



Report To:	Cabinet
Date:	28 April 2026
Subject:	Lincolnshire Good Home Alliance and Disabled Facilities Grant funding
Purpose:	To accept and approve the use of Better Care/Disabled Facilities Grant funding received from Lincolnshire County Council to contribute funding to an extension of the Lincolnshire Good Home Alliance Advice and Casework service
Key Decision:	Yes
Portfolio Holder:	Councillor Tracey Carter. Portfolio Holder for Strategic and Operational Housing
Report Of:	Emily Spicer. Assistant Director Communities and Housing Services
Report Author:	Adam Newman-Pring. GHA Lead
Ward(s) Affected:	All
Exempt Report:	No

Summary

In September 2024, Lincolnshire districts and county councils launched the Lincolnshire Good Home Alliance, a bold, county-wide partnership, aiming to help residents of all ages and tenures stay safe, warm, and well in their homes. Hosted by East Lindsey District Council and funded by financial contributions from both districts and county councils, the Good Home Alliance delivers accessible, practical information and signposting through the Good Home Lincs resources, a new Healthy Home Assessment, enabling residents and frontline workers to identify and act on housing issues before they escalate and - for those needing more hands-on help - a dedicated advice and casework pilot, supporting vulnerable residents with everything from finding funding and trusted tradespeople to arranging and completing essential home improvements. Professionals from across Lincolnshire also benefit from a professional advice offer through the casework team, helping them to better support residents living in poor housing conditions

Operating from 1 July 2024 to 30 June 2026, the 2-year pilot is being independently evaluated by the London School of Economics, funded by the Centre for Ageing Better. This report sets out the key findings from the first year of operations, and the funding contributions required to continue the advice and casework pilot for a further 21 months from 1 July 2026 to the 31 March 2028.

Recommendations

That Cabinet:

1. Accepts the additional allocation of £67,398 Disabled Facilities Grant funding for 2025/26 received from Lincolnshire County Council (LCC) and:
 - a. Approves the use of £32,946 to contribute funding to a 21-month extension of the Good Home Alliance advice and casework service from 1 July 2026 to 31 March 2028, funded in total by Lincolnshire District Councils and LCC contributions and hosted by East Lindsey District Council; and
 - b. Approves the use of £34,452 to support the delivery of DFG and, where appropriate, Discretionary Housing Financial Assistance (DHFA).
2. Approves amendment of the Council's capital and revenue budgets to reflect the above decisions and as set out in financial section of the report

Reasons for Recommendations

The Lincolnshire Good Home Alliance provides information and signposting – via the Good Home Lincs resources, hosted on Connect to Support Lincolnshire – and additional advice and casework support for more vulnerable clients, where additional assistance is required to address housing condition issues.

The advice and casework pilot is funded by participating Lincolnshire councils for a 2-year pilot period to 30 June 2026. The Centre for Ageing Better has funded an independent evaluation of the pilot period, to provide an evidence base for further development of the Good Home Hub model, both locally and nationally.

Evaluation of the first year of GHA delivery indicates that the benefits of the service and model are potentially high. Positive effects in terms of reduced hazards and greater client wellbeing began to appear as the first cases were closed, and the flow of benefits is now accelerating. In the next phase of the evaluation, evaluators will collect more robust evidence on the type and magnitude of benefits, including importantly reductions in public-sector costs, to inform a more detailed cost-benefit analysis.

Overall, however, evaluators note that the experience of the first year suggests that the advice and casework service represents good value for money. A final evaluation report, covering the full 2-year pilot period, is expected in September 2026.

The additional in-year DFG allocation announced by Government in February 2026 provides sufficient funding to meet South Holland District Council's identified contribution whilst maintaining existing DFG and DHFA delivery.

Engagement with participating council leads has identified support for continuation of the current service model for a further 21 months to 31 March 2028, and retention of the incumbent advice and casework officers within ELDC.

Other Options Considered

- 1) ('Do nothing') To allocate the total additional DFG funding for received 2025/26 to support the delivery of DFGs and where appropriate, DHFA.

This option does not deliver against the SHDC commitment to support the delivery of identified actions within the Lincolnshire Homes for Independence Blueprint for people to live independently, stay connected and have greater choice in where and how they live.

