



Llywodraeth Cymru
Welsh Government

High-level analysis of data on housing adaptations 2019-20

July 2021

Executive Summary

- The use of adaptations in homes allows people to live safely and as independently as possible. They can help to prevent falls, which may result in an emergency admission to hospital or a person having to enter residential care. They can also help people to return home as soon as possible after a stay in hospital.
- Information on housing adaptations is collected from adaptations providers by the Welsh Government. This report summarises the results of an analysis of the data for 2019-20. The data covers adaptations completed within the period 1 April 2019 to 31 March 2020.
- Information was received from all 13 Care & Repair agencies, from all 22 local authorities, and from 29 housing associations. Six housing associations, two of which were the Large Scale Voluntary Transfer bodies which took over the ownership of former council housing, did not submit returns. This report does not therefore provide a complete national picture of the delivery of housing adaptations.
- There has been an improvement in the quality of data collected. In 2018-19, 22% of the records received were removed as duplicates or because they fell outside the collection period compared with 57% in 2016-17. This year, just 8% of records (n=2,900) were removed. Of these, approximately 1,200 were removed simply because the date of the adaptation fell outside the defined collection period for 2019-20.

Main findings

- The total number of adaptations recorded in 2019-20 was 34,341.
- Just over half of all adaptations recorded (55%) were delivered by Care & Repair agencies. Local authorities delivered 37% and housing associations 8%.
- Of the 18,661 adaptations delivered by local Care & Repair agencies, 17,798 (95%) cost £500 or less.
- Small adaptations are typically delivered in 10 days. For adaptations of medium size, the average time to deliver is 124 days and for large adaptations, 242 days. These figures are the median or “middle value” values of the data. This is a better indicator than mean average, which can be skewed by some adaptations which have longer delivery times. The figures are similar to those in 2018-19. The median time to deliver a small adaptation was 9 days. For medium and large adaptations, it was 121 and 280 days respectively.

- The typical average cost (median value) of a small adaptation was £125. It is £4,700 for a medium-sized adaptation and £14,916 for a large adaptation.
- Three out of ten adaptations recorded in 2019-20 (29%) were funded by local authorities from their own budgets, with a further 13% funded by Disabled Facility Grants. Just over a quarter of adaptations (28%) were funded by the Rapid Response Adaptations Programme. ENABLE funding supported the delivery of 4,937 adaptations and the Integrated Care Fund delivered a further 2,029 adaptations.
- Preventing falls was the most common main outcome predicted for adaptations (40%). The second most common outcome predicted was, increased independence in daily living (37%). However, this data cannot show the long term preventative benefits of adaptations. For example, preventing an elderly person from falling at home can also avoid hospital admission or entry to residential care.
- Three out of every four adaptations (76%) were in owner-occupied dwellings.
- A financial contribution to the cost of the adaptation was made in 516 cases, or 1.5% of the total number of adaptations.
- Overall, more than 9 out of 10 people (92%) who received a housing adaptation and provided feedback were satisfied with the work done. Less than 1% (n=73) said they were dissatisfied. This figure is based on a response for approximately a third of adaptations delivered; a response rate of 35%. This is a marked increase on the response the previous year of 22%.

Introduction

1. Housing adaptations play a vital role in people's lives. They help people with disabilities and older people to live as independently as possible in their own home. They keep people safe, preventing accidents such as falls, which help avoid unnecessary admissions to hospital because of injury, thus relieving pressure on the NHS. Adaptations can also help to accelerate hospital discharges so that people are able to return home as soon as possible. The national lockdown to manage the outbreak of Covid-19 started on 23 March 2020, which was at the very end of the period covered by this report. Its impact on the delivery of adaptations will therefore be seen in the next annual report.
2. Adaptations make a significant contribution to people's quality of life and physical and mental health and well-being. They support the Welsh Government's policy priorities, set out in 'Prosperity for All'¹ and 'A Healthier Wales'². They also contribute to meeting the requirements of the Well-being of Future Generations (Wales) Act 2015, a core element of which is prevention³ and the Equality Act 2010, in which age and disability are two of the protected characteristics.

This report

3. This report presents the results of an independent analysis of data for the 2019-20 financial year. It has been prepared by Practice Solutions Ltd., a consultancy supporting organisations in the public, third and independent sectors. The cleaning and validation of the raw data received by the Welsh Government was undertaken by Data Cymru.

Data

4. This is the third in the series of annual reports. The data was collected from 1 April 2019 to 31 March 2020. The first report covered the period September 2016 to December 2017⁴. The second report covered the period 1 April 2018 to 31 March 2019⁵.
5. The data for this report was collected for housing adaptations delivered by local authorities, Care and Repair agencies and housing associations, including the Large-Scale Voluntary Transfer ("LSVT") housing associations, which took over the housing stock of some local authorities. It includes adaptations across housing tenures: people living in social housing, those who own their home and those who rent privately.

¹ [Welsh Government \(2017\) Prosperity for All: The National Strategy](#)

² [Welsh Government \(2019\) A Healthier Wales: Our plan for Health and Social Care](#)

³ [Well-being of Future Generations \(Wales\) Act 2015](#)

⁴ [Welsh Government \(2018\) ENABLE Programme analysis](#)

⁵ [Welsh Government \(2020\) High level analysis of data on housing adaptations 2018-19](#)

6. The following data is collected to monitor the programme:
 - Provider / delivery organisation.
 - Housing tenure e.g. social housing; owner-occupied; private rented.
 - Source of referral for the adaptation(s).
 - Predicted outcome e.g. falls prevention; increased independence.
 - Type and size of adaptation e.g. small; medium; large.
 - Time taken to complete the adaptation(s).
 - Cost of the adaptation(s).
 - Source of funding
 - Satisfaction with the adaptation(s).

7. For the purposes of reporting on delivery, adaptations are broken down into three categories, which are defined as “Standards of Service”.
 - Small e.g. installation of grab rails.
 - Medium e.g. walk-in showers, stair lifts, ramps.
 - Large e.g. major structural changes to a property, including extensions.

