



n-able

Designed to support Independent Living

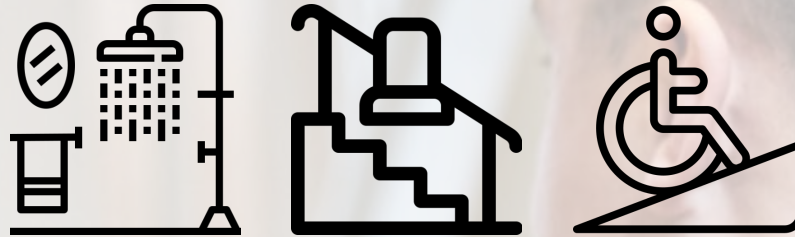
Tony Taylor
Operations Director



Designed to support Independent Living

April 3rd, 2023, saw the launch of the new Alliance Norse DFG N-Able service, with the recruitment of a fully experienced team of Occupational Therapist and Case Workers. Alliance have since raised awareness of the availability of grants and have been guiding our clients through the process. Our O.T. and the case workers are the frontline of client interaction, providing smooth customer services. The service seek to achieve cost savings to the councils by helping people continue living in their own homes rather than moving into local authority care by providing adaptations for example

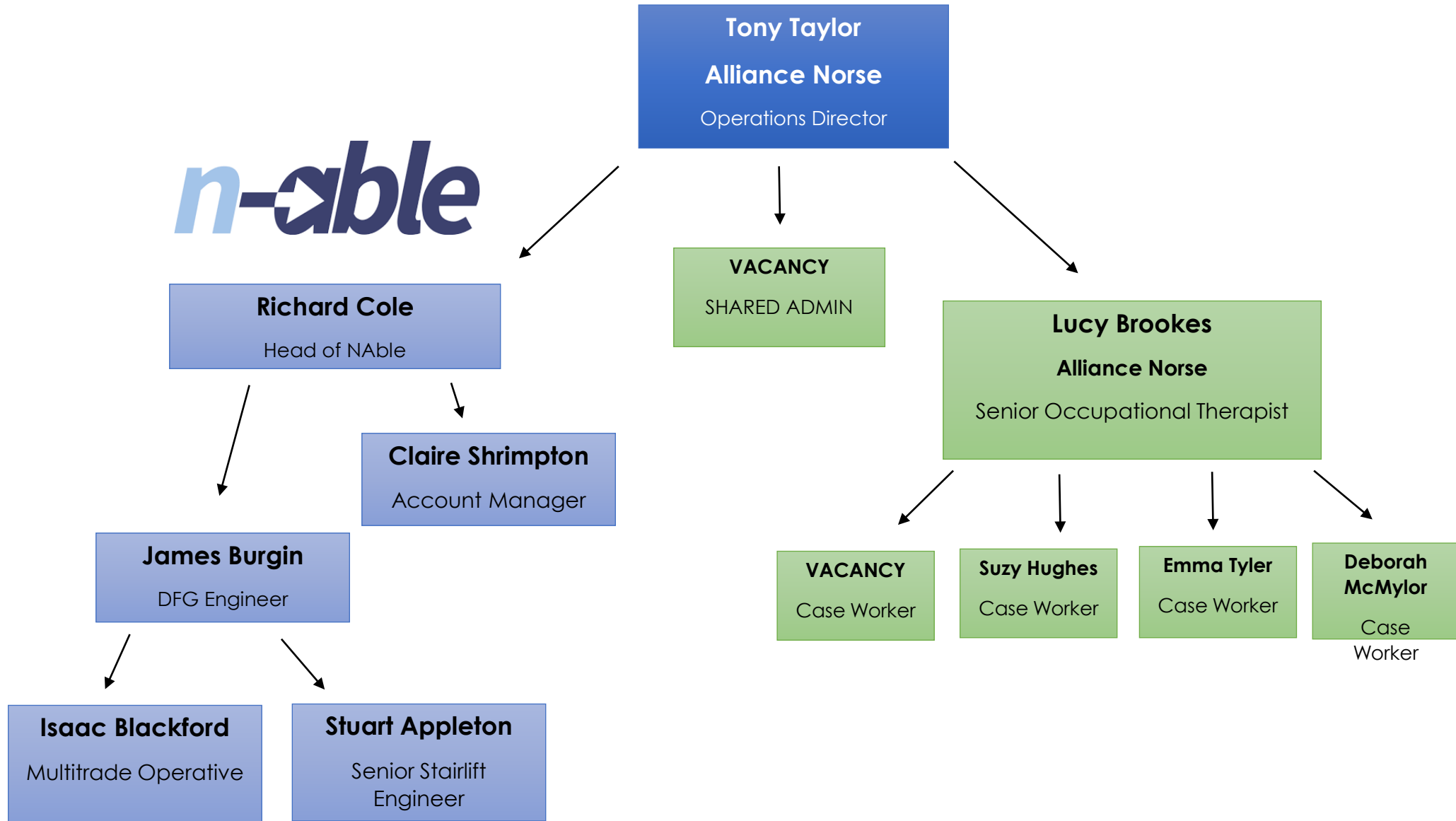
Level Access Showers/Wet Rooms
Stairlifts – straight, curved and bespoke
Ramps – fixed and powered
Through-floor Lifts
Wash/Dry Toilets
Kitchen Adaptations
Extensions