This option does not support the continued development of the work that has been undertaken between the Centre for Ageing Better (AB), Lincolnshire County Council (LCC), and all participating Lincolnshire District Councils to deliver against a key recommendation of the AB Good Home Inquiry “- placing a duty on local authorities to ensure every authority has a local ‘Good Home Agency’, a public-facing hub providing access to information and advice, finance schemes, and a range of home improvement services including maintenance and repair, accessibility adaptations and energy retrofit”

- 2) To allow the pilot to cease on 30 June 2026 at the end of the current funding period and consider reestablishing the service and model on receipt of the final evaluation report in September 2026.

This option would see a loss of skills, knowledge and experience gained during the initial pilot period due to fix-term contracts ending, and result in significant service disruption to existing recipients and partners of the Good Home Alliance. GHA evaluators have noted that caseworkers have proven to be adaptable and effective practical problem solvers, having been able to build relationships of trust with clients, which has often required significant time and patience. The skillset developed by caseworkers in the first year is identified by evaluators as one of the project’s biggest assets.

1. Background

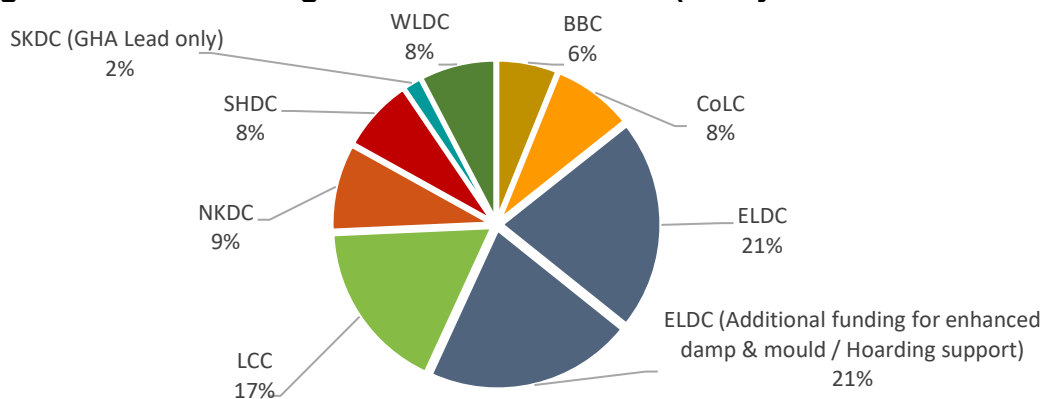
1.1 The Lincolnshire Good Home Alliance (GHA) is piloting key elements of the Centre for Ageing Better’s (AB) ‘Good Home Hub’ model to service as a national blueprint for the development of a network of Good Home Hubs across the Country – a key recommendation of Centre for Ageing Better’s 2021 *Good Home Inquiry*, “to ensure every authority has a local ‘Good Home Hub’”.

1.2 These hubs act as trusted, accessible one-stop centres offering:

- Clear, tailored information and advice on home improvement.
- Guidance on available services, schemes, grants, and products.
- Support with planning, paying for, and commissioning works.
- Help to navigate the often-complex process of making a home safer, warmer, and more suitable for ageing.

- 1.3 Following recruitment and on-boarding of three (3) full-time equivalent (FTE) Advice and Casework Officers in July 2024, the Lincolnshire Good Home Alliance officially launched in September 2024.
- 1.4 Advice and Casework Officers are employed and hosted by East Lindsey District Council (ELDC) and funded via contributions from both district and county councils, inclusive of LCC, ELDC, Boston Borough, City of Lincoln, North Kesteven District, South Holland District and West Lindsey District Councils.

Figure 1. GHA Funding Council Contributions (1 July 2024 to 30 June 2026)



2. Report

- 2.1. Operating for a 2-year pilot period to 30 June 2026, the Good Home Alliance (GHA) is delivering accessible, practical information through the Good Home Lincs (GHL) resources, as well as a new Healthy Home Assessment (HHA) tool, empowering residents and frontline workers to identify and act on housing issues before they escalate.
- 2.2. For those needing more hands-on help, the GHA is providing a dedicated advice and casework service, supporting vulnerable residents with everything from finding funding and trusted tradespeople to arranging and completing essential home improvements—or even helping them move to a more suitable home.
- 2.3. Professionals from across Lincolnshire, also benefit from a Professional Advice offer, helping them better support residents living in poor housing conditions.
- 2.4. **Good Home Lincs resources (information & signposting)**
- 2.5. Hosted on the [Connect to Support Lincolnshire](#) (CTSL) web-platform, [Good Home Lincs](#) (GHL) provides tenure blind information, signposting and resources to help people identify services and solutions to enable them to stay safe, warm and well at home.
- 2.6. The webpages aim to bring together existing information from trusted sources from across the internet and county into one place, providing residents and those supporting them with a ‘one-stop-shop’ for all housing, maintenance, repair, improvement and adaptation issues – including information on moving home and maintaining a healthy home.

