

**n-able**

Part of Norse Group 

# Maximising the Disabled Facilities Grant



Supporting councils to turn funding  
into life-changing home adaptations



# The Disabled Facilities Grant challenge

The right home adaptation at the right time can change lives. It can prevent falls, reduce hospital admissions, ease pressure on carers, and help people manage long-term conditions safely.

Unaddressed fall hazards in the home are estimated to cost NHS England **£435 million** each year. Yet timely adaptations can avoid these costs, delay or prevent residential care, and most importantly enable people to remain independent at home.

Although **£711 million** is allocated nationally through the Disabled Facilities Grant, it is estimated that over **£100 million** goes unspent annually.

**Every unspent pound represents a missed opportunity to protect residents and reduce strain on local systems.**

**This is rarely due to lack of need. Instead, councils face:**

- 📍 Rising demand for adaptations
- 📍 Waiting lists and delivery bottlenecks
- 📍 Administrative complexity and statutory deadlines
- 📍 Contractor availability challenges
- 📍 Increasing social care pressure





# Supporting people to live independently

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Since 2013, n-able has helped more than **19,000 people remain independent at home and in work, delivering over 71,000 adaptations and specialist equipment solutions.**

As part of Norse Group, we provide a fully managed DFG design and delivery service that helps councils reduce operational pressure, deliver faster and compliant adaptations, maximise funding, and retain social value locally.

Guided by public sector values, we put people first, create positive outcomes for communities, and ensure local benefits from every project. Our end-to-end model combines technical expertise, project management, and direct service delivery.

By reducing reliance on subcontractors and leveraging national buying power, we lower costs, improve reliability, and enhance the resident experience.

We work closely with local authorities to place people and communities at the centre of every project.

By helping residents remain safely and comfortably in their own homes, we reduce pressures on health and social care services while making sure resources are used effectively.

# Turning funding into real impact

**The Disabled Facilities Grant enables councils to fund essential home adaptations that allow residents to live safely and independently.**

Local authorities carry the statutory responsibility for assessing need, approving applications, and ensuring works are delivered appropriately.

Effective use of the grant is vital. Efficient delivery can reduce hospital admissions and prevent falls, support longer independence, avoid the higher costs of residential care,

ensure statutory duties are met, and safeguard public resources.

Whether large or small, each adaptation makes a meaningful difference. They enhance quality of life, ease stress on families, and help loved ones stay connected and supported within their communities.



Whether large or small, **each adaptation makes a meaningful difference.**





# Working together to make a difference

**n-able partner with local authorities to strengthen governance and reduce pressure on internal teams**

By managing compliance, overseeing contractors, and providing transparent reporting, we help councils accelerate project timescales while maintaining accountability.

Our scalable approach allows authorities to respond efficiently to changing demand.

Whether providing a fully outsourced service or targeted technical support, we offer end-to-end design and project management for DFG adaptations.

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Working alongside council teams, occupational therapists, housing services, and approved contractors, we support every stage from referral through to completion, certification, and ongoing defects management, ensuring a smooth, collaborative process that delivers positive outcomes for residents.



**Our DFG service is designed to be fully flexible.** Every council operates differently, so we **tailor our approach** to match your priorities, processes, and local pressures.

Whether you need end-to-end delivery or support in specific stages of the workflow, **we can shape the service around your requirements** to ensure residents receive the right adaptations as **quickly and efficiently** as possible.

**Richard Cole**  
Operations Director at n-able

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# Adaptations that change lives

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able to deliver a full range of home adaptations, from minor works to complex structural alterations, ensuring each solution is safe, compliant, and tailored to the resident's needs.

## Major adaptations

**Structural or complex works such as:**

- ✔ Ground floor extensions (bedrooms and bathrooms)
- ✔ Garage conversions
- ✔ Structural alterations
- ✔ Through-floor lifts
- ✔ Full wet room installations
- ✔ Hoist installations requiring structural reinforcement

