Disabled Facilities Grant Process

You will be assessed by an Occupational Therapist (OT)

All other adaptations

If the adaptations are complex or the adaptation is for a child

Your Occupational Therapist will make a referral to Durham County Council’s Home Improvement Agency (HIA)

Your HIA Caseworker will visit you within 15 working days

Caseworker will complete relevant paperwork with you and may carry out a Formal Test of Resources

A HIA Housing Surveyor will visit you within 25 working days

Housing Surveyor will prepare a Schedule of Works and arrange plans where necessary

Send out Schedule of works to Tender with a 15 working day return time

The returned estimates along with paperwork and test of resources form your full application and will be submitted for approval

DFG approval is granted within 5 working days

Your HIA Caseworker will inform you of approval and will work with a HIA Housing Surveyor, OT and contractor to arrange a start date within 8 weeks of approval

Work starts on site and the HIA Housing Surveyor will visit at least once per week as the work proceeds

When the works are satisfactorily completed you will receive a Customer Satisfaction questionnaire to provide feedback on your DFG experience

Your OT may request advice from the HIA – you may hear this referred to as a Feasibility Visit

The HIA will arrange a visit with you within 10 working days to confirm if the adaptation is feasible and identify the most reasonable and practical solution

The HIA with inform your OT if the adaptation will be feasible and the most suitable option in line with DFG legislation

If the adaptation is for a child the case will be discussed at a children’s social care panel which occurs on the 1st Wednesday of every month – you may hear this referred to as Children’s Panel

OT will discuss with parents / guardian

If planning permission and building control approval are required there is a statutory 8 week time scale for approval

A Review Panel can be requested at any stage in the process