

COP/05/12

Policy & Scrutiny Committee: Community and Older People

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Director - West

Basildon DFG pilot Interim report

A Disabled Facilities Grant is a local council grant to help towards the cost of adapting a home to enable a person with a disability to continue to live there. As Essex is a two tier authority area the District and Borough Councils administer the grant but have a requirement to consult with the welfare authority (ECC). A grant is paid when the council considers that changes are necessary to meet an individual's needs, and that the work is reasonable and practical.

As part of the Right to Control Trailblazer programme of work, which aims to increase partnership working between public bodies to allow the customer more choice and control, and in conjunction with the Occupational Therapy (OT) review within ECC, a subsidiary project was undertaken attempt to establish areas of improvement across the DFG process.

The pilot covers all Basildon Borough Council for people in privately owned or rented accommodation. Those living in Basildon Borough Council property are not included as they have access to separate funding for adaptations for their own housing stock

It was proposed that a pilot commence initially within Basildon Borough Council with a view of extending to all areas upon completion if the pilot proves successful to streamline the process and measure the potential benefits.

The objectives of this project are:

- To improve the customer experience and make the process more customer focused.
- Ensure responsibility is defined.
- Improve joint working.
- To standardise processes where appropriate.
- To generate efficiencies.
- Budgets are committed in timely manner

An OT was recruited to participate in the pilot project and the pilot commenced 5th September 2011.

Cases dealt with via the DFG pilot

- 98 cases dealt with by OT
- 50 cases taken by OT practitioner from the Basildon team to DFG pilot
- 5 cases were where the OT had done an assessment prior to pilot starting but required ongoing case management. (55 cases in total taken by OT)
- 5 cases allocated directly from Social Care Direct.
- 38 cases allocated via CAT team or via MOAS or RRT.
- 98 cases in total have been dealt with by OT in 23 weeks = average 17.04 a month

The above calculations do not take into account the OT's, leave taken, induction and initial IT issues which meant having to travel to another base for recording purposes in the initial few weeks.

OT completes approximately 5 – 6 visits a week including new assessments and follow up visits.

- 51 cases have been closed to the OT (all OT intervention completed but cases may still be waiting for DFG)
- 3 RIP.

Length of time for OT assessment

5 cases via Social Care Direct

- Shortest timescale from date of referral received to DFG hub and date of assessment is 3 working days
- Longest timescale from date of referral received to DFG hub and date of assessment is 18 working days
- Average timescale is 8.2 working days

51 Cases now closed to OT

- Shortest timescale from date of referral received to DFG hub and date of assessment is the same day
- Longest timescale from date of referral received to DFG hub and date of assessment is 54 working days
- Average timescale is 21.5 working days
- An additional case has been closed - service user RIP

31 open cases where assessments have taken place

- Shortest timescale from date of referral received to DFG hub and date of assessment is 2 working days
- Longest timescale from date of referral received to DFG hub and date of assessment is 47 working days

- Average timescale is 19.9 working days

5 cases waiting for an assessment

5 cases assessed prior to pilot commencing.

Pilot benefits

100% cases received since Sep 2011 – Dec 2011 will have received or been offered an OT assessment

- 17 cases have had DFG approved since pilot project commenced
- Out of these 13 are complete, the remaining 4 will be complete by end of March 2012

Ongoing cases from Sep to date (solely OT pilot)

- 13 are ready for DFG approval waiting new budget (2 of these are via SCD)
- 7 are out to tender
- 8 have been surveyed and being worked on
- 4 waiting to be booked for surveys

Close face to face working with BBC staff and OT

Reduction in the number of handoffs in case processing

- Reduced travelling time for OT and cost saving on mileage allowance.
- Flexible multi tasking approach by OT with limited need for Business Administration
- Use of technology to support DFG process e.g. OT will take photographs of property to show to technical staff. They can decide if visit is necessary or not reducing the number of visits by technical staff.
- Mobile and flexible working in place. OT can work from a number of bases.
- Wider implication = lower desk count centrally also positive experience of hot desking
- Reduction of MOAS and RRT (to be reviewed after 6 weeks as only just implemented- see Issues and risks below)
- Increased OT productivity
- Reduction in non productive time county wide?

Issues and risks arising

- IT issues took 2 months to resolve delaying some elements of DFG pilot implementation. Issue now resolved.
- Still a number of handoffs for cases coming through SCD. Only 5 cases identified where need for DFG apparent at point of referral. Action to resolve is to refer all Basildon cases which are Owner Occupier or private tenants directly to DFG hub. To review impact after 6 week.

Summary

The pilot had some initial problems at the start mainly due to IT issues not being satisfactorily resolved unto several weeks into the pilot and there are still some issues with referrals to the pilot being received in a timely manner. Steps are now in place to address these issues.

The final report will include analysis of timescales for end to end process compared to the prior to the pilot starting (insufficient data at this stage for any meaningful analysis) and analysis of what impact there is on any care package the service user is in receipt of following the adaptations being installed.