



# ENABLE dataset

## High Level Analysis Report

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### 1. Introduction

The provision of housing adaptations to support disabled and older people to live more independently in their own home brings many benefits to a person's mental and physical wellbeing, and also helps to reduce pressure on frontline NHS and Social Care services.

The provision of housing adaptations supports the objectives of our policy agenda laid out in 'Prosperity for All'<sup>1</sup> and 'Healthier Wales'<sup>2</sup>, by enabling people to maintain their independence and receive services closer to home.

'ENABLE – Support for Independent Living'<sup>3</sup> was designed to enhance the existing arrangements by requiring all providers to work in the same way and monitor delivery in a standardised format. The programme aimed to fill gaps in provision to ensure service users can access a simplified housing adaptation service. To help facilitate this, funding of up to £4 million from Welsh Government has been provided annually to local authorities from 2016 to develop adaptation provisions in their area in partnership with their key stakeholders, and to provide additional resources to help people live independently.

'ENABLE – Support for Independent Living' was developed and rolled out during 2016/2017 in partnership with key stakeholders. The ENABLE programme aimed to address the main concerns and areas for improvement highlighted in the Review of Independent living adaptations<sup>4</sup>.

The ENABLE work led an initiative introducing data collection across the aids and adaptations sector. The project captured information on all adaptations not simply Disabled Facilities Grants, so we received returns from Local Authorities, Registered Social Landlords, Large Scale Voluntary Transfer organisations (LSVT) and Care

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<sup>1</sup> <https://gov.wales/about/programme-for-government/?lang=en>

<sup>2</sup> <https://gov.wales/topics/health/publications/healthier-wales/?lang=en>

<sup>3</sup> <https://gov.wales/topics/housing-and-regeneration/housing-quality/aids-and-adaptations/support-for-independent-living/?lang=en>

<sup>4</sup> <https://sheltercymru.org.uk/wp-content/uploads/2015/02/150123-review-independent-living-adaptions-en.pdf>

and Repair Agencies and covered a range of funding sources (Disabled Facilities Grant, Rapid Response Adaptations Programme, Physical Adaptations Grant, Integrated Care Fund etc). The data collected and analysed in this report covered the period from September 2016 to December 2017 and was collected in a variety of formats, including a large number of returns on paper forms.

The data collection resulted in over 21,000 submissions, however when duplicates were removed this was reduced to over 12,000 submissions. This is a significant return and the Welsh Government wishes to thank service providers who have been providing submissions.

The aim of this report is to provide a high level analysis of the data collected. This report identifies gaps and informs us of lessons learned on how the collection and monitoring of data can be improved for future collections.

**Key points show:**

- A high level analysis was conducted due to data limitations. No details of the service provider were submitted for 43% of the responses received, for example.
- Not all of the requested data was provided in all responses resulting in significant data gaps.
- Due to these gaps, the findings must be treated with caution and cannot be considered representative of the sector as whole. Further and fuller data would be required in order to ensure representativeness,
- The Local Authority category comprises of five providers, the Housing Association category of 11 providers and the LSVT of two providers. Given the low numbers, the findings cannot be said to be representativeness and comparisons between the categories could be misleading.
- Care and Repair providers across Wales accounted for 43 per cent (5,367 adaptations) of the 12,399 adaptations recorded as part of the pilot study ( Table 1).
- Based on details for 11,987 adaptations for which costs were provided, the mean average cost for an adaptation is £465, while the median average cost is £100<sup>5</sup> (Table 2).

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<sup>5</sup> The median average (i.e. the middle value) is a fairer representation of the typical cost of an adaptation. This is because the distribution of the costs is not symmetrical – there are a small number of adaptations that cost substantially more than the others, which therefore skews the mean average.

- For around half (50 per cent) of the 11,987 adaptations for which costs were provided, the overall cost of the adaptation was £100 or less.
- The average time taken for adaptations to be completed tends to increase as costs increase. For adaptations costing £50 or less the average time taken was around 12 days while for those costing between £250-£500, it was 23 days and for those costing £2,500-£5,000 the time taken rose to 150 days (Chart 2).
- Of the 12,371 adaptations (where the tenure was recorded) the majority (88 per cent, 10,911 adaptations) were carried out in owner occupied dwellings. A further 5 per cent (266 adaptations) were carried out in dwellings owned by registered social landlords and 3 per cent (352 adaptations) in local authority owned dwellings.
- Of the 12,371 adaptations for which funding information was provided, the largest proportion, (44 per cent) were funded via RRAP. The average cost of adaptations varied from around £6,900 for mandatory DFG adaptations to just £128 for adaptations funded via the Rapid Response Adaptations Programme (Table 8).
- Over three-quarters of adaptations<sup>6</sup> (78 per cent) requiring an occupational therapist assessment were small or very small adaptations. A further 21 per cent were medium sized adaptations and just 1 per cent (33 adaptations) were large.
- Of the 1,675 adaptations which enabled a hospital discharge the majority, 69 per cent (1,198 adaptations), were funded via the Rapid Response Adaptations Programme (RRAP), 16 per cent (279 adaptations) were funded via the Integrated Care Fund (ICF) and 8 per cent (139 adaptations) by local authority funding other than mandatory DFGs (Chart 8).

## 2. Limitations of the Data

The pilot exercise was voluntary and not all organisations provided data. Additionally, many of those who did submit data did not provide their organisational

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<sup>6</sup> Based on 2,982 adaptations where an occupational therapist was required and the category/size of the adaptation was also recorded.

details so we cannot identify the origin of many returns. This has resulted in the analysis being unable to identify those who did not submit any information which could also lead to a bias to certain providers. For example care and repair agencies accounted for over 40% of all known provider data and therefore heavily influences the overall provider totals.

