

# Transforming Outcomes Programme in Adult Social Care: **Update on DFG Adaptations**

Health in Hackney Scrutiny Commission Update  
2 March 2026



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# Context and background

A dedicated project ran from Sept 2023 to Dec 2025 to redesign our Disabled Facilities Grant (DFG) Adaptation Pathway as part of our Transforming Outcomes Programme.

## **Purpose**

To achieve safety and independence to our disabled residents by providing personalised and timely home adaptations funded by the Disabled Facilities Grant.

## **Focus**

Reviewing and streamlining the DFG adaptation pathway and moving the service from Private Sector Housing and an external Home Improvement Agency to Adult Social Care.

## **Project status**

In December 2025, the project was completed and the ongoing oversight transferred to business as usual with the new DFG Home Adaptation Service sitting within Complex Care and Occupational Therapy.



# Project Summary - what changes have we made?

We have...

- **launched a new team** - the DFG Home Adaptations Service which sits within Adult Social Care and undertakes all functions which were previously undertaken by a combination of Private Sector Housing and an externally commissioned Home Improvement Agency (HIA) service
- developed a **new pathway with our case management system** which allows for better visibility between Occupational Therapy and the DFG Team and seamless processing of referrals
- **streamlined the forms** and information needed from residents in order to progress a DFG Adaptation
- **increased the means test threshold** to £20k - where an adaptation is below this amount, residents are not subject to a means test and so access a fast-tracked pathway
- approved the use of a **Dynamic Purchasing System to source reputable and trust marked contractors** for home adaptations
- approved a **new Home Adaptations and Repair policy** which provides clarity and transparency on the adaptations and repairs across all tenures
- developed **information leaflets** and updated the website to explain the different types of grants and processes
- agreed **Key Performance Indicators** and have developed the design for the Performance and Insight tools



# Update on waiting times and dashboard

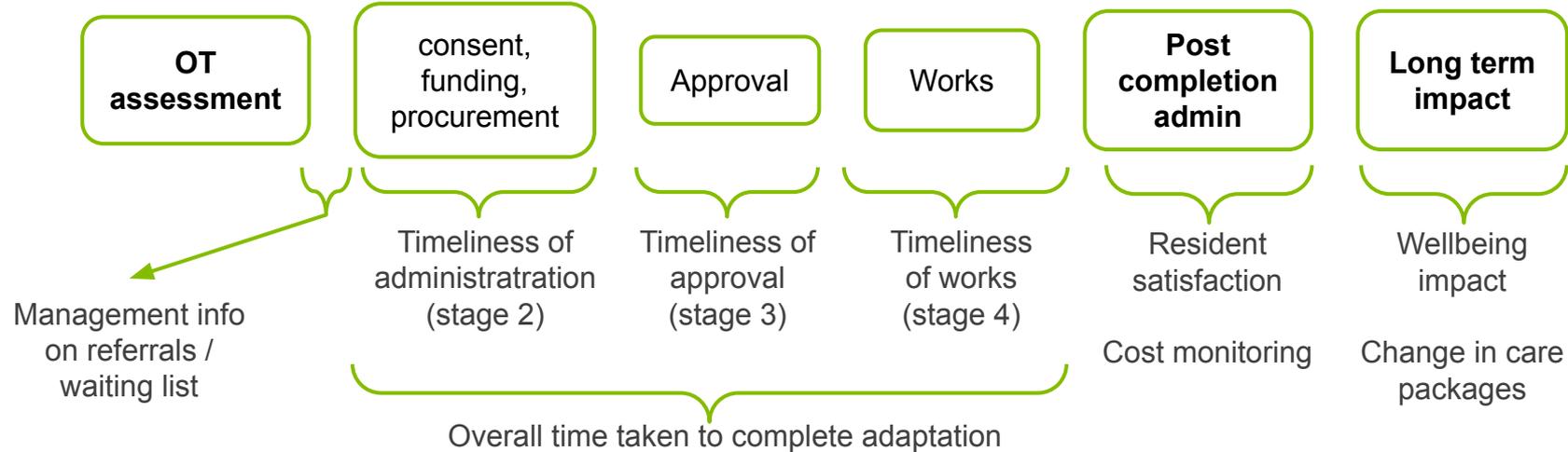
We have developed the specification for a performance dashboard alongside the mosaic build to ensure we're able to run reports on the key data points

	<i>Who uses it?</i>	<i>How often?</i>	<i>What is it used for?</i>	<i>What is on it?</i>
<b>Caseload Visibility and Team Management</b>	Team Leader / Practitioners	Daily / Weekly	Management of waiting lists Monitoring / unblocking case progression Managing officer performance	Stage and waiting time of live cases
<b>Performance Dashboard</b>	Team Leader / AD / SLT	Weekly / Monthly	High level oversight and assurance Monitoring performance at different stages of the process Monitoring spend data Monitoring satisfaction data, and identifying unsatisfied residents for follow up	Monthly snapshot of retrospective performance - Timeliness KPIs (overall & each stage) Satisfaction score Cost monitoring data

# Update on waiting times and dashboard

There is a phased use of the case management system, which launched in Sept 2025, with cases being transitioned from the external contractor to London Borough of Hackney. This started in Oct 2025 and is ongoing, so we are not expecting to have reliable benchmark data until Sept 2026.

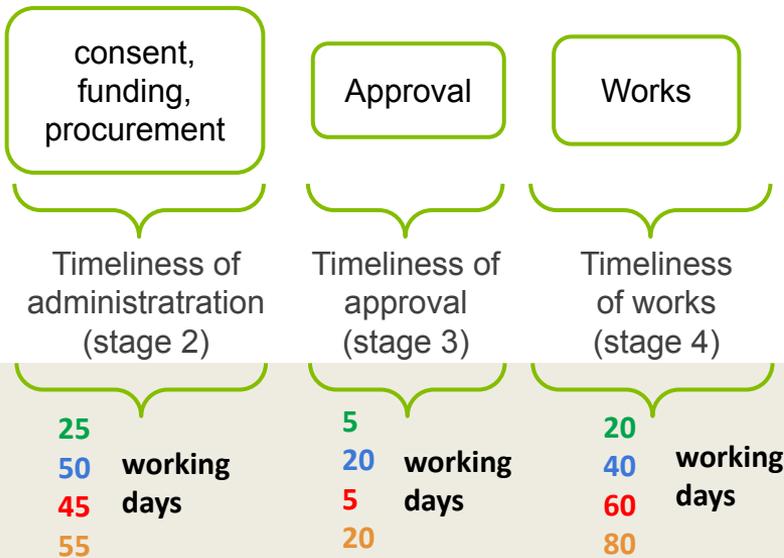
We are measuring:



# Key Performance Indicators

**What does best practice look like?**  
National guidance acknowledges that the timescales for moving through these stages will depend upon the **urgency** and **complexity** of the adaptations required

Urgent & simple  
Non-urgent & simple  
Urgent & complex  
Non-urgent & complex



45 days

7 days

Average not yet available

## What does our initial data tell us in Hackney?

Initial averages where adaptations have completed the stages.

Please note:

- numbers are not yet broken by urgency and complexity but this is being built into the dashboard
- these averages are initial indications but based on small numbers and will be monitored through the Lead Member Dashboard

To date 173 DFG funded adaptations have been completed in 2025/26