

Disabled Facility Grants and Aids and Adaptations - Update

Scrutiny Presentation

3rd April 2012



Walsall Council

DFG Service improvements

Streamlining under £12K 'simple' schemes :

— In place for over 18 months

— Waiting list reduced

— Free-up staff to work on other related initiatives

➔ Referral to approval time dramatically decreased

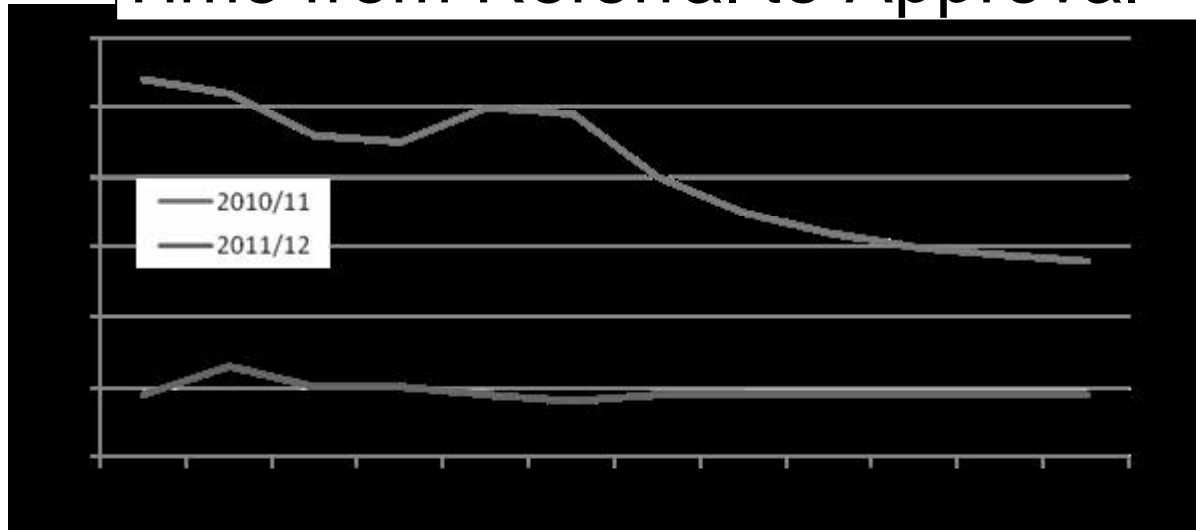
➔ Reduction in Housing OT staff needed. From 2 to ½ a post.

— Residents helped sooner to stay healthy, safe and well for less staff cost.



Customer Service – Faster Delivery

Time from Referral to Approval



Time in weeks	Qtr1	Qtr2	Qtr3	Qtr4
Agency	10	8	9	9
Non-Agency	9	10	7	9
Total	10	8	9	9



Customer Service – Faster Delivery

Time from Referral to Approval

	Time in weeks		Improvement
	2010/11	2011/12	
Straight stair lift	18.5	4	80%
Curved stair lift	12	4	66%
Vertical stair lift	24	12	50%
New shower to replace bath	28	9	68%

Residents helped sooner to stay healthy, safe and well



Customer Service – Faster Delivery

More

Approvals	Qtr1	Qtr2	Qtr3	Qtr4	Total
2009/10	33	32	31	39	135
2010/11	48	55	389	65	327
Improvement on year.	46%	72%	%	67%	142%
2011/12	62	1526	80	62	286
Imp on 09/10	88%	%	58%	x	x
Imp on 10/11	29%	49%	-46%	x	x

Sustained year on year improvement



Customer Service – Less waiting

March 2010 551 Enquiries

March 2011 64 Enquiries

March 2012 xx Enquiries

Key challenges to future major improvements-

- Referral rate outside Council control – Expected higher Levels – this is where our Preventative work helps
- New sources of referrals
- Resources dependent- Especially capital
- Increased complexity of cases
- Resources & demand for service