Several providers provided part records, which subsequently resulted in duplicate records. Although the checking process aimed to remove many of these, it's likely some would still remain.

There were no in-form validation checks incorporated into the data collection process and therefore no data issues were resolved at point of data entry. For example issues such as missing data, correct categorisations and time taken to complete adaptations could not easily be retrospectively corrected, leading to likely data errors.

In short, only high level figures are provided here, but these must still be taken with caution and only indicative at this stage.

In the immediate future, work is currently underway to improve the data collection methods and process to an electronic only format, which will help to simplify and streamline the data being submitted and collected which will help to improve the consistency of the the data. Officials are considering options for longer term data collection which could provide individualised returns and allow comparison with wider NHS and housing data.

### 3. Providers

**Table 1. Number of adaptations recorded by provider type (a) (b)**

Provider/Deliverer Category	Number of adaptations recorded	Percentage of all adaptations recorded
No provider named	5,348	43.1
Care and Repair	5,367	43.3
Local Authority	1,068	8.6
Housing Association	410	3.3
LSVT	153	1.3
<b>Total</b>	<b>12,399</b>	<b>56.9</b>

Source: Welsh Government Enhanced adaptation system pilot study

(a) Based on 12,399 adaptations

(b) The Local Authority category comprises of 5 providers, the Housing Association comprises of 11 providers and the LSVT of 2 providers.

- From the returns received, a total of 12,399 adaptations were recorded during the pilot study. For 43.1 per cent of these (5,348 adaptation records) the name of the provider was not listed.
- Care and Repair is a single provider comprising of one category. Other categories are comprised of a number of individual providers: Local Authority

category comprises of five providers, the Housing Association 11 and the LSVT, two providers. These categories cannot be said to be representative of their sector. This coupled with the gaps in the data mean that comparisons should not be made.

- Care and Repair providers across Wales accounted for over four out of 10 records (5,367, 43.3 per cent)
- The remaining 1,684 adaptations were recorded by a further 20 providers and ranged from a total of 339 recorded by one provider to just three adaptations recorded by another.

#### 4. Adaptation Costs

**Table 2. Average cost of adaptation by provider type (a) (b)**

Provider/Deliverer Category	Number of adaptations recorded	Average (Mean) cost per adaptation £	Median cost per adaptation £	Lowest cost recorded £	Highest cost recorded £
No provider named	5,068	288	98	0	36,000
All Care and Repair	5,358	155	90	0	8,785
Local Authority	1,066	1,969	336	0	38,289
Housing Association	401	2,647	2,060	0	45,258
LSVT	74	1,532	297	27	14,361
<b>Total</b>		<b>465</b>	<b>100</b>	<b>0</b>	<b>45,258</b>

Source: Welsh Government Enhanced adaptation system pilot study

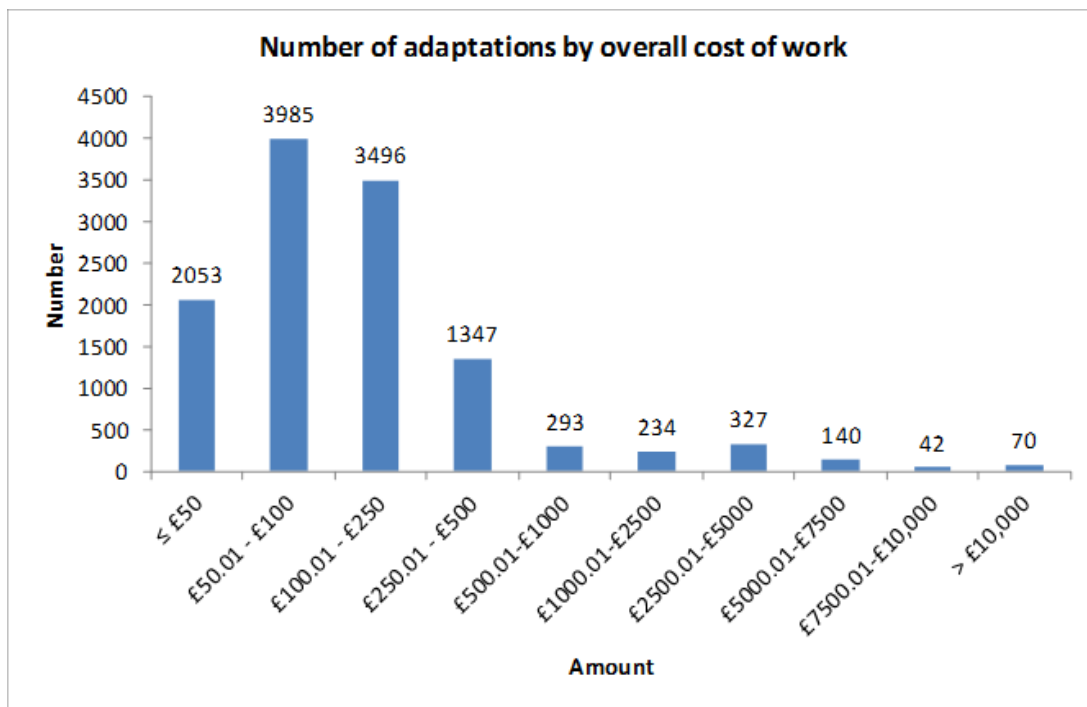
(a) Based on costs provided for 11,967 adaptations

(b) The Local Authority category comprises of 5 providers, the Housing Association comprises of 11 providers and the LSVT of 2 providers.