N-able delivers several of these services in-house and has a network of specialist sub-contractors for installations such as through-floor lifts and extensions, as well as for general building works.

Moving the DFG activities into Alliance Norse has provided a range of benefits:

- greater cost-efficiency driven by higher productivity, increased purchasing power and economies of scale, along with:
- Improved service delivery, using the experience and expertise of the N-able team
- A close working relationship with both councils and their OT teams
- Greater control of services through the Alliance Norse board
- Reduced dependence on sub-contractors



High Peak Borough Council

Q1 Committed £219,509

Q2 Committed £511,968

Total = £731,477

Actual Spend (HP) £378,723

- **108** cases in total
- **69** cases completed.
- The senior DFG engineer is carrying out post inspections of works and customer satisfaction surveys on behalf of
- 1st Audit is Scheduled for November 2023
- Compliments received **10** in total, spread Between N-Able stairlift team and FDL Contractors.

DELIVERY OF SERVICE

N-able are commissioned by Alliance Norse. N-able are delivering works in-house as far as possible, only subcontracting if necessary. Before enlisting a third-party subcontractor, N-able will commission Alliance Norse where possible. Better value can also be achieved with a partnership rather than a contractual arrangement to deliver DFG works, with lower margins and overhead charges, and full transparency at board level.

Central procurement would result in greater discounts throughout the contract. Equipment and materials can be purchased in bulk and the use of the Group's stairlift, specialist toileting/showering and other contracts would benefit Alliance Norse and both councils.

The transfer of the DFG Adaptations services have enabled us to set up a private N-able hub in the area. This would make full use of N-able's resources, and contribute to further cost efficiency, driving down prices.

The support network of engineers ensures stability in service delivery and allows for product development.



DFG Adaptations at Alliance Norse Key Performance Indicators (KPI's) High Peak Borough Council & Staffordshire Moorlands District Council

Mitigation on SM underperformance of Q1 and Q2:

No Data transferred, those that had been had corrupt data, we had to seek details from various agencies including Staffordshire's County Cares Team, Rehab Jigsaw and Your Housing Group. This involved re-contacting clients and asking for permission for data to be sent.

Senior OT did not take up post until late August 2023. Rehab jigsaw were utilised for interim OT support.

Over Performance of HP Q1 and Q2:

High Peaks have over performed in first 6 months, cases were able to be handed over as a whole and OT's engaged to ensure we had an up-to-date understanding of the outstanding cases from Millbrook.

REF	KPI	DETAIL	TARGET	HPBC	
1	Client contacted within 1 working day of referral	Clients contacted by Administration team to book OT visit	1 Working Day	85%	
2	Client initial OT visit within 10 working days	OT to visit to discuss DFG and how to move the case forward with the client	10 Working Days	100% New Cases	
3	Case worker to complete paperwork 5 working days after OT visit	Case worker to prepare paperwork, ensuring client meets DFG criteria, and engage other agencies if required to move case forward	5 Working Days	100%	
4	Major works to begin within 3 weeks of full DFG approval	Works to start within 3 weeks of full approval	15 Working Days	100% client dependent	
5	Sign off works within 5 working days of completion	Full OT sign off once DFG works are completed	5 Working Days	100% DFG Engineer	
6	Snagging to be completed within 5 working days	Any issues with DFG need to be rectified within 5 working days of notification	5 Working Days	82%	



Designed to support Independent Living

The Future :

Staffordshire Moorlands is now the focus of the Senior OT Lucy Brookes to ensure initial OT Assessments are completed, caseworkers are accompanying the OT to client assessments to ensure seamless service and to reduce further delays.