- 2.7. The GHL web pages soft launched in April 2024 – over this period to the 29 September 2025 there has been a total of 21,181 page views across 9,528 unique users visiting the site.
- 2.8. To support residents and households that are less digitally included, the CTSL platform offers a range of accessibility features, including language translation, increased text size, and a PDF booklet function, enabling content to be printed in hard copy format. The GHL web pages include an ‘interactive house’ image through which web-users can navigate to relevant content.

Figure 2. GHL Interactive House Tool

Click on the house below to visit our interactive Good Home tool, providing you with information about home improvements.



- 2.9. In addition, the GHA has produced printable leaflets for distribution at community events, and for those who are less able to access online information.
- 2.10. In total, since service launch, the GHA team has attended more than 136 events across the county, engaging with more than 2000 residents, and more than 1900 professional engagements - in addition to a further 570 engagements at mixed community and professionals' events.
- 2.11. **Good Home Alliance Advice and Casework Support**
- 2.12. The GHA team operate an **advice and casework pilot service**, providing direct advice and support to more vulnerable residents. Advice and support provided ranges from helping residents to identify potential funding options to pay for work, finding and engaging trusted trades people, to providing practical support to arrange and complete works, and, where appropriate, supporting residents to move to a more suitable home.
- 2.13. In total between July 2024 (pre-launch) and 31 March 2026 the GHA has received a more than 470 referrals for advice and support. South Holland residents are the second highest referred to the GHA, representing almost 20% (94) of all referrals.
- 2.14. In addition to taking direct referrals, the advice and casework service has established other cross-sector partnerships to drive delivery and implementation of related strategic objectives, including
- National Bundle of Care for Children and Young People with Asthma
 - National Child Mortality Database Report – Child deaths due to Asthma or Anaphylaxis

- Family Hub and Start for Life programme minimum expectations.
- LFR Prevention Strategy
- Lincolnshire Buy with Confidence scheme

2.15. **LSE Evaluation Activities and GHA Outcomes**

- 2.16. The Centre for Ageing Better has commissioned the London School of Economics (LSE) to undertake a process and impact evaluation of the GHA pilot period (1 July 2024 to 30 June 2026) to provide internal learning to inform GHA development and decision making and deliver an external evaluation to provide a comprehensive evidence base for the development of other 'Good Home Hubs' across the country.
- 2.17. The LSE evaluation looks at impact, process and value for money, and uses a mixed methods approach of data collection, surveys, interviews, site visits and web analytics. LSE provided the first year of delivery report for internal consideration in December 2025. A public version of this report, summarising the LSE findings from the first year of delivery was produced by the Centre for Ageing Better in March 2026 (Appendix 2). The final evaluation report is expected in September 2026, on conclusion of the full two-year pilot period.
- 2.18. In total, the GHA casework team handled 233 cases in the first year of delivery to September 2025, 153 of which had been closed, and 80 that remained open at the time of evaluation. Nearly half (73) of the 153 closed cases received advice and guidance, including helping the client access other services or investigating further options.
- 2.19. LSE evaluators note that the most obvious output from the first year of the project is the completed improvement of 40 homes with caseworker support or through referral to other agencies. Of the 80 open cases, a further 28 households had also had works delivered with Good Home Alliance support in the first year, with further works underway or planned.
- 2.20. **GHA funding**
- 2.21. The table below sets out the identified contributions required from participating councils to continue the current advice and casework service level (3 FTE) and GHA Lead position for a further 21 months from 1 July 2026.
- 2.22. **Identified** contributions are based on the following:
- Continuing the GHA Lead position and 3 x full time equivalent (FTE) Advice & Casework Officers
 - Receiving advice and casework service contributions from existing funding districts – including BBC, ELDC, CoLC, NKDC, SHDC and WLDC, and excluding SKDC.
 - Receiving a funding contribution towards the GHA Lead position from SKDC (non-advice & casework service management activities).
 - Receiving an annual equivalent funding contribution of £50,000 per year from LCC.
 - Calculating contributions in line with the DFG allocation formula and proportions received by each core funding district.

