

Lancaster Home Improvement Agency

Improving Homes and Lives



Disabled Facilities Grants



The Lancaster Home Improvement Agency

The Home Improvement Agency (HIA) is dedicated to helping vulnerable older and disabled residents live safely and with dignity in their own homes. The agency is formally recognised by Foundations, the Government's body for Home Improvement Agencies and provides Care & Repair type services throughout the Lancaster district.

What are Disabled Facilities Grants

Disabled Facilities Grants are mandatory grants available to assist residents adapt their homes to meet their needs. Grants are available for a wide range of purposes including providing access into and around the home, providing bedroom, bathroom, and kitchen facilities and for making homes safe. The aim of the grant is to enable individuals to live more independently and safely in their own homes. To apply a resident will need to have one of the following: a physical disability, a learning disability, an age-related need, autism, a cognitive impairment, like dementia, a progressive condition, like motor neurone disease, a terminal illness, or a mental health condition.

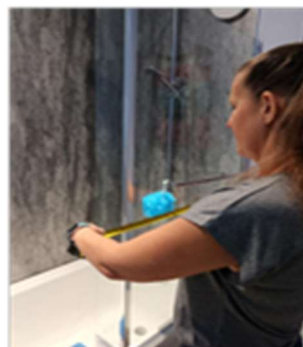
How much grant is available depends on household income. Residents may need to pay towards the cost of the work. Disabled children under 18 can get a grant without their parents' income being taken into account. Landlords can get a grant for their tenants without their income being taken into account.

How to apply

Enquiries can be made directly through the Home Improvement Agency (HIA). On receipt of a request a HIA caseworker will contact the resident to discuss their requirements and eligibility. An Occupational Therapist would then undertake an assessment of the residents needs followed by a Technical Officer scheduling the work and obtaining quotes. A grant is then approved. On completion of the work the HIA completes a final inspection before releasing the grant funds to the contractor. To refer a client, you can contact us on Tel No [01524 582257](tel:01524582257) or email us at hiaenquiries@lancaster.gov.uk

Integrated Adaptations Service

In addition to delivering Disabled Facilities Grants, the Lancaster HIA also has an agreement in place with Lancashire County Council to provide residents with minor adaptations, such as rails and steps. The incorporation of all adaptations services in one place is seen by the government as the model of excellence and provides a one stop type service for all home adaptation related needs.





What our clients said about us in 2025

- *I just wanted to let you know how appreciative I am of your dedication to this service. Your professionalism and prompt communication has been exemplary.*
- *I am writing, once again, to thank you for your help. I have been awarded an attendance allowance - at the higher rate. The work has made a huge difference, especially to the way I can use the drive.*
- *Fantastic customer service and excellent work. Congratulations!*
- *Extremely satisfied, a very clean worker, nothing was too much trouble.*
- *Thank you for all the help. The shower has made me feel so safe and secure.*
- *From start to finish this was a great service.*
- *Tradesman who carried out the work was 1st rate. A perfect result.*
- *Swift service, polite workers, tidied up and left no mess.*
- *Just want to say thank you and I appreciate how quickly the help was received. This has really improved my quality of life*
- *Job well done. Greatly improved my quality of life and independence. Thank you!*
- *I was amazed how quickly it was all completed.*
- *The work was carried out quickly, competently, and efficiently. Thank you.*
- *This is an excellent service.*
- *The service was beyond expectations. Massive thank you for the helping hand.*
- *I cannot praise workers enough. I'm thrilled with my wet room and stairlift.*
- *The men worked very hard all day. They did an excellent job, and I am 100% satisfied. I am so thankful. It has enhanced my life.*
- *This has made a massive difference, I now feel much more confident.*
- *This service is wonderful and a great help when we need it most.*
- *I truly think you have a wonderful service. I am so grateful for the work I have had done by the council*
- *The wet room has made a considerable difference to our daily life. Many thanks.*
- *I don't know how we would have managed without this service.*
- *So pleased and happy with how I have been looked after. Thank you.*
- *First class service cannot fault. All staff pleasant and prompt. Faultless service. Thank you all.*