Limitations of the data

Data coverage

8. The 2019-20 dataset contained information on approximately 37,000 adaptations, compared to around 39,000 in 2018-19. This is a decrease of 4%.

9. Returns were received from all 13 Care & Repair agencies, from all 22 local authorities, and from 29 housing associations. This is a marked improvement on the previous year. That said, 4 housing associations and 2 Large Scale Voluntary Transfer organisations, which were formed to take over the management of council-owned housing owned housing stock, did not provide returns.

10. The Welsh Government holds some data on adaptations for the four housing associations which did not provide returns. This information is drawn from the administrative records of its Physical Adaptation Grants programme. Two of the housing associations did not provide any adaptations with Physical Adaptation Grant funding in 2019-20. The remaining two completed a relatively small number of adaptations in the context of the full dataset, 14 for one and 23 for the other.

11. Without the returns, it is not possible to validate the missing data from the six housing organisations. While in 2019-20 there was an improvement in the number of organisations submitting returns, the data is not a complete national dataset. The results should be caveated as such.

Data quality

12. Prior to analysis, the dataset was subject to rigorous validation to identify and correct, where possible, invalid data, duplicate records, incomplete records and other specific data entry errors. Where it was not possible to accurately correct the data, they were classified as invalid. While the validation exercise was thorough, it is possible errors remain present in a small number of individual records.

13. Overall, however, it is encouraging there has been another significant improvement in the quality of data collected. In 2018-19, approximately 8,500 of the 39,000 records (22%) were removed as duplicates. This year, of the 37,242 records which were originally submitted, just 2,900 (8%) were removed. Approximately 1,200 of these were removed because the completion date of the adaptation fell outside the defined collection period.

Analysis

14. This is a descriptive analysis of the 2019-20 data. Data from the previous report is also shown in some parts.

Delivery of housing adaptations

15. More than 34,000 adaptations were completed in 2019-20. Table 1 shows the number of adaptations recorded by type of provider.

16. Just over half of all adaptations (55%) were delivered by Care & Repair agencies. More than a third (37%) were delivered by local authorities. Slightly less than 1 in 10 (8%) were delivered by housing associations.

17. The number of adaptations recorded in 2019-20 is higher than the previous year.

Table 1: Number and percentage of adaptations recorded, by provider type, 2018-19 and 2019-20

Provider type	2018-19		2019-20	
	No.	%	No.	%
Care and Repair	19,901	65.8	18,864	54.9
Housing association	1,747	5.8	2,926	8.5
Local authority	8,504	28.1	12,551	36.6
No provider named	83	0.3	0	0
Total	30,235	100.0	34,341	100.0

Source: Welsh Government

18. The effect of the increased number of returns this year from local authorities and housing associations can be seen in the table.

Cost of adaptations

19. The average cost of adaptations by type of provider is illustrated in the following table. The mean average and median costs are provided, and highest and lowest cost.

Table 2: Average cost of adaptations recorded, by provider type, 2019-20

Provider type	Mean £	Median £	Lowest £	Highest £
Care and Repair	204	104	0	32,790
Housing association	2,990	1,080	0	122,216
Local authority	2,857	524	0	158,818

Source: Welsh Government

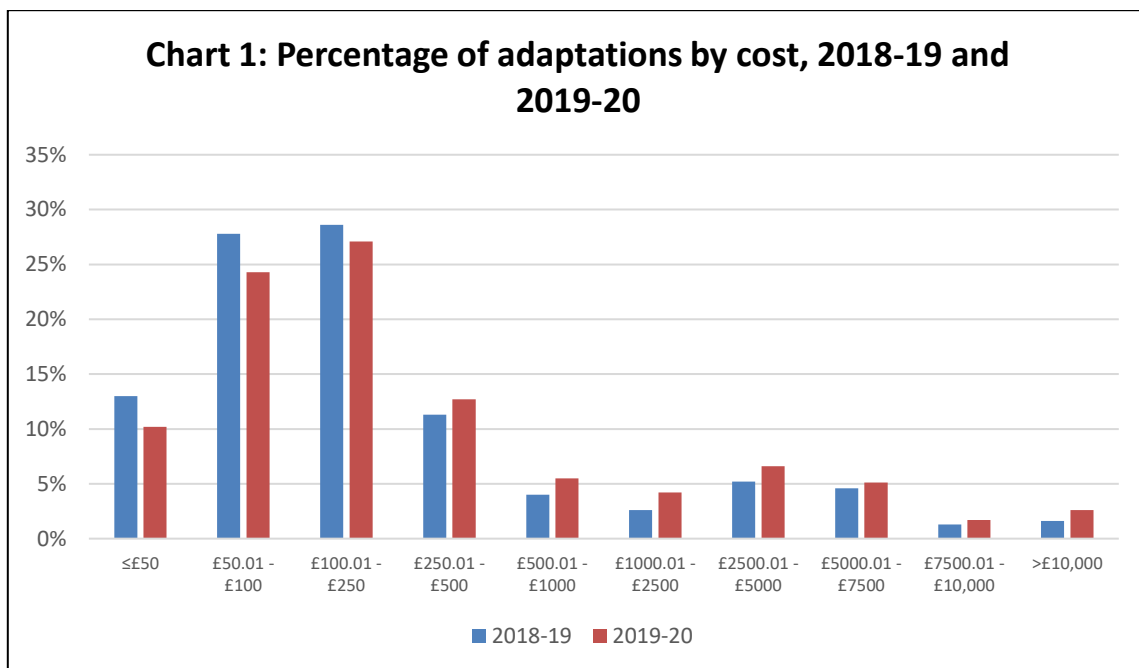
Notes: (I) Excludes records submitted with missing or invalid values

(II) Figures rounded to nearest £

(iii) Zero values may be data input errors or the value input when cost information was not available

20. Care and Repair agencies deliver a large number of smaller adaptations. The mean average cost is £204 while the more typical cost (median value) is £104. The median value, which is the “middle value” of all the records of costs, is the better indicator of the average cost of an adaptation. The mean average figure can be skewed by some adaptations which cost considerably more than others. For example, the mean average cost of an adaptation in 2019-20 provided by a local authority is £2,857. However, this average will have been affected by the most costly adaptations, which included the highest cost of an adaptation recorded for a local authority of more than £158,000.