2.23. **Table 1. GHA Funding contributions (2026/27 to 2027/28)**

District Funding Contribution	2026/2027	2027/2028	Total Funding
Boston Borough Council (BBC)	£11,263	£15,726	£26,989
East Lindsey District Council (ELDC)	£36,305	£50,693	£86,997
City of Lincoln Council (CoLC)	£15,166	£21,176	£36,342
North Kesteven District Council (NKDC)	£16,208	£22,631	£38,840
South Holland District Council (SHDC)	£13,749	£19,198	£32,946
South Kesteven District Council (SKDC) (GHA Lead contribution only)	£3,973	£5,484	£9,457
West Lindsey District Council (WLDC)	£14,134	£19,736	£33,871
Lincolnshire County Council (LCC)	£37,500	£50,000	£87,500
Total Funding	£148,298	£204,644	£352,942

- 2.24. The total funding required from participating councils to continue the current advice and casework service level (3 FTE) and GHA Lead position to 31 March 2028 is £352,942.
- 2.25. The proposals to extend the GHA advice and casework service have been developed and supported by lead officers and Members of the Lincolnshire Housing, Healthy and Ageing Well Delivery group.
- 2.26. Respective authorities are in the process of seeking relevant approvals and decisions to contribute funding to the extension of the service to 31 March 2028.
- 2.27. The total funding contribution required from SHDC is £32,946

3. Conclusion

- 3.1. The evaluation of the first 12 months of GHA operations by the London School of Economics (LSE) has noted that from year one activity, benefits are potentially high. Positive effects in terms of reduced hazards and greater client wellbeing began to appear as the first cases were closed, and the flow of benefits is now accelerating.
- 3.2. In the next phase of the evaluation, LSE will collect more robust evidence on the type and magnitude of benefits, including importantly reductions in public-sector costs, to inform a more detailed cost-benefit analysis.
- 3.3. Overall, however, LSE note that the experience of the first year suggests that the advice and casework service represents good value for money.
- 3.4. Funding is available to support the identified contribution via the additional in year allocation of Disabled Facilities Grant funding as set out within the Financial Implications section of this report.
- 3.5. Funding is available to support the continued delivery of SHDC DFG activity throughout 2026/27 via the 2026/27 DFG allocation award and anticipated increase in DFG funding resulting from the Government's review and updating of the DFG allocation formula as set out within the Financial Implications section of this report.

3.6. Further information about the LSE evaluation and GHA outcomes is provided at **Appendix 1 and Appendix 2.**

Implications

South and East Lincolnshire Councils Partnership

Extension and continued hosting of the Good Home Alliance advice and casework service support the South and East Lincolnshire Councils Partnership Strategic ambition of improving the Health and Wellbeing outcomes for all communities.

Corporate Priorities

The pilot helps to support and contribute to the following corporate priorities within the Partnerships Councils:

- Boston Corporate Strategy. Priority 1 – People Focused: “We want Boston to be a place where people want to live, a place where they can thrive in their local communities, feel safe, secure, healthy and welcome”
- East Lindsey Corporate Strategy. Strategic Aims: Help enable a supply of homes that meet needs and aspirations, Maximise healthy and active lives, Improve equality of opportunity across the district and in target areas
- South Holland Corporate Plan. Priorities: Your Home, Your Health and Wellbeing

Staffing

The Lincolnshire Good Home Alliance currently consists of 7 x Full-time Equivalent (FTE) positions:

- The GHA Lead position & Three (3) FTE Advice and Caseworkers – funded by contributing Lincolnshire District & County councils; and
- Three additional Caseworkers, supporting enhanced damp & mould / hoarding support activities in the East Lindsey District Council (ELDC) area only (and funded only by ELDC).

GHA Casework positions are hosted and employed by ELDC on fixed-term contract to 30 June 2026.

The GHA Lead position is hosted and employed by Boston Borough Council on a fixed-term contract to 30 June 2026. The GHA Lead provides operational management of the advice and casework team under S113 arrangements between BBC and ELDC as part of the South and East Lincolnshire Councils (SELCP) partnership arrangements.

