

Disabled Facilities Grants (DFG)

Process and timescale

Timescales for receipt of a valid completed application form to works being completed will vary according to the extent of adaptations, staff workload, contractors availability and any budgetary constraints. The average times can be found on our website using search term 'adaptations'. Please see below stages in the process, with the responsible person/s alongside:

Stage	Step	Overview	Primary responsible party
Pre-application	1	Occupational therapy enquiry form submitted to EBC via website/post	Client
	2	Provisional test of resource form completed (if applicable)	Client
	3	Provisional test of resource form analysed	CMO (Case Management Officer)
	4	If contribution assessed, client signs agreement to pay and returns the form	Client
	STOP POINT: If assessed as not financially eligible, client notified, and case stops at this stage.		
	5	OT assessment visit with DFG information and DFG process sheets	OT (Occupational Therapist)
	STOP POINT: If assessed by OT as adaptations are not necessary and appropriate for the clients need case stops at this stage.		
	6	Referral for adaptations with recommendations for eligible works determined necessary and appropriate.	OT
Application	7	Referral received from OT	CMO
	8	Application form sent to client	CMO
	9	Application form returned by client	Client
	10	Full means test carried out (if applicable)	CMO
	STOP POINT: If means test assesses client as not financially eligible, client notified, and case stops at this stage.		
	11	Permission(s) requested from landlord, mortgage lender, freeholder, or other party with relevant interest in the property as may be required.	CMO
	12	Permission(s) received	CMO
	STOP POINT: If permission is declined, client notified, and case stops at this stage.		
	13	Grant Officer allocated	Service Manager
	14	Grant Officer visits (with OT if required)	Grant Officer/OT
	15	Plans and schedule of work prepared	Grant Officer
	16	Plans and schedule of work approved	OT/Client
	17	Contractors requested to quote	Grant Officer
	18	Quotes arrive	Grant Officer
	19	Quotes compared	Grant Officer
	19(a)	If cost is more than grant maximum, how shortfall is to be funded has to be determined.	Client/Grant Officer/ Service Manager
	20	Grant submitted for approval	Grant Officer
21	Grant decision	Service Manager	
STOP POINT: If grant rejected, client notified, and case stops at this stage.			
Works	22	Client and contractor notified of approval	CMO
	23	Contractor arranges with client start date and notifies EBC	Contractor/Client
	24	Works completed	Contractor
	25	Work signed off	Surveyor (and Occupational therapist, if requested)
	26	Invoices paid	Finance department

Under the Council's policy a grant application may be given a higher priority in the following circumstances when agreed between the referring occupational therapist and service manager:

1. The client cannot be discharged from hospital or reablement facility without the adaptations being done

2. The client is identified by the occupational therapist as a palliative need

3. The client would be at risk of death or of extreme physical harm from current conditions in the dwelling if left without adaptations for the typical period of time taken to provide and complete works via a disabled facilities grant
