

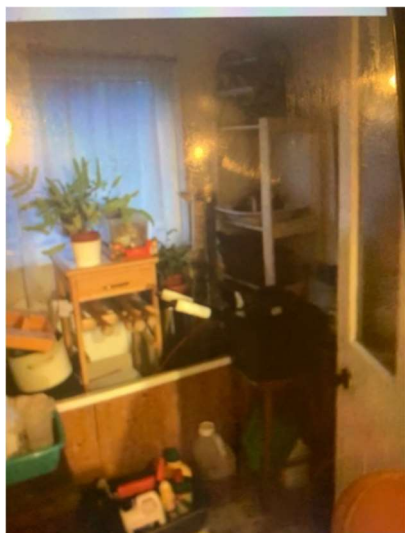
Appendix A – Examples of Disabled Facilities Grants

Curved Stair Lift for 70 year old

Feedback; “We are so grateful for the excellent service that we received. The grant that you provided for the Stairlift has given me a new lease of life. I now have some measure of independence. Thank-you so much

Level Access Shower for 61 yr old in Bere Alston

Before (bath full of belongings as could not use)



After



Curved Stair Lift – 81 yr old Whitchurch

Feedback from the customer;

“Work was done very efficiently and politely, so it could not have been done any better by the Council or the installer.”

Young person in Okehampton

Example of urgent referral received by the Council -

We received a Statement Of Need for a property that a young man is moving into at the end of July. He needed a level access shower and grab rails installed to reduce the risk of falling.

We managed to arrange for the Contractor to visit the actual day that the Client moved in to his new property (11/08) so that all information could be fed back to us as quickly as possible; as it was a RSL property so we had to send details to the Landlord for their approval of the works.

The level access shower was installed within 10 weeks of the Client moving in, with a means-test/benefits query along the way (which unfortunately held things up for a couple weeks), all quote & plan details from the Contractor, all approvals being received etc (29/09).

Normally we would state that the Contractor must be able to start within 6 weeks but by keeping in contact with them & the Client we were able to ensure that the case was handled efficiently by all, and that the quickest turnaround time was possible, all done within 12 weeks from SoN being received to the Completion documents being received.