The GHA is currently carrying one (1) Advice and Casework Officer vacancy due to staff resignation.

There are no associated staffing implications for SHDC as GHA staff are employed and hosted by East Lindsey District Council and Boston Borough Council.

Workforce Capacity Implications

None

Constitutional and Legal Implications

Extension of the service and maintenance of incumbent service delivery levels will be subject to formal agreement of funding between the participating councils.

Data Protection

The GHA advice and casework service utilises the LCC Mosaic case management system (CMS) to record casework information.

Client casework data is held locally by ELDC in accordance with established data protection policies and procedures for the collection and recording of client information. A Data Sharing Agreement has been executed between ELDC, LCC and LSE for the provision of sharing GHA data for the purpose of evaluation activities.

The GHA operates a client information and privacy statement for all referrals. GHA referrals are only accepted with client permission.

Financial

i) Additional Disabled Facilities Grant funding 2025/26

In January 2026, the UK government announced an additional £50 million in funding for the DFG for 2025-2026, bringing the total DFG funding for 2025-26 to £761 million. The purpose of this additional funding is to provide further support and uplift to local authorities this financial year to help a greater number of eligible older and disabled people adapt their homes, living safely and independently in their local areas.

The funding will be made available to local authorities in February 2026, with SHDC receiving an additional £67,398 for the 2025/2026 financial year.

This report seeks approval to accept this additional in-year allocation; and

- a. Approve the use of £32,946 to contribute funding to a 21-month extension of the Good Home Alliance advice and casework service from 1 July 2026 to 31 March 2028, funded in total by Lincolnshire District Councils and LCC contributions and hosted by East Lindsey District Council; and
- b. Approve the use of £34,452 to support the delivery of DFG and, where appropriate, Discretionary Housing Financial Assistance (DHFA).

ii) Disabled Facilities Grant funding allocation 2026/27

The UK government concluded a review and consultation on updating the Disabled Facilities Grant (DFG) allocation formula, which hadn't changed since 2011, in September 2025, to better reflect local demand and needs using factors like disabled populations, age, and deprivation levels, aiming for a fairer, data-driven system to support councils in meeting statutory duties.

The new allocation formula seeks to reflect varying local demand for the DFG by estimating the population of potential DFG applicants. The formula adds up best estimates of the number of income-deprived disabled working age adults, the number of additional

income-deprived people over 65, and the number of disabled children locally. Adjustments are then made to reflect variations in local building costs, and that adaptations to council-owned stock are paid for separately from the HRA.

The result is used to produce a 'fair share' percentage, which is applied to the total DFG funding to produce each local authority's allocation.

The government intends to start to transition to a new approach from 2026-27. Allocations for will be based on the new formula, as set out below, with transitional protections to ensure that no local authority receives less funding than it received in June 2025.

Table 2. DFG Allocation comparison 2025/26 to 2026/27

SHDC DFG Allocation 2025/26 (received)	SHDC DFG Allocation 2026/27 (calculated 'fair share')	Increase on 2025/26 allocation in 2026/27¹
£958,401	£992,364	£33,963

The final council DFG allocations are expected to include a multi-year settlement, covering provisional allocations for 2026/27, 2027/28 and 2028/29.

Risk Management

Risk management is overseen by the Good Home Alliance Steering Group and Lincolnshire Healthy and Accessible Homes Group and regularly reported to the Lincolnshire Housing Health and Health Ageing Well delivery group as part of the overarching project governance.

In March 2026, ELDC approval was gained to extend the incumbent GHA team positions to 30 September 2026. This extension was supported to allow respective funding council decision processes to be delivered whilst ensuring continuing of provision through the final stages of the initial pilot period. The associated contract extensions were funded via remaining project funding resulting from casework officer vacancy.

Stakeholder / Consultation / Timescales

The proposals to continue the GHA to 31 March 2028 have been developed in consultation with respective Housing Health and Ageing Well Delivery Group district and county council representatives, including responsible members/portfolio holders, and informed by the LSE evaluation, resident and stakeholder feedback.

Reputation

The Centre for Ageing Better, Lincolnshire County Council and Lincolnshire district councils have been working together since 2022 to look at how to support more people to improve the condition of their homes to help improve health and wellbeing. This

¹ Note. The Government is implementing a phased approach. The calculation shown indicates what SHDC would receive in 2026/27 if a phased approach was not being implemented.

culminated in the successful launch of the Lincolnshire Good Home Alliance Model in September 2024.

