13/12/2017	28/05/2019	Applicant	531	3	UC - Access to property
		Total Days	2841		
		Average Days	568		
SON received	Signed Off	People involved	Days SON to SO	Priority	Works
17/10/2017	11/07/2019	Applicant	632	2	KW - Level Access Shower
05/04/2018	20/08/2019	Applicant	502	3	MH - Stairlift, Access
		Total Days	1134		
		Average Days	567		

Analysis:

17/00091 (507 days application to sign off)

Application for level access shower received November 17 and finance checks carried out and landlord permission sought immediately. Landlord permission received March 18, following which asbestos survey commissioned, quotes sought and works carried out and completed June 18. In July 18 the OT made an addendum for external handrails which it was determined could be included in the same DFG. Specification clarified and works assigned however contractor delays meant that final works not confirmed completed until April 19.

17/00101 (531 days)

Alterations to access to property received December 17, finance checks completed and landlord approval in principle confirmed January 18. Plan drawing commissioned March 18. Delays in progressing case due to staffing/ handover issues, which meant that quotes were not sought until Jan 19. Further delay with OT addendum which was resolved and works completed May 19.

18/00019 (398 days)

Level access shower, wash/dry toilet and door alterations received April 18. Delays due to negotiations with Westward Housing over specification and asbestos survey, contractor delay in starting as well as staffing/handover issues here. Works complete May 19.

18/00039 (314 days)

Level access shower application received June 2018. Finance checks completed August 18, staffing/handover issues meant that asbestos survey and quotes not sought until Dec 18, underfloor heating issue identified prior to works commencing, additional works identified and changes to layout caused delays. Works completed April 19.

16/00033 (1091)

Application for level access shower, external access alterations and doorway widening received December 16. A number of complications arose over the course of this case, and addendums to scheme made during the course of its progress. Interim payments made to contractor over the time as parts of the works were completed (level access shower and internal building works completed Sept 17) but snagging issues prevented final sign off. Matter disputed and resolved by assigning works to alternate contractor to complete (April 19)

17/00074 (632)

Application for level access shower received October 17. A combination of addendums to scheme and requirement for permissions from landlord delayed works, completed January 2019, subsequent issues with fitted shower screens raised in April 19 which required alternative to be approved by OT, works completed July 19.

18/00020 (502)

Level access shower and access application received April 18, change in circumstances of applicant following death of partner required reassessment of needs and finances and addendum to works made in August 18. Stairlift fitted Nov 18, December 18 application suspended due to hospitalisation of applicant, restarted April 19. Works included manufacture of bespoke access gate which delayed final completion – eventually fitted August 19.

Comment:

In reviewing the above cases there are a number of recurring factors that have lead to delays in processing applications:

Addendums: it is not uncommon for the needs of applicants to change requiring reassessment of need and alteration of plans. Occasionally, revisions to plans and specification become necessary to take into account technical issues which become apparent which then requires modification to the scheme, sometimes involving additional input or approval from the OT. This is a normal part of the DFG process and is usually beyond our control.

Staffing/ handover issues: The period from late summer to the end of 2018 was a particularly challenging time staffing wise. The full time officer dealing with DFG's took early maternity leave due to unforeseen complications and the planned case reviews and handovers could not be carried out. At this time, we also entered into the arrangements with South Hams which also lead to additional delays due to handover input needed on transferred cases. It was an exceptional time and some of our existing cases were clearly affected by this.

Landlord permission and surveys: in some cases landlord permissions and the processes for arranging and carrying out preparatory works could be improved, which we do recognise. This is one area we are looking to determine alternate/ best practice from South Hams to take into account in our own processes. We are also mindful of a recent North Devon Scheme where a social landlord is 'subcontracted' to carry out DFG works on behalf of the authority on the HA estate. So there are a number of options available to us which we will investigate in preparation of current arrangements with South Hams coming to an end.

The above cases are exceptional, and the vast majority dealt with by ourselves or South Hams have not been subject to the same issues or delays. Cases dealt with by South Hams are not included in our performance figures hence the skewing of completion times with these cases. The average for cases dealt with by South Hams in Q1 and Q2 is 66 days and 69 days respectively – see below.

South Hams handled cases Quarter 1

SoN's received for adults	19
SoN's received for children	1
SoN's Fast Tracked	2
SoN's approved	16
Value SoN's approved	£59,046
SoN's Completed	14
Average Time SoN to Approval (Completed Grants)	42 Days
Average Time Approval to Completion (Completed Gr)	66 Days
Applications Received but not yet approved	36
Estimated value of SoN's not yet approved	£254,150
Value of Committed at end of quarter	£56,619
Grant Expenditure in quarter	£57,994
SoN's Cancelled in the quarter	5
Client Contributions in quarter	£893.31

South Hams handled cases Quarter 2

SoN's received for adults	12
SoN's received for children	4
SoN's Fast Tracked	2
SoN's approved	8
Value SoN's approved	£42,709
SoN's Completed	12
Average Time SoN to Approval (Completed Grants)	52 Days
Average Time Approval to Completion (Completed Gr)	69 Days
Applications Received but not yet approved	42
Estimated value of SoN's not yet approved	£337,500
Value of Committed at end of quarter	£35,529
Grant Expenditure in quarter	£76,956
SoN's Cancelled in the quarter	1
Client Contributions in quarter	£7,024