- Based on details for 11,987 adaptations the mean average cost for an adaptation is £465, while the median average cost is £100<sup>7</sup>.
- Care and Repair providers reported the lowest median cost per adaptation of £90, while Housing Associations reported the highest median cost at £2,060.
- The highest cost recorded for a single adaptation was by a Housing Association at £45,258.
- For 412 adaptations no cost was recorded.

<sup>7</sup> The median average (i.e. the middle value) is a fairer representation of the typical cost of an adaptation. This is because the distribution of the costs is not symmetrical – there are a small number of adaptations that cost substantially more than the others, which therefore skews the mean average.

**Chart 1. Number of adaptations by overall cost (a)**



Source: Welsh Government Enhanced Adaptation System pilot study

(a) Based on costs provided for 11,987 adaptations

- For around half (50 per cent) of the 11,987 adaptations for which costs were provided the overall cost of the adaptation was £100 or less.
- Around 9 out of 10 adaptations (91%) cost £500 or less.

**Table 3. Average cost of adaptation by adaptation type (a)**

Adaptation Type	Average (Mean) Cost per Adaptation £	Median Cost per Adaptation <sup>8</sup> £	Lowest Cost Recorded £	Highest Cost Recorded £
<b>Small</b> e.g. grab rails and stair rails.	166.44	94.50	0	21,979.00
<b>Medium</b> e.g. adaptations such as walk-in showers, stair lifts and ramps.	4500.99	3870.17	0	38,288.90
<b>Large</b> e.g. adaptations which require major structural changes to a property and/or extensions to it.	18,703.27	16,895.76	3546	36,000.00

Source: Welsh Government Enhanced Adaptation System pilot study  
(a) Based on data for 11,751 adaptations

- As would be expected, the ‘small’ adaptation type recorded the lowest mean and median costs and the ‘large’ the highest.
- However, the highest adaptation cost was reported by an adaptation categorised by the provider as ‘medium’ costing £38,288 (in comparison to the highest cost for a ‘large’ adaptation of £36,000). This may be due to the adaptation being incorrectly categorised, or potentially it could be that a suite of medium adaptations were completed for the same property and counted as one.
- The highest cost recorded for ‘small’ adaptation is £21,979. Again, this could be due to the adaptation being incorrectly categorised. There are another 19 adaptations categorised as ‘small’ but costing over £5,000.

<sup>8</sup> The median average (i.e. the middle value) is a fairer representation of the typical cost of an adaptation. This is because the distribution of the costs is not symmetrical – there are a small number of adaptations that cost substantially more than the others, which therefore skews the mean average.

## 5. Time Taken

**Table 4. Average number of days from date adaptation need identified to date adaptation completed, by adaptation type (a)**

Adaptation Type	Average (Mean) number of days from date adaptation need identified	Median number of days from date adaptation need identified <sup>9</sup>	Lowest number of days recorded	Highest number of days recorded
<b>Small</b> e.g. grab rails and stair rails.	14.6	7	0	448
<b>Medium</b> e.g. adaptations such as walk-in showers, stair lifts and ramps.	143.6	119	0	1136
<b>Large</b> e.g. adaptations which require major structural changes to a property and/or extensions to it.	314.6	232	5	1104

Source: Welsh Government Enhanced Adaptation System pilot study  
(a) Based on data for 10,820 adaptations

- The median number of days to completion from need identified is lowest, as expected, for 'small' adaptations.
- The highest number of days for completion is higher than a year in all categories. But the data does not provide detail of whether this was due to delays of customer choice, or unavoidable delays such as planning control.

**Table 5. Average number of days from date adaptation need identified to date adaptation completed, by provider type (a) (b)**

Provider/Deliverer Category	Average (Mean) number of days per adaptation	Median number of days per adaptation	Lowest number of days recorded	Highest number of days recorded
No provider named	20	9	0	1,104
All Care and Repair	11	6	0	1,136
Local Authority	73	34	0	912
Housing Association	119	115	0	608
LSVT	64	21	1	582
Total	23	8	0	1,136

Source: Welsh Government Enhanced adaptation system pilot study

(a) Based on data for 10,828 adaptations

(b) The Local Authority category comprises of 5 providers, the Housing Association comprises of 11 providers and the LSVT of 2 providers.

<sup>9</sup> The median average (i.e. the middle value) is a fairer representation of the typical cost of an adaptation. This is because the distribution of the costs is not symmetrical – there are a small number of adaptations that cost substantially more than the others, which therefore skews the mean average.



- Overall, the mean average time taken between need for adaptation being identified to completion is 23 days, while the median average is 8 days.
- In comparison, Care and Repair agencies recorded a mean average of 11 days and a median average of 6 days.
- Care and repair agencies recorded the highest number of days taken to deliver an adaptation at 1,136 compared with 582 days for LSVTs (based on data from two LSVTs).
- 1,572 records (13 per cent) did not have two dates recorded and therefore the time taken for adaptation could not be calculated for these records.