Lincolnshire is leading the way in demonstrating the impact and efficiency simplified access to information, combined with practical support, can have on residents' health, wellbeing and ability to maintain and remain safe, warm and well in their homes.

The Good Home Alliance project has garnered significant attention since launch - including a shortlisted nomination for "Outstanding Achievement" at the 2025 National Healthy Housing Awards – and provides a high-profile example for the rest of the country to deliver one of recommendations from the Good Home Inquiry to ensure every authority has a local public-facing hub providing access to information and advice, finance schemes, and a range of home improvement services.

Contracts

None, other than appropriate agreements between ELDC and participating districts.

Crime and Disorder

GHL web-resources provide associated home safety and security content, providing information and signposting to resident to ensure their homes remain safe and secure, including engaging 'trusted tradespeople'.

The GHA has liaised with Trading Standards and Community Safety officers to provide relevant information on targeted home crime – such as 'Doorstep fraud' and rogue traders.

GHA advice and casework activities have involved supporting residents impacted by rogue trader works and provides practical assistance to identify and engage 'trusted tradespeople' to undertake identified home improvement works.

Equality and Diversity / Human Rights / Safeguarding

The GHA operates in accordance with the public sector equality duty as it helps advance equality of opportunity in relation to age and disability.

The Good Home Lincs information & signposting resources are publicly available to all Lincolnshire residents. Hosted on the Lincolnshire Connect to Support platform, the Good Home Lincs resources are provided with accessibility and translation features. Hardcopy resources are available to be printed and/or distributed via Alliance partners, activities and community hubs.

The advice and casework service provides an all-age, tenure-blind provision to residents and household in need of support to be able to live independently, safely, warm and well at home. The service is available to eligible residents, regardless of protected characteristic, income or individual/household means.

GHA operating processes identify necessary safeguarding processes and interactions. All GHA staff are required to complete Safeguarding training annually, or as otherwise mandated.

Health and Wellbeing

The Good Home Alliance advice and casework pilot is focused on improving health and wellbeing outcomes associated with or impacted by poor housing conditions or related housing condition issues.

Climate Change and Environment Impact Assessment

Not undertaken. Notwithstanding, the Good Home Alliance advice and casework officers work closely with a range of energy advice and efficiency providers, schemes and programmes, signposting residents to available energy improvement schemes or directly supports households to improve the energy efficiency of their home, or mitigate impacts associated with living in energy inefficient homes.

Acronyms

BBC	Boston Borough Council	LCVP	Lincolnshire Community and Voluntary Partnership
BwC	Buy with Confidence	LSE	London School of Economics
CoLC	City of Lincoln Council	MTL	Money Talk Lincs
CTSL	Connect to Support Lincolnshire	NHS	National Health Service
DFG	Disabled Facilities Grant	NKDC	North Kesteven District Council
DHFA	Discretionary Housing Financial Assistance	OPCC	Office of the Police and Crime Commissioner
ELDC	East Lindsey District Council	SELCP	South and East Lincolnshire Councils Partnership
FTE	Full Time Equivalent	SHDC	South Holland District Council
GHA	Good Home Alliance	SKDC	South Kesteven District Council
GHL	Good Home Lincs	VCSE	Voluntary, Community, and Social Enterprise
HHA	Healthy Home Assessment	WLDC	West Lindsey District Council
ICB	Integrated Care Board		
LCC	Lincolnshire County Council		
LFR	Lincolnshire Fire & Rescue		
LCF	Lincolnshire Community Foundation		

Appendices

Appendix 1. Lincolnshire Good Home Alliance: LSE Evaluation and GHA Outcomes. January 2026.

Appendix 2. "A year of a good Home Hub in Lincolnshire: Interim evaluation" Centre for Ageing Better. March 2026.

Background Papers

Background papers used in the production of this report are listed below: -

Document title	Where the document can be viewed
Good Home Lincs Better Homes, Better Lives – Interim Evaluation Report	Good Home Lincs Better Homes, Better Lives – Interim Evaluation Report

Chronological History of this Report

A report on this item has not been previously considered by a Council body

Report Approval

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Approved for publication:

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