21. Chart 1 compares the number of adaptations delivered by cost band.



Source: Welsh Government

22. Just under two thirds of all housing adaptations (62%) cost £250 or less.

23. Table 3 shows the number of adaptations delivered in 2019-20 by the three types of provider, namely local authorities, housing associations and Care & Repair agencies, in each of the cost bands.

24. Of the 18,661 adaptations delivered by Care & Repair agencies, 17,798 (95%) cost £500 or less. This is almost identical to the pattern seen in 2018-19 when 96% of Care and Repair’s delivery was within this cost band.

25. Local authorities deliver more adaptations of higher cost. For example, 4 out of 5 adaptations costing more than £10,000 (83%) were delivered by local authorities. The same pattern can be seen in all costs bands from £500 upwards.

Table 3: Number of adaptations by provider type and overall cost, 2019-20

Overall cost	Provider type			Total
	Local Authority	Housing Association	Care & Repair	
≤ £50	510	357	2,583	3,450
£50.01 - £100	1,566	281	6,405	8,252
£100.01 - £250	2,448	412	6,325	9,185
£250.01 - £500	1,612	230	2,485	4,327
£500.01 - £1,000	1,091	121	660	1,872
£1,000.01 - £2,500	1,062	286	84	1,432
£2,500.01 - £5,000	1,691	510	53	2,254
£5,000.01 - £7,500	1,301	380	44	1,725
£7,500.01 - £10,000	451	121	6	578
>£10,000	727	134	16	877
Total	12,459	2,832	18,661	33,952

Source: Welsh Government

Note: (I) Excludes records submitted with missing or invalid values

26. The number of adaptations delivered by housing associations were fairly evenly spread across the cost bands.

27. Table 4 summarises the cost of adaptations by the scale of the work.

Table 4: Average cost of adaptations, by size of adaptation, 2019-20

Size and type	Mean (£)	Median (£)	Lowest (£)	Highest (£)
Large e.g. major structural changes to a property and/or extensions to it.	19,083	14,916	987	158,818
Medium e.g. adaptations such as walk-in showers, stair lifts and ramps.	5,082	4,700	0	50,402
Small e.g. grab rails.	264	125	0	24,447

Source: Welsh Government

Note: (I) Excludes records submitted with missing or invalid values (n=1,815);

(II) Figures rounded to nearest £

28. Generally, the cost of an adaptation increases with the size of the adaptation. The typical average cost (median value) of a small adaptation was £125. It was

£4,700 for a medium-sized adaptation and £14,916 for large. The highest cost of £24,447 recorded in the “small” category is unusual. This may be due to the adaptation being incorrectly recorded or possibly a number of adaptations at the same property being counted as one adaptation. It was not possible to confirm this as part of the validation exercise.

Table 5: Number of adaptations, by size of adaptation and provider, 2019-20

Size and type	Care & Repair	Housing association	Local authority	Total
Large e.g. major structural changes to a property and/or extensions to it.	14	88	500	602
Medium e.g. adaptations such as walk-in showers, stair lifts and ramps.	306	1,217	3,950	5,473
Small e.g. grab rails.	17,372	1,612	7,465	26,449
Total	17,692	2,917	11,915	32,524

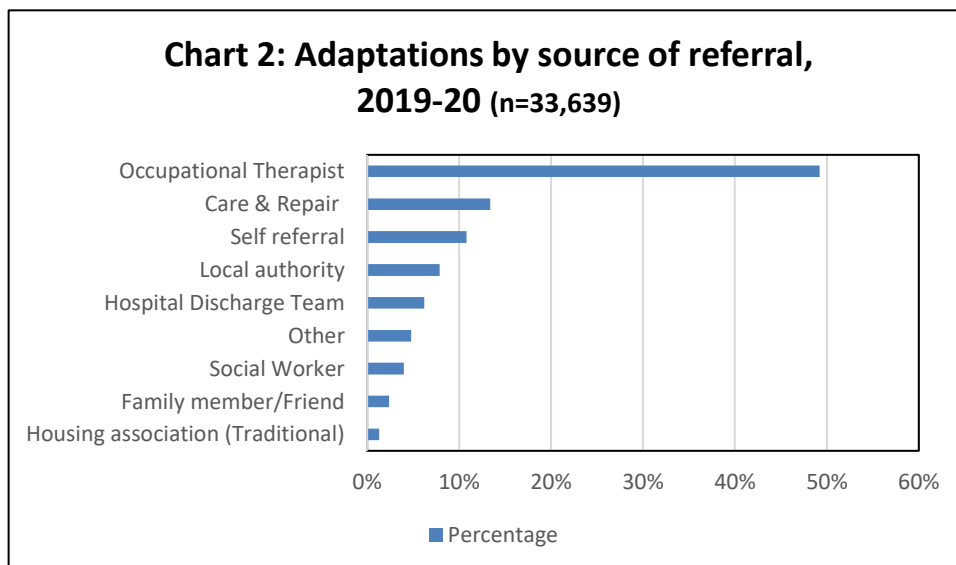
Source: Welsh Government

Note: (l) Excludes records submitted with missing or invalid values (n= 1,817)

29. The focus of Care & Repair agencies on the delivery of small adaptations is highlighted by the table.

Source of referral

30. There are many different sources of referrals for housing adaptations. This includes self-referral by someone who feels they need help and by organisations in housing, health and social care who may come into contact with a person who needs help. Chart 2 illustrates the range and relative scale of referrals from different sources.



Source: Welsh Government

Note: (l) Excludes records submitted with missing or invalid values

31. The majority of referrals for housing adaptations (49%) are from occupational therapists involved in people’s care. The other main sources of referral are Care & Repair agencies (13%), self-referrals (11%) and local authorities (8%). Self-referrals and referrals from a family member or friend combined, accounted for just over 13% of all referrals. The “Other” category includes referrals from local councillors, the ambulance service, the NEST Warm Homes Scheme, GPs, the Large Scale Voluntary Transfer housing associations, and voluntary agencies.
32. Although the percentages varied slightly, the top two sources of referral – occupational therapists and Care & Repair agencies – were the same as the previous year. In 2019-20, 3,631 self-referrals were made (11%), compared to 1,797 (6%) the previous year. Although more returns were received this year and could be one reason for the increase, it is possible greater awareness among the public of the help available for home adaptations could also be a factor.

