

Appendix 1: Key Performance Indicators (KPIs) for Disabled Facility Grants (DFG)

Adaptation Service BCF KPI					
Major Adaptations (Q3 (Q2) (Q1))					
1	Grants Completed by age (combined)				Comments
	Child cases (Under 18yrs)	7	(6)	(11)	National Dataset Q3 figure
	18-65	67	(76)	(45)	National Dataset Q3figure
	>66	92	(127)	(77)	National Dataset Q3figure
2	Grants completed by tenure				
	o/o	98	(130)	(89)	National Dataset Q3 figure
	RP	53	(62)	(34)	National Dataset Q3 figure
	private l/l	15	(17)	(10)	National Dataset Q3 figure
3	Time to receive OT Assessment Stage 1				
	average no. of working days from presentation to OT assessment Housing				Q1- 38 Q2. - 60 Housing OT Q3- 54
		average no. of days from presentation to OT assessment ASC			
	average no. of days from presentation to OT assessment Children's				
4	Average no. of days from identification of relevant works to submission of the formal application (Stage 2)				
	DFG –102	102	80	57	Q3
	TCAG- 16	16	10	30	Q3
	HAG --15	15	16	17	

				Q3
5	average no. of days from receipt of application to approval (Stage3)			
	DFG	4 (4.2) (6)		
	TCAG	1 (2.1) (4)		Q3
	HAG	1 (1) (0.5)		Q3
6	average no of days from approval to completion of works (stage 4)			
	DFG	86 (58) (72)		Q3
	TCAG	52 (46) (63)		Q3
	HAG	30 (24) (26.5)		Q3
7	no. of grant applications submitted			
	DFG	86 (64) (44)		Q3
	TCAG	8 (14) (18)		Q3
	HAG	63 (76) (120)		Q3
8	no. of grant applications approved			
	DFG	88 (59) (44)		Q3
	TCAG	9 (16) (18)		Q3
	HAG	63(76) (120)		Q3
9	no of grants completed			
	DFG	56 (75) (46)		Q3
	TCAG	5 (15) (9)		Q3
	HAG	113(96) (77)		Q3
10	Customer Satisfaction			
	DFG – 100% rated performance as Good			Q3
	TCAG- 100% rated performance as Good			Q3
	HAG – 100% rated performance as Excellent or good (82% excellent & 18% Good)			Q3
	Minor Adaptations			
11	No. of referrals received – 844 - (643 minor & 201 Major/Minor)			Q3

12	No. of minor works completed	Q3	Q2	
	Hospital Discharge	34	(28)	Q3
	Minor Works	375	(604)	Q3
	Minor works requiring fabrication (M/M)	103	(109)	Q3
13	No. of minor adaptations completed %			
	Hospital Discharge (within 48hrs)	89%	(75%)	Q3
	Minor Works (within 7 working days)	58%	(92%)	Q3
	Minor works requiring fabrication (M/M) (within 50 working days)	75%	(76%)	Q3
BCF Spend				
14	Spend Major Adaptations	£3,595,887		Quarterly
	Spend Minor Adaptations	£298,847		Quarterly
	Spend other	£422,855		Quarterly
	Total Spend	£4,317,589		Quarterly