N-Able now have a full team compliment, Head of service in place, 2 x stairlift / plumbers and a senior DFG engineer and an account manager to deliver. Focus remains to complete as much work in house as possible.

The DFG/N-Able unit is fully functional and hosting DCC OT meetings on a regular basis.

All equipment is fully operational including a through floor lift for client demonstrations, Occupational Therapist encourages clients to visit the showroom before works.

N-Able are holding more than £100k stock in units to react to needs as soon as possible on DFG's this includes 20 stairlifts minimum, overhead hoists, and wash dry toilets.

The Marketing element of the DFG service is likely to start in 2024 as priority has been to deal with the backlog of outstanding grants inherited from Millbrook.



Ref	KPI Description	Reporting Area		Detail	Data Source	Target	Previous	Month	YTD	Data Frequency	Causes of missed targets and actions to resolve
		N-Able	/ Alliance					Actual	Actual		
1	Growth in number of referrals for DFG services	Alliance		Ensure consistent levels of growth in DFG referrals, using data target areas with good response	Elms	To be agreed				monthly	We haven't started uplifting, still dealing with backlog, new cases are coming through regularly
2	Deliver agreed level of public events advertising the DFG services, both local and rural	N-Able / Alliance		Number of events delivered, and number of events delivered last year	Elms	To be agreed				monthly	Suspended until 2024 as agreed, funding saved
3	Increase the number of DFG referrals below means test threshold	N-Able		Monitor uptake of DFG works and target lower spend/simple DFG works that meet criteria and improve customers' home	Elms	To be agreed				monthly	All stairlifts have remained below £5k threshold, with increase in take up
4	Client contacted within 1 working day of referral	Alliance Norse		Clients contacted by Administration team to book OT visit	Elms	1 Working Day				monthly	
5	Client allocated an officer within 5 working days of referral	Alliance Norse		Client offered a single point of contact for this service	Elms	5 Working Days				monthly	
6	Client initial OT visit within 10 working days	Alliance Norse		OT to visit to discuss DFG and how to move the case forward with the client	Elms	10 Working Days				monthly	Senior OT is booking within agreed times, been in place since 21 st August 2023.
7	Case worker to complete paperwork 5 working days after OT visit	Alliance		Case worker to prepare paperwork, ensuring client meets DFG criteria, and engage other agencies if required to move case forward. This includes means testing	Elms	5 Working Days				monthly	Target has been met
8	Major works to begin within 3 weeks of full DFG approval	N-able		Works to start within 3 weeks of full approval	Elms	15 Working Days				monthly	This target is not possible due backlog of cases, some clients requesting delays
9.a	Timescales for the completion of adaptations where the case is considered to be Urgent & Simple	N-Able		Works to be completed within 20 working days of being approved	Elms	20 Working Days				monthly	Yes targets hit, minor works completed in house and within 20 days
9.b	Timescales for the completion of adaptations where the case is considered to be Non-urgent & Simple	N-Able		Works to be completed within 40 working days of being approved	Elms	40 Working Days				monthly	Cases agreed all completed with 40 days
9.c	Timescales for the completion of adaptations where the case is considered to be Urgent & Complex	N-Able		Works to be completed within 60 working days of being approved	Elms	60 Working Days				monthly	Yes this target has been met, if agreed with clients, Housing assn (YHG and Guinness) have delayed 3 cases
9.d	Timescales for the completion of adaptations where the case is considered to be Non-urgent & Complex	N-Able		Works to be completed within 80 working days of being approved	Elms	80 Working Days				monthly	On schedule
10	Sign off works within 5 working days of completion	N-Able		Full OT sign off once DFG works are completed	Elms	5 Working Days				Monthly	Sign off Completed by DFG Engineer / 5 day target has been met
11	Snagging to be completed within 5 working days of notification	N-Able		Any issues with DFG need to be rectified within 5 working days of notification	Elms	5 Working Days				monthly	Contractors and N-Able have met this target for snagging 90%
12	Customer Satisfaction	N-Able		As determined by feedback forms provided after delivery	Elms	95%				monthly	No feed back form devised, but DFG Engineer feeds back any problems directly
13	Complaints resolved by Alliance Norse	Alliance Norse / N-Able		Resolution as agreed between client and Alliance Norse	Elms	100%				monthly	Complaints, 3 complaints logged and all resolved to client satisfaction
The following indicators relate to the the annual data report to central government											
14	Number of grants completed where the disabled occupant was aged 17 or less?	N/A		N/A (Central Government RFI)	Elms	N/A				Annual	
15	Number of grants completed in where the disabled occupant was aged 18 to 65?	N/A		N/A (Central Government RFI)	Elms	N/A				Annual	
16	Number of grants completed where the disabled occupant was of pensionable age (66 and over)?	N/A		N/A (Central Government RFI)	Elms	N/A				Annual	
17	The number of grants completed for: a) Veterans b) BAME applicants	N/A		N/A (Central Government RFI)	Elms	N/A				Annual	
18	Number of grants completed in where the amount of grant was £5,000 or less?	N/A		N/A (Central Government RFI)	Elms	N/A				Annual	
19	Number of grants completed where the amount of grant was between £5,001 to £15,000?	N/A		N/A (Central Government RFI)	Elms	N/A				Annual	
20	Number of grants completed where the amount of grant was between £15,001 to £29,999?	N/A		N/A (Central Government RFI)	Elms	N/A				Annual	
21	Number of grants completed where the amount of grant was £30,000 or more?	N/A		N/A (Central Government RFI)	Elms	N/A				Annual	
22	Number of grants completed for owner occupiers?	N/A		N/A (Central Government RFI)	Elms	N/A				Annual	

