

FOI number: **HBC\_FOI\_20200113**  
Date FOI Received: **04/02/2020**  
Department: **Environmental Health**  
Title: **Disabled Facilities Grants 2015-2017**  
Description: **Information on disabled facilities grants as defined by the Equality Act 2010.**

**Request: (As Redacted sent by requestor)**

Please find attached a number of questions to be considered under the Freedom of Information Act. The questions cover the topic of Disabled Facilities Grants (DFGs).

When the response is submitted, please use the attached Excel answer sheet and submit the response as an Excel file. This will greatly help with data processing. Thank you.

Answers should relate to the area covered by your council.

We are collecting information of this kind from all local authorities in England, and intend to use some or all of the responses publicly.

Where we refer to 'disabled people', we are referring to the definition included in the Equality Act 2010:

"You're disabled under the Equality Act 2010 if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities."

Please do get in contact if you have any queries or if you need any further information;

**Response: (Response as Redacted sent by service)**

Your request has now been considered under the terms of the Freedom of Information Act and/or Environmental Information Regulations, please see attachments. **<SHOWN BELOW>**

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at: Information Commissioners Office

Wycliffe House, Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 01625 545700

Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services

### Freedom of Information Request - Disabled Facilities Grants (DFGs): Answer Sheet

Please provide the required information in the yellow answer boxes. Please submit the Excel file (can be renamed). Please do not submit in another format e.g. PDF. Excel files will help greatly with data collation

Local authority name	Hertsmere Borough Council			
Council name	Hertsmere Borough Council			
Client type covered in this survey (adults only / children and adults)	Children & Adults			
	2015/16	2016/17	2017/18	2018/19
Question 1 In each of the following financial years - 2015/16, 2016/17, 2017/18 and 2018/19 - how many applications did the council receive for a Disabled Facilities Grant (DFG)?	72	78	72	93
Question 2 For applications received in each of the following financial years - 2015/16, 2016/17, 2017/18 and 2018/19: from the date of receipt of the completed application, how many applications obtained a decision from the council (i.e. approval or denial) within six months?	72	78	72	93
Question 3 For DFG applications received on or after 1 April 2015: from the date of receipt of a completed application, what was the longest an applicant had to wait for a decision from the council?	Answer in months			
Question 4 For DFG applications received in each of the following financial years - 2015/16, 2016/17, 2017/18 and 2018/19: how many applications were successful and proceeded to have works carried out? (Not including those applications withdrawn before works commenced)	70	74	65	74
Question 5 Looking at these DFG applications that were successful and not withdrawn (received in financial years 2015/16, 2016/17, 2017/18 and 2018/19): how many from each year resulted in the completion of works detailed in the grant, and payment of the grant, within 12 months of approval?	65	71	60	74
Question 6 For DFG applications received on or after 1 April 2015: from the date of approval, what was the longest an applicant had to wait for completion of works detailed in the grant and payment of the grant?	Answer in months			
Question 7 For applications received in each of the following financial years - 2015/16, 2016/17, 2017/18 and 2018/19: from the date of enquiry, how many applications obtained a decision from the council (i.e. approval or denial) within six months?	8	15	24	51
Question 8 For applications received on or after 1 April 2015: from the date of enquiry, what was the longest an applicant had to wait for a decision from the council?	Answer in months			
	Additional OT recommendations to widen dropped kerb meant restarting the application process from seeking 'Highways' permission to obtaining new tenders to reflect the changes.			Reasons given
	Awaiting tender from Builder			Reasons given
	Tenant failed to engage until several contacts had been made over a period of time			Reasons given

NB Note - Jan 2020: the term 'applications' refers to completed DFG applications (that are valid for consideration for approval or denial). Q7 refers to enquiries

NB note - Jan 2020: Q2 follows on from Q1 (how many of the above applications were processed within six months). So Q2 answers cannot be higher than Q1. Q2 and Q3 start time is from the point of a completed application. Q7 and Q8 below ask the same question from the enquiry stage.

NB note - Jan 2020: Please submit a figure to date for applications received in 2018/19. It is acknowledged that not all applications need to have payment and works complete - those received after Jan 2019 may remain in progress. Also note: Q5 figures cannot be higher than Q4.

NB Note - Jan 2020: Re Q7 and Q8: if date of enquiry is recorded, please start from this date; if not, please indicate this and start from date of referral. Remember: these questions are looking only at enquiries that eventually became applications; so Q7 cannot be higher than Q1