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## DFG Major Adaptation Feedback Form

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Please use this feedback form to tell us about your most recent adaptation.

1. Thinking about your most recent adaptation, what type of adaptation did you have?

Stairlift

Ramp

Bathroom Modification

Kitchen Adaptation

Extension

Other (please specify below)

2. Approximately how long did it take to complete your most recent adaptation?

Under 6 months

Between 6 and 12 months

Between a year and 18 months

Between 18 months and 2 years

More than 2 years

**3. If you experienced a delay in the DFG process, when was this?**

There was a delay during the application stage

There was a delay at the installation stage

I did not experience a delay

**Please state below the reason for the delay (if known)**

**4. How did you find out about your entitlement to an adaptation?**

Contact Centre

Social Care Practitioner

Occupational Therapist

Hospital Professional

District/Borough Council

Other (please specify below)

**5. On a scale of 1-5 how informed did you feel about the adaptation process before it began? (where 1 is not at all informed and 5 is very informed)**

1 Not at all informed

2

3

4

5 Very Informed

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**6. On a scale of 1-5 how involved did you feel through the process of planning and installing your adaptation?**

1 Not at all involved

2

3

4

5 Very Involved

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**7. On a scale of 1-5 how supported did you feel through the process of installing your adaptation?**

1 Not at all supported

2

3

4

5 Very Supported

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**8. Which of the following, if any, provided you with support through the process of installing your adaptation? (please tick all that apply)**

District & Borough Grants Dept

Home Improvement Agency

GP

Advocate

Hospital Occupational Therapist

Social Care Occupational Therapist / Practitioner

Housing association

CAB

Family/Carer

No one

Other (please specify below)

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**9. Did you make changes to the original adaptation plans?**

Yes

No

**10. Did your adaptation require planning permission?**

Yes

No

If Yes, go to question 11;  
If No, go straight to question 12.

**11. If your adaptation required planning permission, did you receive the appropriate advice on this?**

Yes

No

**12. Did you need interim living arrangements during the building work?**

Yes

No

**13. How satisfied are you that the adaptation has helped you to remain living independently?**

1 Not at all  
satisfied

2

3

4

5 Very  
satisfied

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**14. Did you personally contribute towards the cost of your adaptation?**

Yes

No

**15. Overall, how satisfied are you with the adaptation process?**

1 Not at all  
satisfied

2

3

4

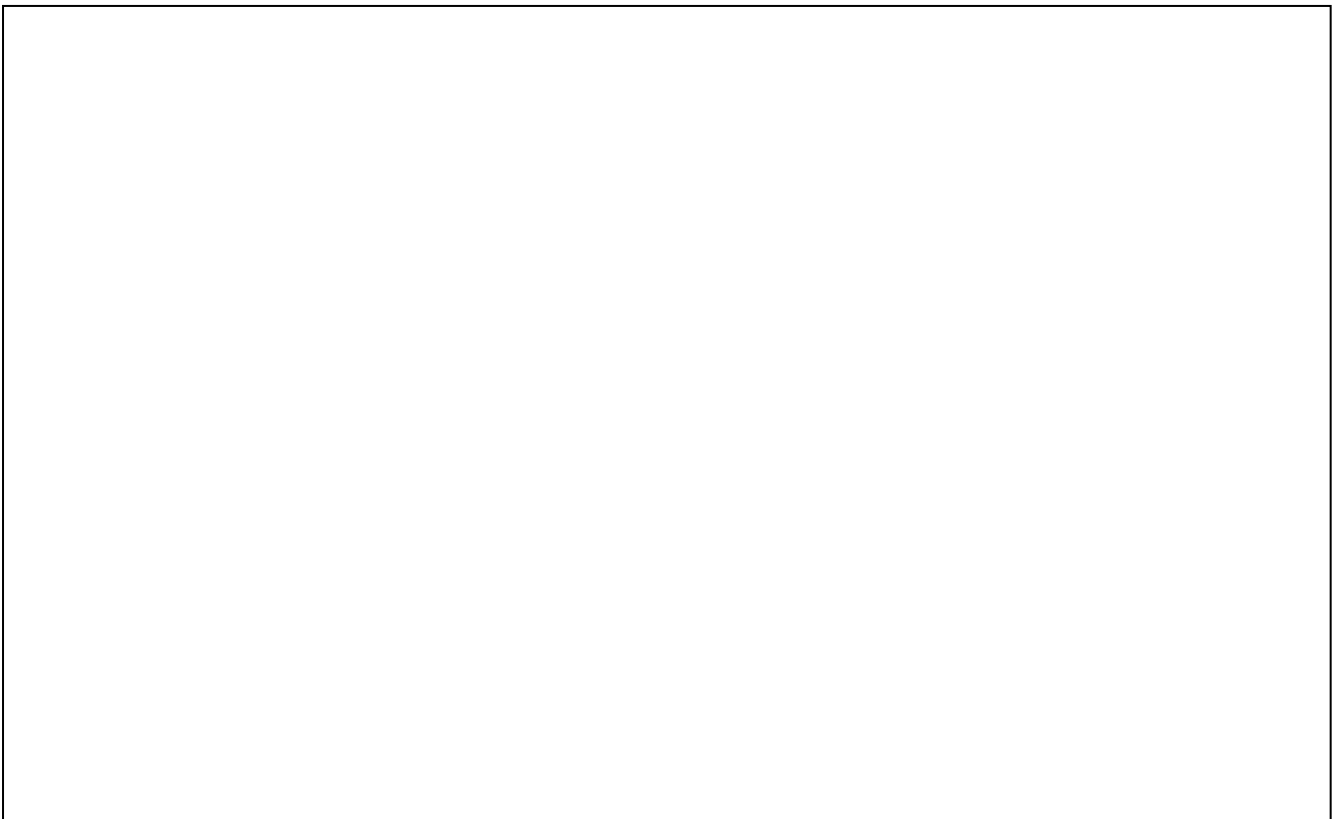
5 Very  
satisfied

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**16. Thinking about your most recent adaptation, what one thing could Adult Social Care improve?**



**What one thing did Adult Social Care do well?**



**Are you male or female?**      Male       Female

**How old are you?**    18-34     35-64     65-74     75-84     85+

**To which of these groups do you consider you belong?** *(please tick one box)*

White (British, Irish, Traveller, any other white background)

Mixed (White & Black Caribbean, White & Black African,  
White & Asian, other mixed)

Asian or Asian British (Indian, Pakistani, Bangladeshi,  
any other Asian background)

Black or Black British (Caribbean, African, any other Black background)

Chinese or Other Ethnic Group

I would rather not answer

**Within which district or borough do you live?**

Elmbridge

Spelthorne

Epsom and Ewell

Surrey Heath

Guildford

Tandridge

Mole Valley

Waverley

Reigate and Banstead

Woking

Runnymede

**Thank-you for taking the time to complete this questionnaire.  
Please return your completed questionnaire in the pre-paid envelope  
by Friday 16<sup>th</sup> November 2012.**