23	Number of grants completed for Registered Provider/Housing Association tenants?	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
24	Number of grants completed for private rented tenants?	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
25	Number of grants completed for occupiers of a caravan or houseboat.	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
26	Number of homes adapted for council housing tenants (funded from your Housing Revenue Account)	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
27	The number of grants completed for landlord applications, from: a) Private landlords b) Registered Provider and Housing Association landlords	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
28	Average (mean) number of working days for stage 2: from identification of the relevant works (usually receipt of an assessment/referral from an Occupational Therapist or Trusted Assessor) to submission of the grant application.	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
29	Total number of grant applications submitted in the financial year.	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
30	Average (mean) number of working days for stage 3: from submission of the grant application to grant approval.	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
31	Total number of grants approved in the financial year	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
32	Number of specified Grants approved; Mandatory DFG Assistance to Move House Grant Top – Up Grant Safe and Secure Grant Community Adaptation Grant	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
33	Number of grants approved where payment was deferred (under section 36 of the Housing Grants Construction and Regeneration Act 1996)?	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
34	Average (mean) number of working days for stage 4: from grant approval to the certified date of the completed works.	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
35	Total number of grants completed in the financial year.	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
36	Number of grants completed where a local land charge was placed against the property.	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
37	Number of grants approved where the applicant had an assessed financial contribution following a means test.	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
38	Total value of applicants' assessed financial contributions (following a means test) for all grants approved in the financial year	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
39	Total number of grants completed that your authority has completed for the common parts (shared access areas) of buildings including outside areas, entrances, hallways, landings and stairwells)?	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
40	Number of specified Adaptations completed;	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
	Stairlifts	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
	Level Access Showers	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
	Through Floor Lifts	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
	External Ramps	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
	Garden Access	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
	Internal Access	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
	Kitchens	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
41	Total full-time equivalent staff (FTE) of Trusted Assessors in your organisation working on DFGs?	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
42	Total full-time equivalent staff (FTE) of Occupational Therapists in your organisation working specifically on DFGs?	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
43	How many vacancies in the financial year did your organisation have for	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
	a) Occupational Therapists working on DFGs	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
	b) Trusted Assessors working on DFGs	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
	c) Case Workers	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	
	d) Surveyors	N/A	N/A (Central Government RFI)	Elms	N/A			Annual	