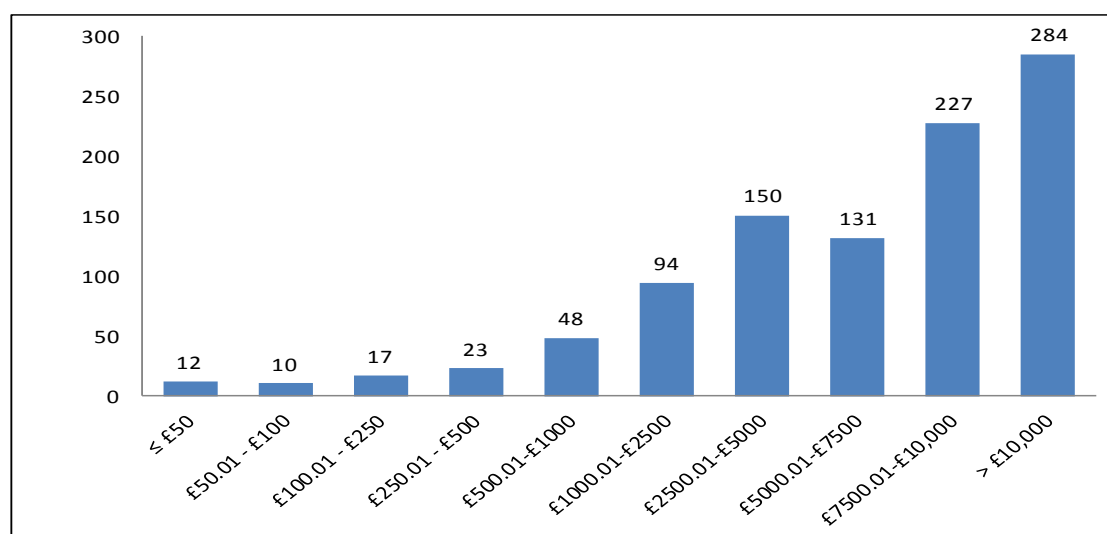
**Table 6. Average number of days from date adaptation need identified to date adaptation completed by overall cost of adaptation (a)**

Overall cost of adaptation	Average (Mean) number of days per adaptation	Median number of days per adaptation	Lowest number of days recorded	Highest number of days recorded
£s	Number			
Up to £50	12	0	0	315
£50.01 - £100	10	0	0	448
£100.01 - £250	17	0	0	373
£250.01 - £500	23	0	0	274
£500.01-£1000	48	1	1	279
£1000.01-£2500	94	3	3	509
£2500.01-£5000	150	8	8	1,136
£5000.01-£7500	131	0	0	377
£7500.01-£10,000	227	0	58	683
> £10,000	284	58	5	1,104
<b>Total</b>	<b>23</b>	<b>0</b>	<b>0</b>	<b>1,136</b>

Source: Welsh Government Enhanced Adaptation System pilot study

(a) Based on data for 10,823 adaptations. For 5 adaptations the time but not the cost was included

**Chart 2. Average number of days from date need for adaptation identified to date adaptation completed by overall cost (a)**



Source: Welsh Government Enhanced Adaptation System pilot study

(a) Based on data for 10,823 adaptations. For 5 adaptations the time but not the cost was included

- The average time taken for adaptations to be completed tends to increase as costs increase.
- For adaptations costing £50 or less the average time taken was around 12 days and for those costing £100 or less around 10 days. Adaptations costing £10,000 or more however took an average of around 284 days to complete (Table 7, Chart 2).

**Table 7. Number of adaptations by provider type and overall cost (a) (b)**

Provider Category	≤£50	£50.01 - £100	£100.01 - £250	£250.01 - £500	£500.01 - £1000	£1000.01 - £2500	£2500.01 - £5000	£5000.01 - £7500	£7500.01 - £10,000	>£10,000	Total
No provider named	699	1,789	1,650	612	111	37	38	20	7	18	4,981
All Care and Repair	981	2,086	1,621	550	59	31	7	8	5	0	5,348
Local Authority	71	124	267	148	86	99	150	64	18	38	1,065
Housing Association	8	23	58	45	25	68	117	37	7	12	400
LSVT	2	18	15	11	7	4	9	5	2	1	74
<b>Total</b>	<b>1,761</b>	<b>4,040</b>	<b>3,611</b>	<b>1,366</b>	<b>288</b>	<b>239</b>	<b>321</b>	<b>134</b>	<b>39</b>	<b>69</b>	<b>11,868</b>

Source: Welsh Government Enhanced Adaptation System pilot study

(a) Based on data for 11,868 adaptations.

(b) The Local Authority category comprises of 5 providers, the Housing Association comprises of 11 providers and the LSVT of 2 providers.

- Care and repair agencies tended to carry out the highest number of low cost adaptations with 981 at £50 or less and 2,086 at £50 to £100.
- Local Authorities carried out the highest number of high cost adaptations of £10,000 or more at 33.
- In all, 413 adaptations were carried out by providers where the cost was not recorded.

## 6. Funding

The following tables and charts show the number of adaptations delivered by the type of funding provided. These will include the following funding streams:

- The Rapid Response Adaptations Programme (RRAP) - The Rapid Response Adaptations Programme has been operating in Wales since 2002/03 and delivered through Care and Repair Agencies. The programme allows for minor adaptations such as ramps and handrails, to enable people to return safely to their own homes following hospital discharge or to prevent the need for admission to hospital or residential care. The programme is funded by the Welsh Government and is unique to Wales.
- ENABLE – ENABLE funding was introduced in 2016/17 for local authorities to develop adaptation provisions in their area in partnership with their key stakeholders. Funding has been used to provide additional resources to help people live independently.
- LA funding (other) – Local Authorities have discretion to fund work for housing adaptations which is not provided for by Welsh Government funding.
- [Integrated Care Fund](#) (ICF) – The rebranded Integrated Care Fund (ICF) was established in 2014-15 to support older people to maintain their independence, avoid hospital admission and prevent delayed discharge. It also aims to drive partnership working and the delivery of integrated services across health, social services, housing and the third sector. The fund was expanded in 2016-17 to support the development of integrated care and support services for other groups of people.
- Registered Social Landlord (RSL) Funding – RSLs may decide to fund certain housing adaptations through their own resources.
- Disabled Facilities Grants (DFGs) – provided by local authorities under the terms of the Housing Grants, Construction and Regeneration Act 1996,. These are mandatory grants available to help disabled and older people to remain living independently in their own homes. Owner-occupiers, landlords as well as local-authority, private-rented and housingassociation tenants can apply for a DFG. DFGs are means tested and applicants' contribution towards the cost of works depends on their assessed levels of income, savings and outgoings. Local authorities have a duty to conduct those assessments. DFGs for disabled children are excluded from means testing. Before issuing a DFG, a local housing authority must satisfy itself that the

works are ‘necessary and appropriate’ to meet the needs of the disabled or older person, and are ‘reasonable and practicable’ depending on the age and condition of the property.