Assessment

33. Providers were asked to record whether or not the adaptation work required assessment by an occupational therapist or a trusted assessor. In 3,015 out of 32,386 cases, no assessment was required.
34. Excluding missing and invalid values in the dataset, where an assessment was required, it was undertaken by an occupational therapist in 67% of cases and in 21% of cases by a trusted assessor.

Time taken to deliver

35. Based on an analysis of 30,844 valid records, 85% of adaptations are delivered in less than 3 months, and 98% within a year.

Table 6: Time taken to deliver adaptations, 2019-20

	Length of time (months)							Total
	<3 (1-90 days)	<6 (91-182 days)	<12 (183-365 days)	<18 (366-547 days)	<24 (548-730 days)	<30 (731-912 days)	<36 (913-1095 days)	
Number	26,193	2,505	1,667	358	94	25	2	30,844
Per cent	85	8	5	1	<1	<1	<1	100

Source: Welsh Government

36. The number of days taken to deliver an adaptation is calculated from the time the need for an adaptation is identified to the date it is completed. Inevitably, this varies with the nature of the adaptation(s) required.
37. The mean average number of days taken to deliver small adaptations is 21. However, this figure will be skewed by a small proportion of much longer delivery times and, notably, the figure of 957 days for the longest time to installation. Therefore, the median value of the data, which is 10 days, is a better indicator of

how long it typically takes to deliver a small adaptation. This figure is very similar to the median value of 9 days reported in 2018-19.

38. The table below summarises the number of days taken to deliver an adaptation or adaptations. Based on the median value of records, the typical length of time taken to deliver a medium-sized adaptation was 124 days and 242 days for a large adaptation. These figures are also similar to the 2018-19 figures of 121 days and 280 days respectively.

Table 7: Average number of days taken from date need identified to date adaptation completed, by size of adaptation, 2019-20

Size and type	Mean (Days)	Median (Days)
Large e.g. major structural changes to a property and/or extensions to it.	283	242
Medium e.g. adaptations such as walk-in showers, stair lifts and ramps.	149	124
Small e.g. grab rails and stair rails.	21	10

Source: Welsh Government

Notes: (I) Excludes records submitted with missing or invalid values

(II) Figures rounded to nearest day

39. The shortest time recorded for the delivery of small and medium-sized adaptations was 1 day. For large adaptations it was 3 days. It is entirely feasible for a small adaptation to be done immediately i.e. in one day. However, the validation exercise could not confirm the accuracy of the data entered e.g. the figure of 3 days for a large adaptation.
40. The longest times recorded for small, medium and large adaptations were 957 days, 865 days, and 945 days respectively. The dataset does not hold information on the reasons for the length of time taken, which could be due to customer choice, technical reasons, or unavoidable delays such as planning control. Similarly, there is no explanation for the figure of 957 days recorded for a “small” adaptation.
41. For reasons set out above on the accuracy of data recorded on returns, the higher number of returns received from housing organisations in 2019-20, and the fact adaptations are tailored to individuals’ precise needs, which will vary year to year, mean that any attempts to draw conclusions on changes in the speed of delivery should be treated with caution.
42. Typical (median value) delivery times vary from 9 days for Care & Repair agencies, which predominantly deliver small adaptations, to 42 days for local authorities and 59 days for housing associations. The following table summarises data on the number of days taken by provider.

Table 8: Average number of days taken from date need identified to date adaptation completed, by provider type, 2019-20

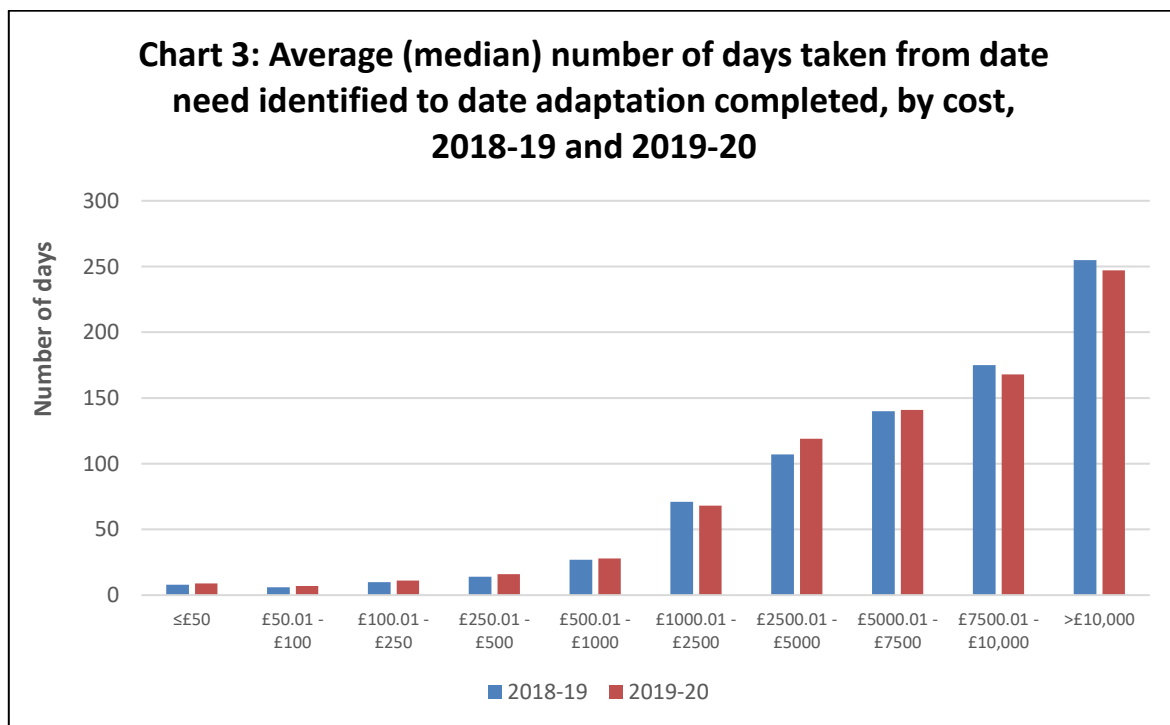
Provider type	Mean (Days)	Median (Days)
Care and Repair	18	9
Housing association	97	59
Local authority	92	42

