



**CITY AND COUNTY OF SWANSEA**  
**DINAS A SIR ABERTAWE**

Councillor Mary Jones  
Chair of Scrutiny Programme  
Committee

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AL/JW

20 April 2016

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I dderbyn yr wybodaeth hon mewn fformat arall, cysylltwch â'r person uchod.**

Dear Councillor Jones

**SCRUTINY PROGRAMME COMMITTEE**

Thank you for your letter dated 30<sup>th</sup> March 2016 following my attendance at the Scrutiny Programme Committee on the 14<sup>th</sup> March 2016.

Disabled Facilities Grants

The average Disabled Facilities Grants (DFG) timescales for 2014/15 and 2015/16 are listed in Table 1. This shows the total time taken to process a DFG as an average of all cases completed during the year. The total time includes both Occupational Therapy (OT) and Housing elements of the process from first contact to completion of works.

**Table 1**

<b>Year</b>	<b>Number of DFGs completed</b>	<b>Average numbers of days to complete a DFG</b>
2014/15	302	277
2015/16	306	338*

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ANDREA LEWIS**

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**CITY AND COUNTY OF SWANSEA**  
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**Page 2**

\* Please note, due to timing, this figure may not be the final out-turn for 2015/16. The published out-turn figure may vary slightly because cases are still being completed at end of the financial year.

Further information is provided in Table 2 showing the Housing proportion of the average time taken to process a DFG. This measures the time from Housing receiving the recommended works from the OT to completion of works. It includes the total time for survey, scheduling, any required Planning permission or other statutory consents, arrangement of a contractor and the completion/supervision of works on site.

These are as follows:

**Table 2**

<b>Year</b>	<b>Number of DFGs completed</b>	<b>DFG time with Housing (days)</b>
2014/15	302	188
2015/16	306	200

Of a total time of 277 days in 2014/15, the average DFG was with OT for 89 days. In 2015/16, out of a total time of 338 days (see \* above), the average DFG was with OT for 138 days.

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**CITY AND COUNTY OF SWANSEA**  
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**Page 3**

A systems review of the DFG process in Housing has been completed and a number of changes aimed at reducing waiting times have been implemented in recent times. These include for example a telephone based initial enquiry and screening process. The Housing in-house 'Agency Service' has been expanded. This service is offered to all applicants needing assistance with the DFG application, carrying out a survey and the contractor management process. The Agency Service helps ensure DFG processing times are minimised and offered within statutory timescales.

In early 2016 Housing directly employed 2.5 OT staff to work in addition to OTs based in Social Services. This is expected to improve DFG performance in 2016/17 and beyond.

Minor adaptations up to £2000 in value are delivered outside of the DFG process and without the need for an Occupational Therapist assessment in every case. The average waiting time for minor adaptations in 2015/16 is 55 days. Typical works include installation of grab rails, external handrails, small ramps and lever taps. Minor adaptations are not included in the monitoring of DFG waiting times. The larger and more complex adaptations are all delivered through the DFG process, hence longer waiting times for DFG.

Health Board recharge project / contract management

The Commercial Services team was asked by the Social Services department to lead on the recharging of 'Learning Disabilities Continuing Health Care' Health Board funded packages (funded by Abertawe Bro Morgannwg University Health Board /AMBU) in December 2015; these healthcare packages can be 50% to 100% funded by the Health Board. The Council delivers the care required by the Health Board and then engages in a recharging exercise.

The following work was undertaken by the Commercial Services team –

1. Establish historic arrangements and clarify the information we currently held.
2. Compiled a list of all the packages of care which needed to be recharged liaising with Care Management and Team Leaders to gather this information and checking through previous invoices to gather all the information.

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**CITY AND COUNTY OF SWANSEA**  
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Page 4

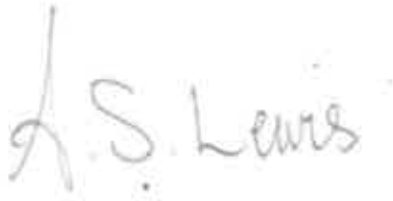
3. Arranged a meeting with senior Officers from ABMU to go through all packages and identify any disputes/queries. All those which we agreed were invoiced immediately.
4. Disputes/queries addressed in conjunction with care management
5. Further meeting with ABMU to address initial queries and to review and discuss new ways of working.

To date the amount recharged for 2015/16 is in excess of £3.4 million with the work that the Commercial Services team undertook yielding approximately £2.1 million.

Portfolio Responsibilities with Community Building and Asset Transfer

In relation to the request to clarify the portfolio responsibilities in relation to Community Building and Asset Transfer I can confirm that I was originally involved in helping to draft the "toolkit" to assist organisations and the council to facilitate CAT. However other than that initial involvement there is currently no portfolio involvement for myself with the relevant Cabinet Member being Councillor Mark Child.

Yours sincerely



**COUNCILLOR ANDREA LEWIS**  
**CABINET MEMBER FOR NEXT GENERATION SERVICES**

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**Subject: 2015/16 overview**

**Income / Savings project**

Activity	Annual Savings	Annual New Income
Public Notices	£104,000.00	
Corporate Advertising rate	£7,000.00	
Car Park Tickets	£3,500.00	£3,500.00
Credit Card		£15,000.00
Hanging Baskets		£11,500.00
Street Naming & numbering		£30,000.00
Landore Priority Football Parking		£16,200.00
Road Closures		£35,000.00
Pre-planning advice		£30,000.00
Knotweed service		£20,000.00
Land charges		£20,000.00
Primary school breakfast club service. Welsh Government funding now ceased. Estimate based on 1500 users @ £1 per day x 5 = £7,500 x 38 weeks = £285,000		£285,000.00
Swansea Resource Centre Hearing loop hire		£720.00
Swansea Resource Centre Reduction in contingency budget		£8,000.00
Increase in Legal Docs		£1,832.00
Increase in Legal Coveyancing		£11,064.00
Increase in Legal Common fees		£2,938.00
Sponsorship, Advertising & Promotions		£170,000.00
	£114,500.00	£660,754.00
<b>Contribution</b>		<b>£775,254.00</b>

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