- [Physical Adaptation Grants \(PAGS\)](#) - The Physical Adaptation Programme (PAG) is a demand led scheme with a budget of approximately £8 million a year. PAG applications are funded from the Welsh Government’s Social Housing Grant (SHG) Programme. PAG provides funding for Registered Social Landlords (RSLs) to undertake adaptation works to properties for tenants with an identified need as requested by an occupational therapist.
- Other – All other funding sources for housing adaptations not listed.

**Table 8. Number and percentage of adaptations delivered by funding stream (a)**

Funding Stream	Adaptations	
	Number	Per cent
RRAP	5,420	43.8
WG (Enable)	2,568	20.8
LA Funding (other)	2,166	17.5
Other	691	5.6
ICF	506	4.1
RSL Funding	435	3.5
LA Funding (mandatory DFGs)	332	2.7
WG (PAG)	253	2.0
<b>Total</b>	<b>12,371</b>	<b>100.0</b>

Source: Welsh Government Enhanced Adaptation System pilot study

- (a) Based on information for 12,371 adaptations. For the remaining 28 adaptations no funding information was provided.
- Of the 12,371 adaptations for which funding information was provided, the largest percentage (44 per cent) were funded via RRAP.
  - One in five (21%) were funded by ENABLE and a further 18 per cent were funded by local authorities outside the mandatory DFG system.
  - RSL funding and ICF both accounted for around 4 per cent of the 12,371 adaptations, mandatory DFGs represented around 3 per cent and PAG for 2 per cent.
  - 691 (6 per cent) adaptations were funded by ‘other’ means which could be situations where the person receiving the housing adaptation has paid for the work directly themselves or through a ‘handyperson’ scheme which is offered by some organisations. For 28 adaptations, no information was provided on the funding source.

**Table 9. Average cost of adaptation by funding type**

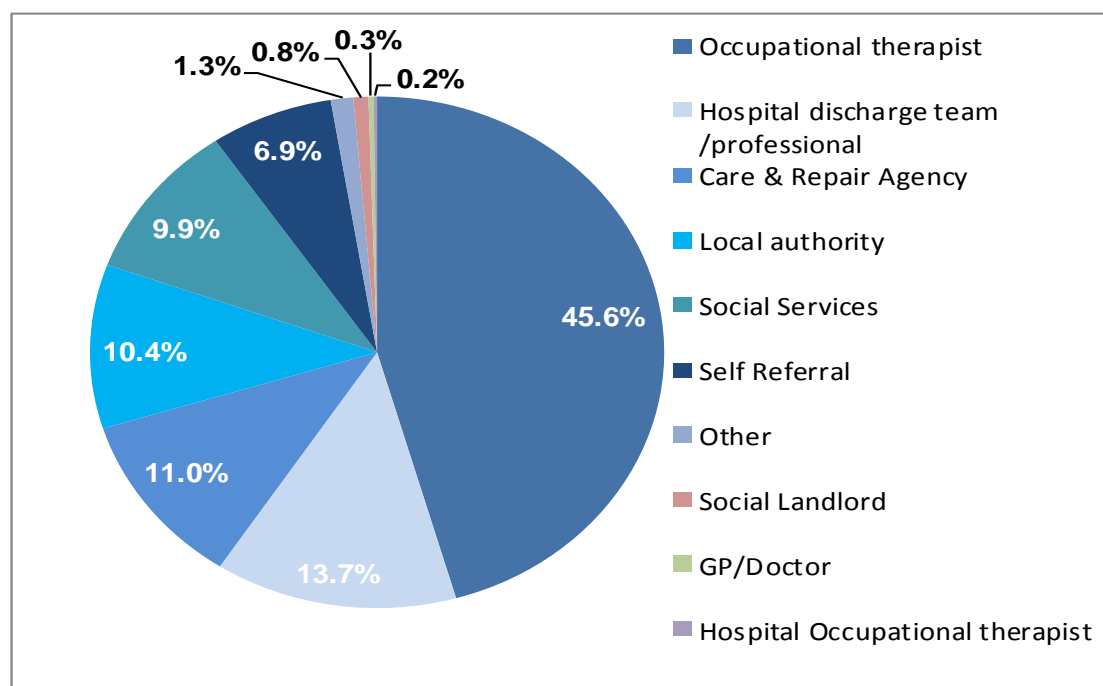
	Average Cost	Highest Cost	Lowest Cost	£s
LA DFG	6,905	38,289	177	
LA other	369	30,477	15	
ICF	154	7,754	18	
RRAP	128	4,015	1	
PAG	2,677	45,258	39	
RSL	1,429	21,980	24	
ENABLE	311	8,785	8	

Source: Welsh Government Enhanced Adaptation System pilot study

- The average cost of adaptations varied from around £6,900 for mandatory DFG adaptations to just £128 for adaptations funded via the Rapid Response Adaptations Programme.