Source: Welsh Government

Notes: (I) Excludes records submitted with missing or invalid values

(II) Figures rounded to nearest day

43. In 2018-19, the median value for Care and Repair was 8 days. For housing associations it was 45 days, and for local authorities 38 days.
44. Chart 3 shows the typical number of days taken to deliver an adaptation (median value) against the cost of the adaptation. The costs are presented in ten cost bands from £50 or less at the lowest end to more than £10,000 at the highest end.
45. With the exception of adaptations costing £100 or less, there is a linear pattern in the data i.e. the higher the cost of an adaptation, the longer it takes to deliver it. This pattern was seen across all cost bands in 2018-19.



Source: Welsh Government

46. Table 9 expands on the information in Table 8. It provides the mean average, median value and lowest and highest figures for the number of days taken to deliver adaptations for each of the cost bands.

Table 9: Average number of days taken from date need identified to date adaptation completed, by cost, 2019-20

Overall cost	Number of days	
	Mean	Median
≤ £50	15	9
£50.01 - £100	13	7
£100.01 - £250	19	11
£250.01 - £500	28	16
£500.01 - £1,000	47	28
£1,000.01 - £2,500	94	68
£2,500.01 - £5,000	140	119
£5,000.01 - £7,500	162	141
£7,500.01 - £10,000	198	168
>£10,000	292	247

Source: Welsh Government

Notes: (I) Excludes records submitted with missing or invalid values
(II) Figures rounded to nearest day

Funding

47. Housing adaptations are funded from a variety of sources:

- Welsh Government funding:
 - Rapid Response Adaptations Programme
 - ENABLE
 - Physical Adaptations Grants
 - Integrated Care Fund
- Local Authority (Disabled Facilities Grants)
- Local Authority (Other funding)
- Housing Associations (own budgets)
- Housing Associations (LSVT)(own budgets)
- Other sources of funding

48. The Rapid Response Adaptations Programme provides capital and revenue funding to Care and Repair agencies to provide minor adaptations such as

ramps, handrails and accessibility improvements to facilitate hospital discharge and prevent falls. Jobs must be completed within 15 working days.

49. ENABLE grant funding is allocated to local authorities as a flexible resource, primarily to provide small and medium adaptations without the need to engage complex Disabled Facilities Grant processes. The grant was introduced in 2015 and helps to support the integration of services across local authorities, social landlords and health agencies at a local and regional level. A number of local authorities delegate part of their ENABLE funding and/or their own funding to local Care & Repair agencies.
50. The Integrated Care Fund, which was established in 2014-15 as the “Intermediate Care Fund”, can also fund aids, equipment and housing adaptations at the discretion of the Regional Partnership Boards through their capital programme. The main beneficiary has been Care & Repair agencies.
51. Local authorities are responsible for Disabled Facilities Grants under the Housing Grants, Construction and Regeneration Act 1996. They are mandatory grants available to help disabled and older people to remain living independently in their own homes. They are available to all tenures. The grant is means-tested and the level of contribution an applicant has to make towards the cost of works depends on their income, savings and outgoings. Local authorities have a duty to conduct assessments. Grants for disabled children are excluded from means-testing. Local authorities also have discretion to fund adaptations from their own budgets.
52. The Physical Adaptations Grant provides funding for Registered Social Landlords to adapt tenants’ properties. These works enable tenants to remain in their homes and provide practical solutions to changes in circumstances. The standard version of the grant caters for larger, more complex adaptations whilst the fast track version accommodates smaller works.
53. The Large Scale Voluntary Transfer organisations, which are housing associations formed as a result of taking over the housing stock of some local authorities, cannot apply for Physical Adaptation Grants. They are required to fund adaptations from their own resources and /or via Disabled Facilities Grants. Other housing associations may also decide to fund certain housing adaptations from their own financial resources.
54. The following table compares the number of adaptations delivered by the different sources.

Table 10: Number of adaptations delivered, by funding stream, 2019-20

Funding stream	No.	Per cent
Local Authority (Other)	9,967	29.1
Rapid Response Adaptations Programme	9,496	27.7
ENABLE	4,937	14.4
Local Authority (Disabled Facility Grants)	4,350	12.7
Integrated Care Fund	2,029	5.9
Housing Association (LSVT)	1,044	3.0
Physical Adaptation Grants (Fast Tracked)	951	2.8
Other	587	1.7
Physical Adaptation Grants (Standard)	534	1.6
Housing Association (Traditional)	342	1.0
Total	34,237	100.0

Source: Welsh Government

Notes: (i) Excludes records submitted with missing or invalid values (n=104);

(ii) LSVT – Large Scale Voluntary Transfer body. A housing association formed as a result of taking over the housing stock of a local authority.

55. Of the 34,237 adaptations recorded in 2019-20, just under a third (29%) were supported by local authority (other) funding. A similar proportion (28%) was funded by the Rapid Response Adaptations Programme.
56. The Rapid Response Adaptations programme funded slightly fewer adaptations this year (28%) compared to the previous year (35%). There was a marked difference in the proportion of adaptations funded by “other” resources in local authorities, up from 23% in 2018-19 to 29% this year. However, one explanation for this is the fact all 22 local authorities submitted returns in 2019-20 compared to 19 the previous year. The number of grants funded by the Disabled Facilities Grant is similar in both years.
57. The Integrated Care Fund supported a higher proportion of adaptations in 2019-20 (6%) compared to the previous year (3%). The corresponding numbers of adaptations were 2,029 and 989 respectively. This funding, and funding from the ENABLE programme (4,937 adaptations) continue to make a significant

contribution to independent living and to prevent unnecessary admissions to hospital or care homes as a result of accidents such as falls.

