



Disabled Facilities Grants

Recommended Local Performance Indicators

Indicator 1- Proportion of service users who identify an improvement in the five outcome categories as a result of adaptation.

Definition

Proportion expressed as a percentage of all recipients of DFG (or adaptation through a different funding route e.g. through Regulatory Reform Order policies or request to a housing association landlord), the number of service users who can identify an improvement in the following categories arising directly from the adaptation:

- Ability to enjoy and achieve;
- Ability to be healthy;
- Improved safety and security
- Improved economic well being; and
- Ability to make a positive contribution

Method for measuring performance

Satisfaction questionnaires provided to service users following completion of the adaptation work to include the following questions:

How well has the adaptation to your home improved your quality of life? For example:

- Are you more able to have contact with family and friends or take part in activities or groups within your community?
- Are you more able to take care of your physical or mental health?
- Do you feel safer from risk of fire, intrusion or accidents in your home?
- Has your financial situation improved through increasing your benefit or being able to gain paid employment?
- Do you feel more confident and able to control or be involved in getting the services you need in future?
- Has the quality of life of other members of your immediate family improved?
- Has your quality of life improved generally?

Questionnaires to provide 5 options, either 1-5 where 1 is highest and 5 is lowest with 1-3 graded as positive or “very”, “quite”, “a little”, “not very”, “not at all” where the first three options are graded as positive.

Target

95% positive responses to the final question about quality of life generally for the disabled person.

better together

Indicator 2 - Proportion of service users satisfied with the adaptations service

Definition

Proportion expressed as a percentage of all recipients of DFG (or adaptation through a different funding route, e.g. through Regulatory Reform Order policies or request to a housing association landlord), the number of service users who were satisfied with the service in general and with the aspects of the service listed in the proposed questions.

Method for measuring performance

Satisfaction questionnaires provided to service users following completion of the adaptation work to include the following questions:

How satisfied were you with the:

- Information you were given about the options available to you?
- Way in which the information was provided (was it translated into another language, recorded onto audio tape or other means to help you understand it)?
- Level of choice you had in the type and design of your adaptation?
- Explanation about the work needed and the impact on your home life?
- Information you were given about progress with your adaptation?
- Quality of work and materials used in your adaptation?
- Advice you were given on using your adaptation?
- Improvement in your ability to live independently or general quality of life as a result of your adaptation?
- Service you received from the (Occupational Therapy Service)?
- Service and support you received from the (HIA) (where applicable)?
- Service you received from the (Grant provider)?
- Way the different services worked together to help you?
- Adaptations service as a whole?

Questionnaires to provide 5 options, either 1-5 where 1 is highest and 5 is lowest with 1-3 graded as positive or “very satisfied”, “quite satisfied”, “fairly satisfied”, “unsatisfied”, “very unsatisfied” where the first three options are graded as positive satisfaction.

Target

95% satisfaction with the adaptations service as a whole.

Indicator 3 - Proportion of residents potentially in need of an adaptation whose home is adapted.

Definition

The number of adaptations carried out during a year expressed as a percentage of the number of people identified as having a longstanding illness, disability or infirmity, and who have a significant difficulty with day-to-day activities through the National Family Resource Survey (<http://www.odi.gov.uk/docs/res/factsheets/disability-prevalence.pdf> and http://statistics.dwp.gov.uk/asd/frs/2007_08/index.asp)

The numerator is the number of adaptations carried out (including minor adaptations, DFGs and housing association adaptations).

The denominator is calculated by applying the percentage of people identified as having a longstanding illness, disability or infirmity, and who have a significant difficulty with day-to-day activities within the relevant region applied to the population within the local authority area.

Target

Baseline to be established before target set.

Indicator 4 - Proportion of population who acknowledge awareness of their right to DFG through the Place Survey

Definition The proportion of people responding to the Place Survey who answer yes to the following question:

“Are you aware that (the local Council/Councils) provide equipment and grants to help you adapt your home if you are disabled and have difficulty performing day-to-day activities in your home?”

(n.b. The question would need to be added as a local question and commitment made to include it in subsequent years to measure improvement in promotion over time)

Target

Baseline to be established before target set.

Indicator 5 - Proportion of adaptations completed within the target timescales for each stage of the adaptation process by priority category.

Definition

Proportion expressed as a percentage of adaptations completed within the defined target timescales in working days below for each of the following three stages in the adaptation process, broken down into urgent (where a service user is unable to return home from hospital or access essential facilities within the home without the adaptation) and non-urgent situations (where a service user is unable to utilise the home fully but is able to use lavatory and bathing facilities within the home):

- Stage 1 – initial enquiry at first point of contact to OT recommendation provided to adaptation service (landlord, HIA or grant provider),
- Stage 2 – OT recommendation to approval of scheme (grant approval or issue of works contract/order),
- Stage 3 – approval of scheme to completion of works,
Total time taken – sum of above 3 stages.

The time recorded should reflect the total time and not exclude any delays incurred by the service user, for example through holiday, time in hospital or failure to respond to requests for information.

(N.B. minor adaptations costing less than £1,000 and carried out without recourse to DFG are not included in either category)

Method for measuring performance

Agencies to work together to record the date of enquiry at first point of contact, the referral to the adaptation service by the OT, the approval of the scheme and the completion of the works. The time in working days for each stage and the total enquiry to completion time to be recorded for urgent and non-urgent situations as defined above. The number of cases completed within the target timescales expressed as a percentage of the total cases within each category.

Targets

95% of adaptations carried out within target timescales for each stage and total time between enquiry and completion as outlined in following table:

Stage	Urgent (working days)	Non-urgent (working days)
1	5	20
2	30	50
3	20	80
Total time	55	150