## 7. Source of referrals

**Chart 3. Percentage of adaptations by source of referral (a)**



Source: Welsh Government Enhanced Adaptation System pilot study

(a) Based on 12,283 adaptations for which information on the source of referral was provided.

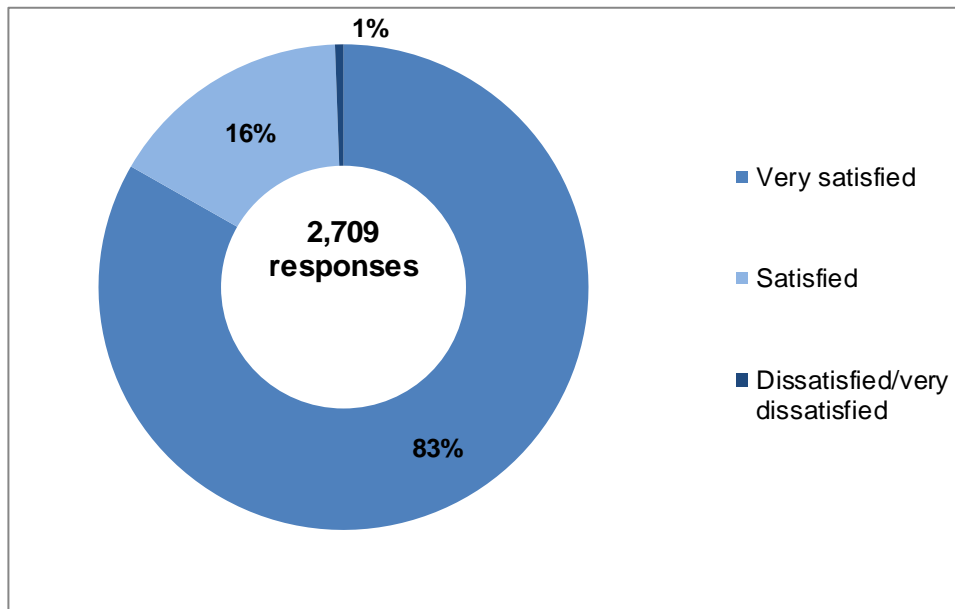
- The largest proportion of the 12,283 adaptations (where a source of referral was provided) are reported as originating from Occupational Therapists at 46 per cent (5,596 adaptations). Hospital discharge teams or professionals were the source of

a further 14 per cent (1,678 adaptations) and Care and Repair agencies the source of 11 per cent (1,347 adaptations).

- Both local authorities and social services were recorded as the referral source in 10 per cent of cases (1,273 and 1,221 adaptations respectively) and 7 per cent (850 adaptations) were the result of self referral.
- The remaining sources of referral included those recorded as 'Other' (155 adaptations) and social landlords (104 adaptations) both accounting for around 1 per cent of the 12,283 adaptations while GPs and Hospital Occupational Therapists were recorded as the referral source for less than 1 per cent (36 and 23 adaptations respectively) (Chart 3).

## 8. Levels of Customer Satisfaction

**Chart 4. Levels of customer satisfaction with overall work (a)**

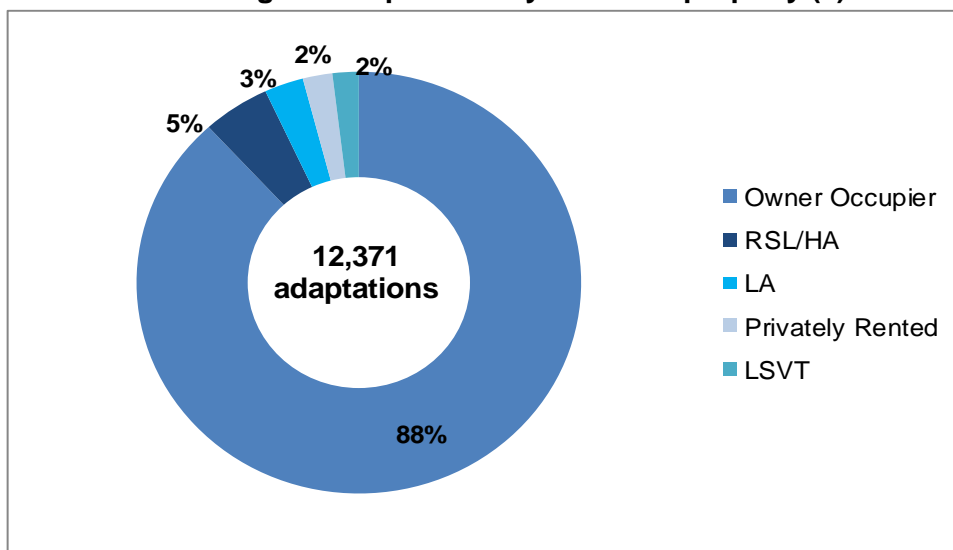


Source: Welsh Government Enhanced Adaptation System pilot study  
(a) Based on 2,709 responses.

- The chart above shows the overall levels of satisfaction with the adaptation work carried out. Of the 12,399 adaptations however in 6,926 cases, a client satisfaction response was not recorded and in a further 2,764 cases the response was recorded as not known or not applicable.
- Of the 2,709 responses received 83 per cent recorded that they were very satisfied with the overall work, a further 16 per cent were satisfied and 1 per cent (15 responses) stated they were dissatisfied or very dissatisfied.