58. The average cost of adaptations supported by different funding streams is set out below.

Table 11: Average cost of adaptations, by source of funding, 2019-20

Funding stream	Cost (£)	
	Mean	Median
Local Authority (Other)	1,048	204
Rapid Response Adaptations Programme	127	96
ENABLE	401	137
Disabled Facility Grants	5,772	4,504
Integrated Care Fund	166	99
Housing Association (LSVT)	811	135
Physical Adaptation Grants (Fast Tracked)	4,029	3,790
Other	627	113
Physical Adaptation Grants (Standard)	7,039	5,441
Housing Association (Traditional)	347	102

Source: Welsh Government

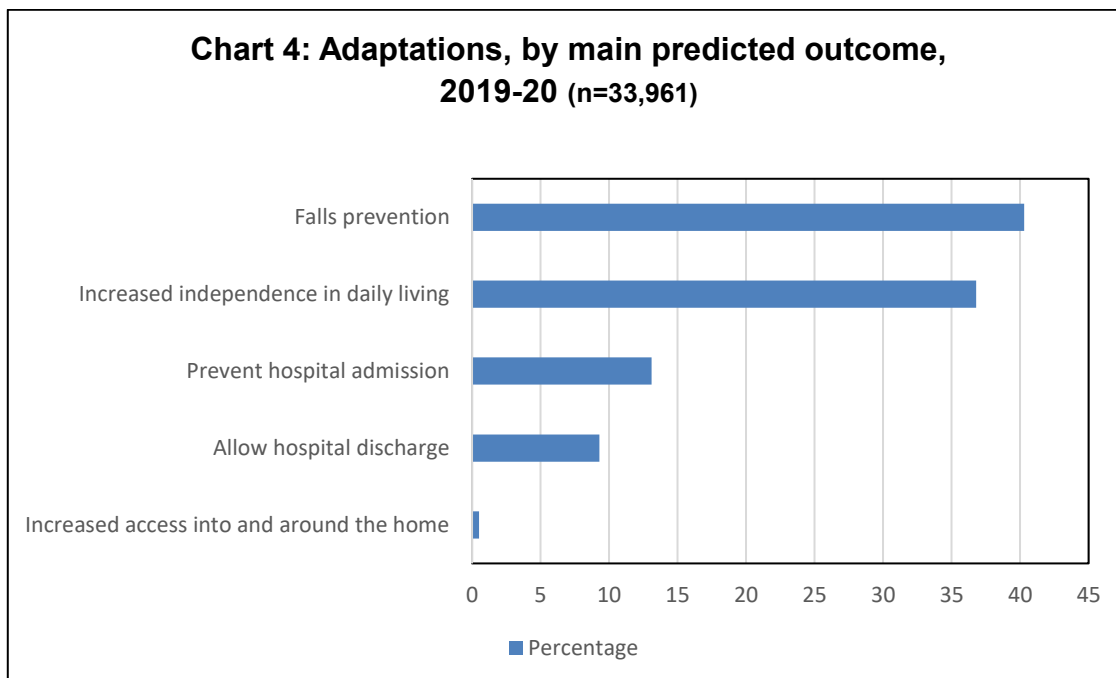
Notes: (i) Excludes records with missing or invalid values (n=99);
(ii) LSVT – Large Scale Voluntary Transfer body. A housing association formed as a result of taking over the housing stock of a local authority.

59. The typical cost for an adaptation funded by the Welsh Government’s Physical Adaptation Grants programme was £3,790 for fast-tracked applications and £5,441 for standard applications. For local authorities’ Disabled Facilities Grants, the median average was £4,504. The typical costs (median values) for adaptations funded by all other sources of funding ranged from £96 to £204.

Predicted outcome

60. Chart 4 describes the main predicted outcomes of someone receiving one or more adaptations to their home. The outcomes bring benefits to the individuals by improving their quality of life and physical and/or mental health and well-being. However, the use of adaptations can help reduce pressures and demands on the NHS.

61. The most common outcome was preventing falls (40%), followed by increased independence in daily living (37%). While these figures represent the main outcome predicted, multiple benefits are possible. For example, an adaptation for which the main predicted outcome is preventing falls can also help prevent hospital admissions which result from a fall in the home.



Source: Welsh Government

62. The predicted outcome varies with the size of adaptation provided. The main outcome predicted for approximately half of every small adaptation (47%) is falls prevention. The purpose of 9 out of 10 large adaptations (91%) is increased independence in day-to-day living. This is similar for medium-sized adaptations where 84% of all adaptations were undertaken to increase independence in day-to-day living.

Table 12: Main predicted outcome, by size of adaptations, 2019-20 (n=32,157) (%)