## Minor adaptations

**Lower value works delivered efficiently and safely:**

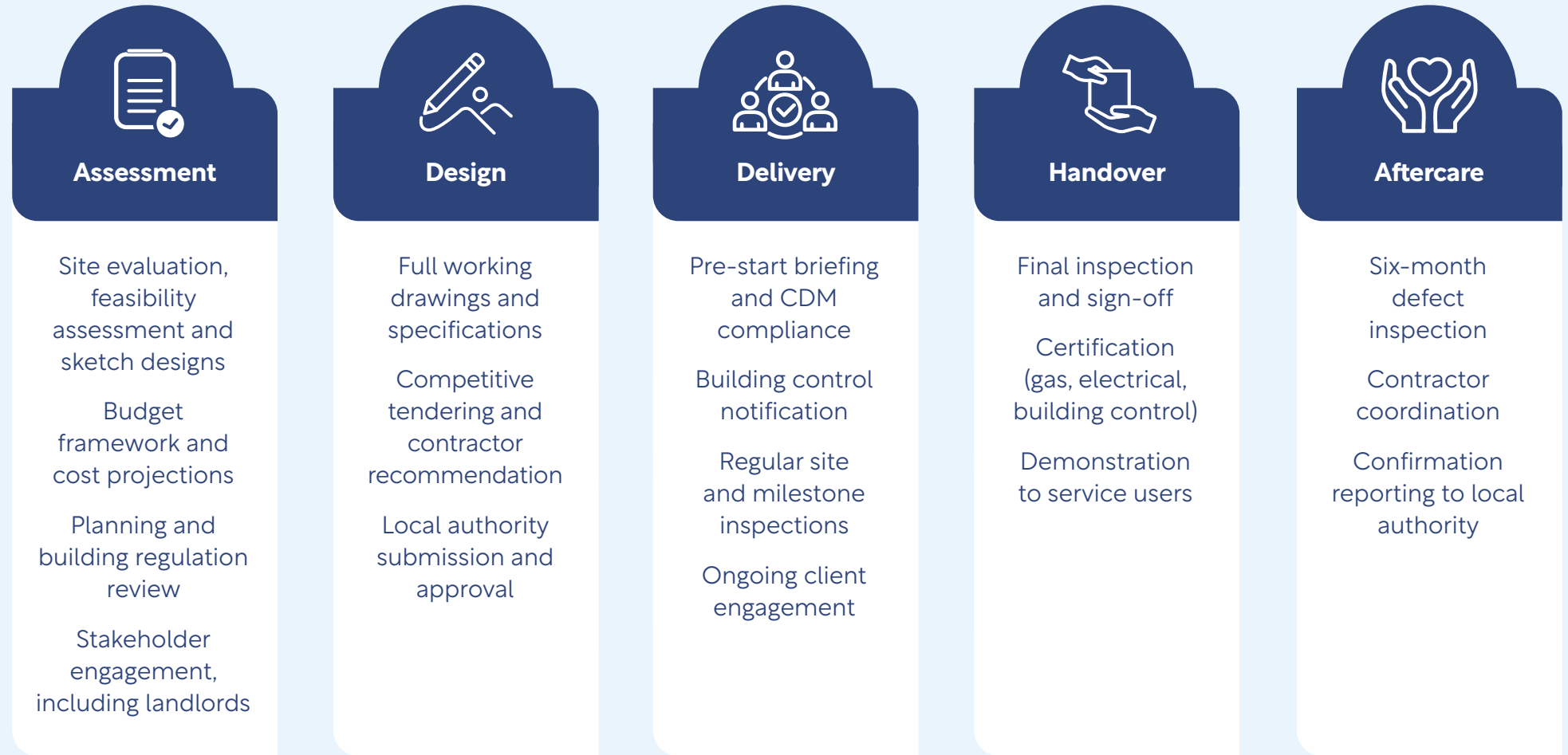
- ✔ Access ramps
- ✔ Door widening
- ✔ Level access showers
- ✔ Handrails and access improvements
- ✔ Specialist heating and electrical alterations
- ✔ Environmental control systems

**This list is indicative rather than exhaustive.**



# The Disabled Facilities Grant journey

Our model integrates at any stage of the adaptation pathway.





**As Operations Manager, my priority is ensuring our team delivers the best possible experience for residents and the end user.** We work closely with councils to keep cases progressing smoothly, coordinate every stage of the adaptation journey and provide the practical support needed to reduce delays

**Adam Jeffries**  
Operations Manager at n-able



# Underpinned by strong governance

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**Strong governance, quality assurance, and contractor oversight are embedded in every stage of our delivery model.**

This ensures Disabled Facilities Grant funding is managed transparently, accountably, and in full compliance with regulations.

Authorities receive monthly performance reports, live case tracking, financial summaries, customer satisfaction insights, and KPI dashboards, with access to our case management system for real-time visibility.

All adaptations are designed and delivered in line with statutory requirements, health and safety legislation, and recognised best practice—safeguarding residents and protecting the authority's legal and financial responsibilities.

Our structured procurement and performance framework ensures contractors meet required standards, with ongoing monitoring of quality, communication, timescales, and defect resolution for safe, consistent delivery.



# Get in touch

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Let's work together to turn funding into real impact for residents and communities.


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