## 9. Tenure

**Chart 5. Percentage of adaptations by tenure of property (a)**



Source: Welsh Government Enhanced Adaptation System pilot study

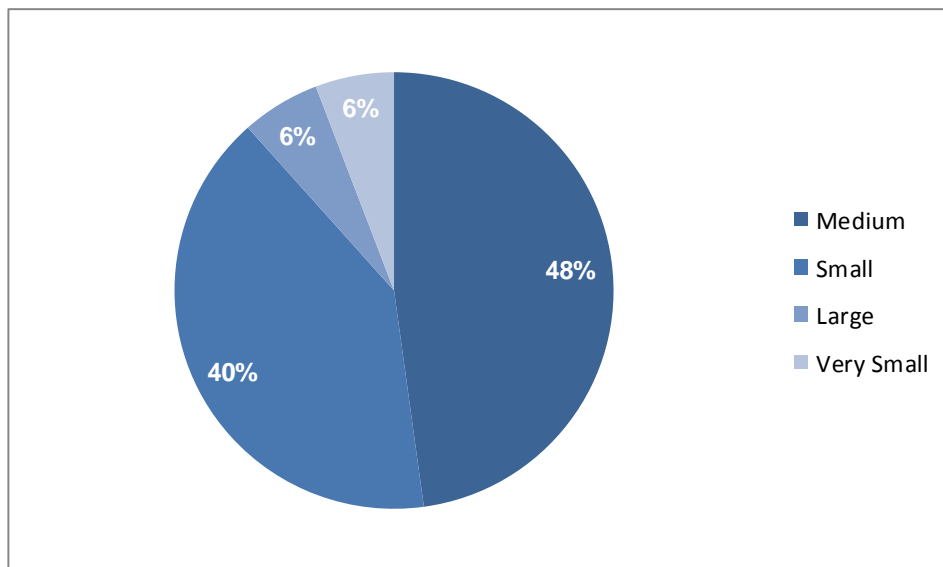
(a) Based on information provided for 12, 371 adaptations

- Of the 12,371 adaptations (where the tenure was recorded) the majority (88 per cent, 10,911 adaptations) were carried out in owner occupied dwellings. A further 5 per cent (266 adaptations) were carried out in dwellings owned by registered social landlords and 3 per cent (352 adaptations) in local authority owned dwellings.
- 2 per cent (266 adaptations) were carried out in privately rented dwellings and 2 per cent ( 236 adaptations) in dwellings owned by Large Scale Voluntary Transfer organisations (LSVTs).

## 10. Financial Contribution

- Of the 69 records of adaptations which involved a financial contribution, the majority, 97 per cent were carried out in owner occupied dwellings. Only 2 per cent were in dwellings owned by registered social landlords and a further 1 per cent in local authority owned dwellings.

**Chart 6. Financial Contribution by size of adaptation (a)**



Source: Welsh Government Enhanced Adaptation System pilot study

(a) Based on 69 adaptations where a both size of adaptation and financial contribution was recorded.

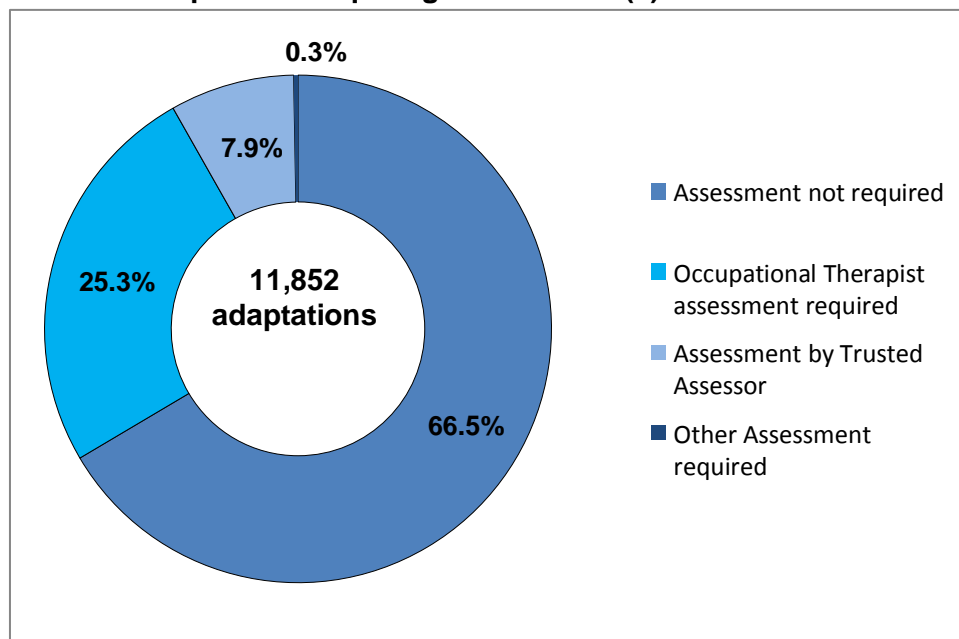
- The largest percentages of financial contributions were for medium and small adaptations at 48 per cent and 40 per cent respectively. Large and very small adaptations both represented just 6 per cent of adaptations involving financial contributions. It should be noted however that this was based on only 69 adaptations where both the size of the adaptation and a financial contribution were recorded.

### **11. Assessment by Occupational Therapists**

- Providers were asked to record whether or not the adaptation work required assessment by an occupational therapist or trusted assessor.



**Chart 7. Adaptations requiring assessment (a)**



Source: Welsh Government Enhanced Adaptation System pilot study

(a) Based on 11,852 adaptations where information on required assessment was recorded.