Customer Service – More for less

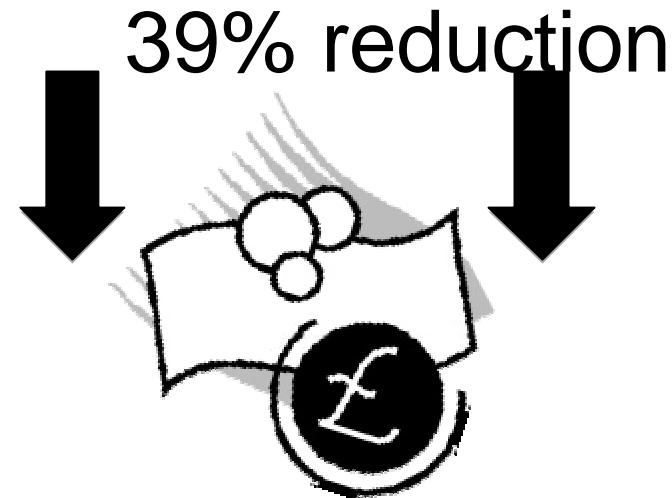
Average DFG Cost reduced

2008/09 £12,575

2009/10 £12,297

2010/11 £9,948

2011/12 £7,729 Based on current approvals



Walsall leading on Regional tender for lifts

Multi Million £ procurement – economies of scale



Walsall Council

www.walsall.gov.uk

Customer Service – More for less

Lead on Regional Lift procurement

Multi Million £ procurement

Reverse e-auction helps drive down price

Economies of scale (massive) drives down price

The more who join the lower the unit costs

Contractors will also offer lower than national rates for their products to all residents in 'signatory' area



Customer Service – Re-cycling

Funds Since April 2010

Land charges applied to schemes over £5K

Grants Paid £3,691,844

Land Charge
Value £727,554



20% of total spend now as land charges



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Supporting Independence

Range of projects underway / completed

- ➔ Major Spend to save project
- ➔ Reduces ongoing care & nursing costs
- ➔ Supports accommodation based re-ablement
- ➔ Reduces 'institutionalisation' of resident
- Integrates 'citizen' into community and bringing Walsall residents back to the borough



Supporting Independence

★ **Hollybank House** – Re-ablement Centre

6 new units created and full building improved to accommodate wider range of service users needs and offer greater flexibility and controllability of the building

Improvements help us bring back Walsall residents to Walsall and help to personalise re-ablement and link tele-health and tele-care



Supporting Independence

★ **Hollybank House – Re-ablement Centre**

Residential Placement costs £950 a week

Following re-ablement a persons

Individual budget costs £275 a week

Saving per person £675 a week

Saving a year per person **£35,100**



Supporting Independence

★ Pheasey Park Community Centre

Range of disabled improvements undertaken and underway to increase accessibility and use.

First 'Changing Places' facilities in the Borough to be provided reducing need for service user to go home to change



Changing Places



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Supporting Independence

★ New build housing

Waterfront South – Wave Close

Severn Road, Brownhills
bungalows



In partnership with developers designed
wheelchair adapted and accessible homes
to be let by Housing Associations



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Supporting Independence

★ Adapting individual / shared housing

Wide range of improvements undertaken to enable service users to live independently and to reduce their dependence on carers.

Ranges from:

Level access shower

Door widening

Adapted kitchens

Ramps



Preventative Adaptations

Range of projects underway / completed

- ★ Works under £12K
- ★ 100% land charged
- ★ £129K land charged so far.

— Spend to save

➔ Prevents slips, trips, falls, bed blocking

➔ Reduce future DFG, Care and, NHS costs



Preventative Adaptations

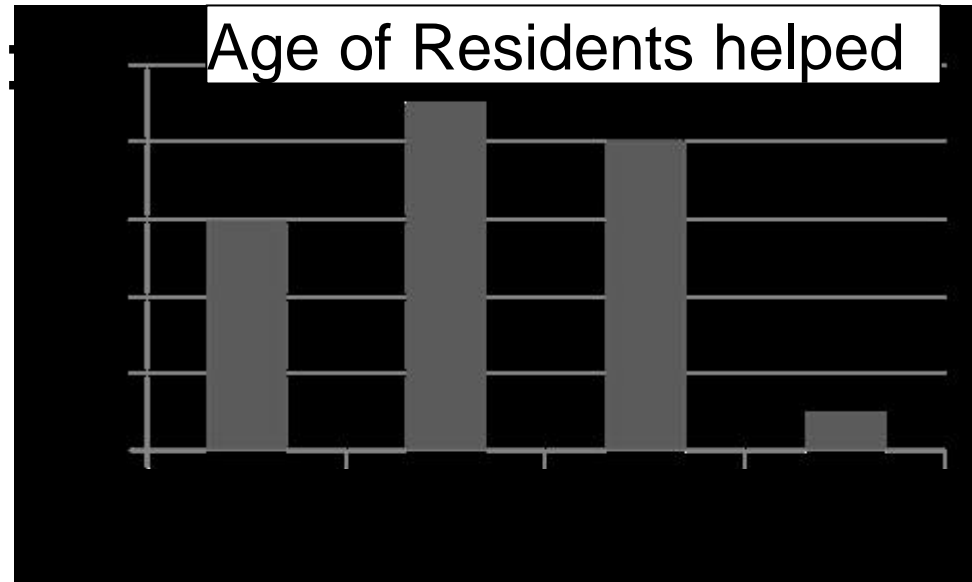
We have so far helped:

- ★ 25 households
- ★ Average age 73
- ★ Average cost

£5,400

A further 19 schemes underway:

- ★ Average age 71
 - ★ Average cost
- £6,500



Questions / Comments

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