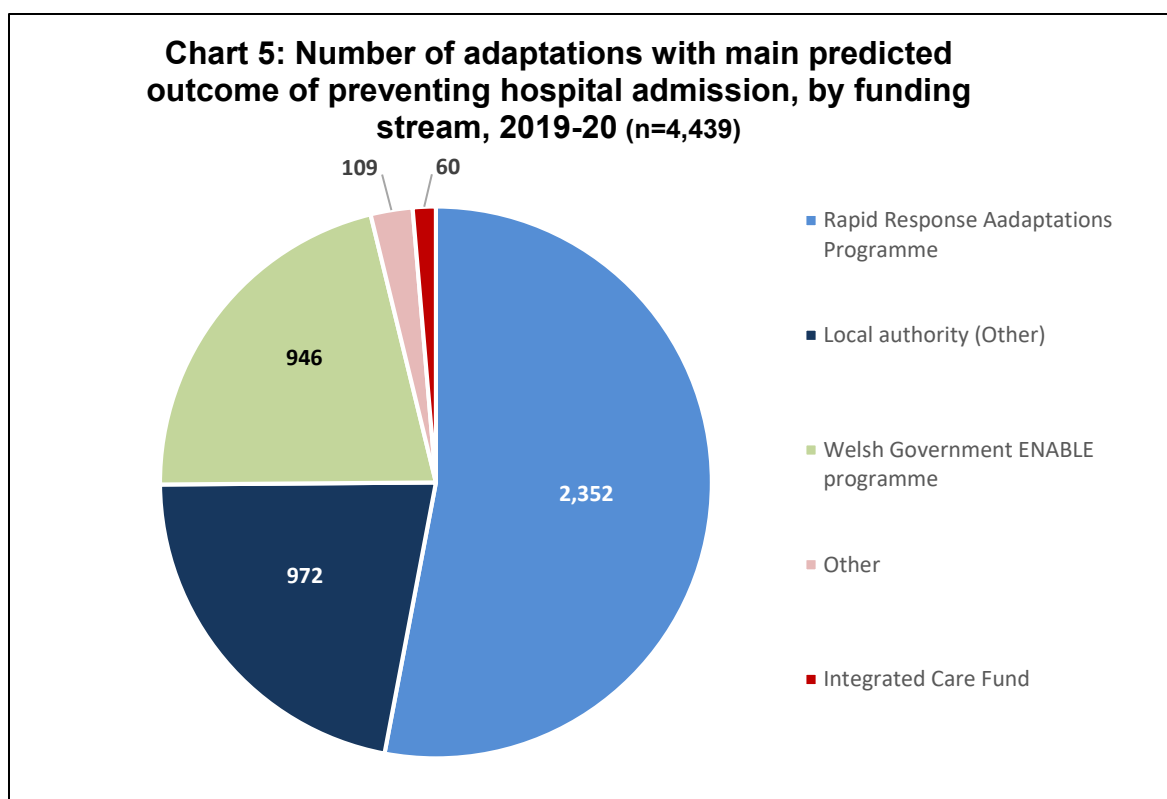
	Allow Hospital discharge	Falls Prevention	Increased Independence in Daily living	Increased access into and around property	Prevent hospital admission	Total
Large e.g. major structural changes to a property and/or extension	1	5	91	3	<1	100
Medium e.g. adaptations such as walk-in showers, stair lifts and ramps.	1	13	84	2	1	100
Small e.g. grab rails.	12	47	25	<1	16	100

Source: Welsh Government

63. For 16% of small adaptations, the main outcome is preventing hospital admission. A further 12% were installed to help hospital discharge. Taken together, the figures mean approximately 7,100 individuals have been helped to avoid having to be admitted to hospital or have been helped to return to their own home as soon as possible after a stay in hospital. This demonstrates the role adaptations play in reducing demand on the NHS.
64. The main outcomes predicted for medium and large-sized adaptations is increased independence in daily living.

Preventing hospital admission

65. Preventing admission to hospital was the main predicted outcome for 4,439 adaptations.



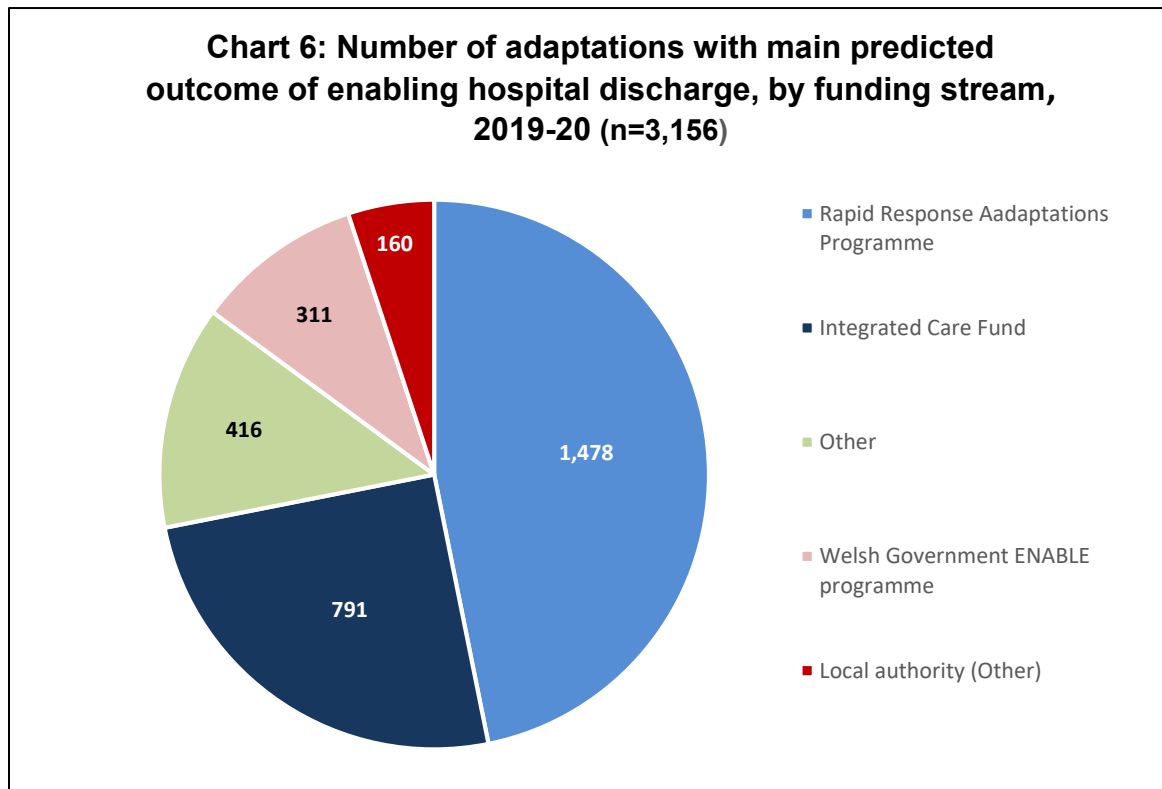
Source: Welsh Government

66. The majority of adaptations where preventing admission to hospital was the main predicted outcome (53%)(n=2,352) were funded from the Rapid Response Adaptations Programme.

Enabling hospital discharge

67. In addition to preventing unnecessary admission to hospital through falls, housing adaptations are used to facilitate hospital discharge. This allows people to return home as soon as possible. It also helps to free up beds after treatment has concluded and helps reduce Delayed Transfers of Care.

68. Hospital discharge was the predicted outcome for 3,156 adaptations. Chart 6 shows the relative contribution made by each of the funding sources.