- In 11,852 cases the provider stated whether or not an assessment was required for the adaptation. In 66 per cent of cases (7,882 adaptations) no assessment was required. In a quarter of cases (2,997 adaptations) assessment by an occupational therapist was required and in a further 8 per cent of cases (940 adaptations) an assessment by a trusted assessor was required. Other types of assessment were required for 33 of the adaptations (0.3 per cent) (Chart 7).
- Over three quarters of adaptations<sup>10</sup> (77 per cent) requiring an occupational therapist assessment were small or very small adaptations. A further 22 per cent were medium sized adaptations and just 1 per cent (33 adaptations) were large.

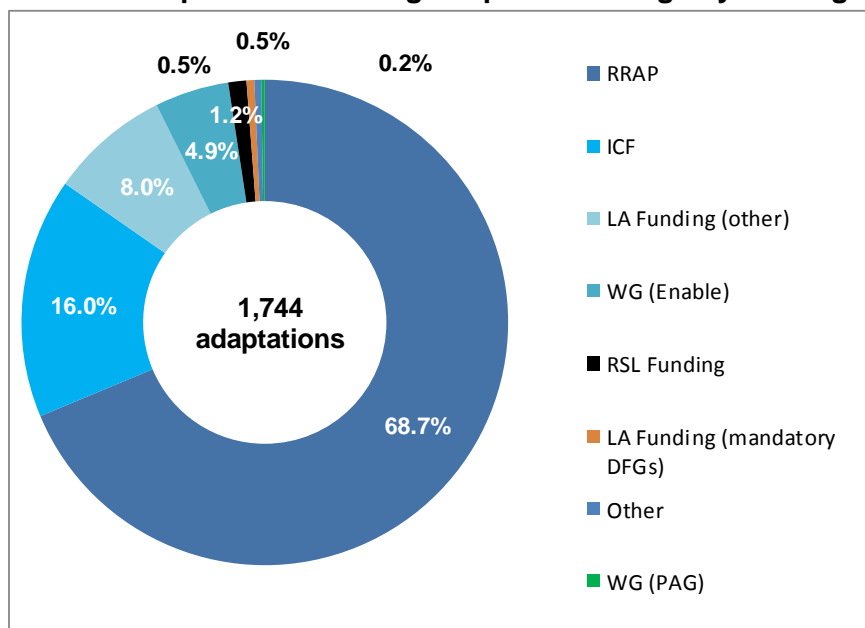
## 12. Impact on hospital discharge

- In 12,220 cases the provider recorded whether or not the adaptation had enabled hospital discharge. Of these in 14 per cent of cases (1,744 adaptations) the work carried out enabled the recipient to be discharged from hospital. In 99 per cent of cases where the work enabled hospital discharge and the type of adaptation was recorded the<sup>11</sup> the adaptation was small or very small.

<sup>10</sup> Based on 2,982 adaptations where an occupational therapist was required and the category/size of the adaptation was also recorded.

<sup>11</sup> Based on 1,675 cases which enabled hospital discharge and the recorder provided information on the category/size of the adaptation.

**Chart 8. Adaptations enabling hospital discharge by funding stream (a)**



Source: Welsh Government Enhanced Adaptation System pilot study

(a) Based on 1,675 adaptations

- Of the 1,744 adaptations which enabled a hospital discharge the majority, 69 per cent (1,198 adaptations), were funded via the Rapid Response Adaptations Programme (RRAP), 16 per cent (279 adaptations) were funded via the [Integrated Care Fund](#) (ICF) and 8 per cent (139 adaptations) by local authority funding other than mandatory DFGs. The Welsh Government ENABLE program funded 5 per cent (86 adaptations) and RSLs funded just over 1 per cent (21 adaptations).
- Local authority mandatory DFG funding, other unspecified types of funding and the Welsh Government Physical Adaptation Grants (PAG) system all funded less than 1 per cent of adaptations enabling hospital discharge nine, eight and four adaptations respectively.

### 13. Conclusions/Lessons Learned:

The key conclusions from this exercise include the following:

- Over 12,000 data returns is a significant return and highlights the hard work by service providers on collating and submitting the information to Welsh Government.
- However, due to gaps in the completion of the data returns and subsequent limitations, it would be wrong to draw detailed conclusions on how housing adaptations are being delivered in Wales.

The key lessons learned from this exercise include the following:

- Paper-based format is not an effective or efficient or robust way of collecting data.
- The Welsh Government should work with stakeholders to improve the way in which it collects data and communicates requirements more effectively to service providers.
- The definition for a small, medium and large adaptation needs to be further clarified to provide further consistency on how housing adaptations are categorised.

#### **14. Next Steps**

- Following discussions with the Housing Adaptations Steering Group (previously known as the ENABLE Steering Group), and supported through a task and finish group with key stakeholders, officials have introduced new guidance, an electronic spreadsheet template and a 'Frequently Asked Questions' document to provide service providers with the information they need to gather data more effectively and consistently. This new template and guidance will collect data from April 2018 to 31 March 2019 and will be reviewed on a regular basis. Feedback from service providers will be sought and any significant change will be highlighted to service providers ahead of any changes so they have sufficient time to prepare.
- The Welsh Government is currently consulting on 'Housing Adaptations Service Standards'<sup>12</sup> to ensure that Housing Adaptations are delivered on a consistent and fair basis. The service standards also propose definitions for different types of housing adaptations (Small, Medium and Large). The service standards aim to be published in April 2019, so the revised definitions will replace the current ones being used.
- Officials are currently exploring ways in which the customer satisfaction aspect of housing adaptations can be further streamlined and simplified. The data collected from April 2018 to 31 March 2019 will provide further evidence on the issues and gaps on collecting customer satisfaction surveys and inform any changes made.

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<sup>12</sup> <https://beta.gov.wales/housing-adaptations-service-standards>