

Summary of Disabled Facilities Grant (DFG) Application Process

Referral received via email from ESCC Occupational Therapist (OT).

Case is created and initial administration is carried out to process the grant. This includes;

- Clarifying whether applicant is on a passporting benefit. If not, a means test form is sent to client for completion
- Ownership of the property is established via Land Registry (e.g. PRS / social provider / owner occupier).

Grants officer will arrange a visit to the client in order to ensure the works are reasonable and practicable, explain the process to the client, answer any questions and get relevant paperwork signed.

Case is sent to Town and Country Housing (TCH), our home adaptations service, for schedule of works to be created, costs confirmed, and application submitted. (For stairlift only grants this is done directly by Grants Officer.

When it is returned Grant Officer will check all paperwork including, costs, drawing and schedule of works to ensure that it corresponds with the recommended adaptations referred by the Occupational Therapist. (Any queries or issues are discussed with all parties until resolved)

Case file is sent to Housing Renewal Manager for final review and Approval

Confirmation of grant approval given to TCH who will arrange for tradespeople to undertake adaptations and complete work. A TCH surveyor continues to engage with client and tradespeople whilst works is carried out and they will do a sign off visit at the end of the works with regards to the practical completion.

The Occupational Therapist / Grants Officer will also visit at various points depending on nature of adaptation to ensure works have been completed in line with the functional needs of the client and initial reason for referral.

Outstanding payment of the grant is provided directly to TCH / tradespeople on satisfactory completion of the works.