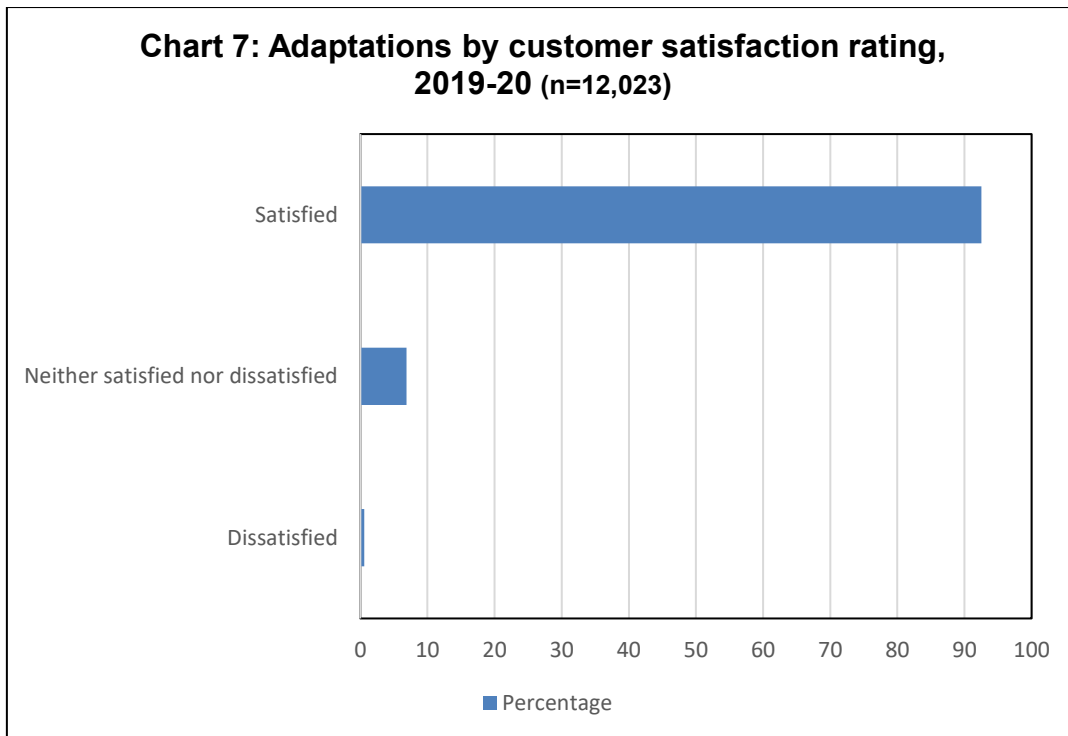


Source: Welsh Government

69. The majority of cases for which the main predicted outcome was to facilitate hospital discharge (1,478) were funded from the Rapid Response Adaptations Programme. Another 791 were funded by the Integrated Care Fund.

Customer satisfaction

70. Approximately 12,000 of the 34,000 records included a rating by the client of satisfaction or dissatisfaction with the work done to install the adaptation(s). This represents a response rate of 35%. Although it cannot be considered representative of the housing adaptations programme as a whole, it is a good indication of people's satisfaction with the work done. The response rate in 2019-20 was much higher than the 22% recorded for 2018-19.

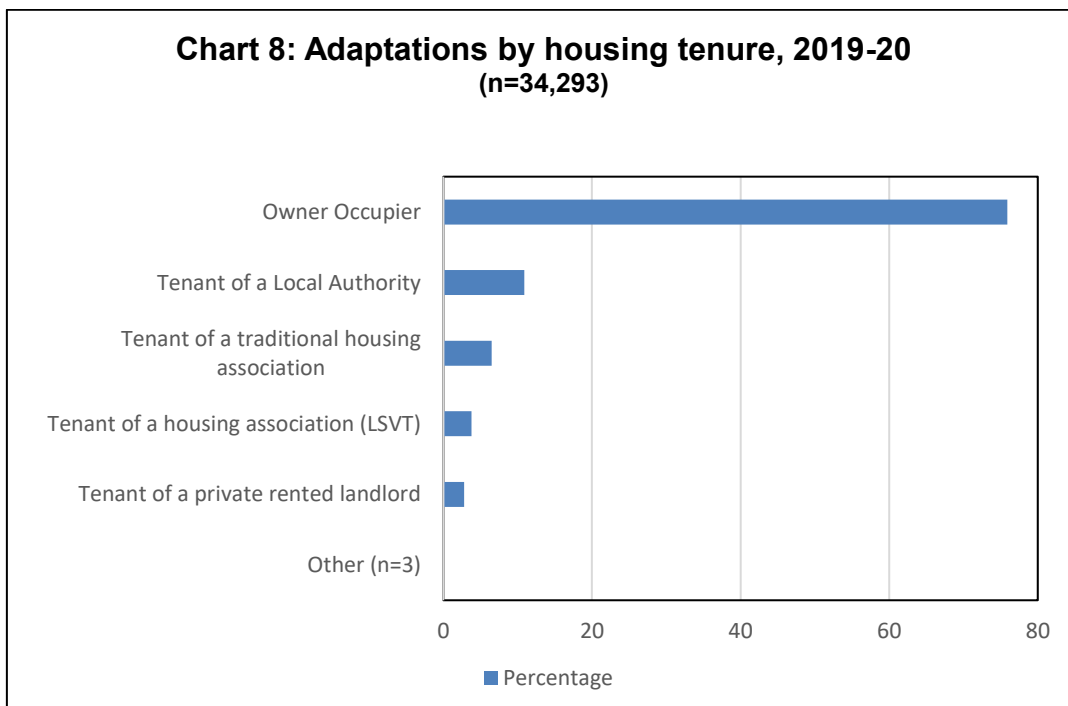


Source: Welsh Government

71. Overall, more than 9 out of 10 people (92%) who received a housing adaptation and provided feedback were satisfied with the work done. Less than 1% (n=73) said they were dissatisfied.

Tenure

72. Three of out of every four adaptations (76%) were in owner-occupied dwellings.

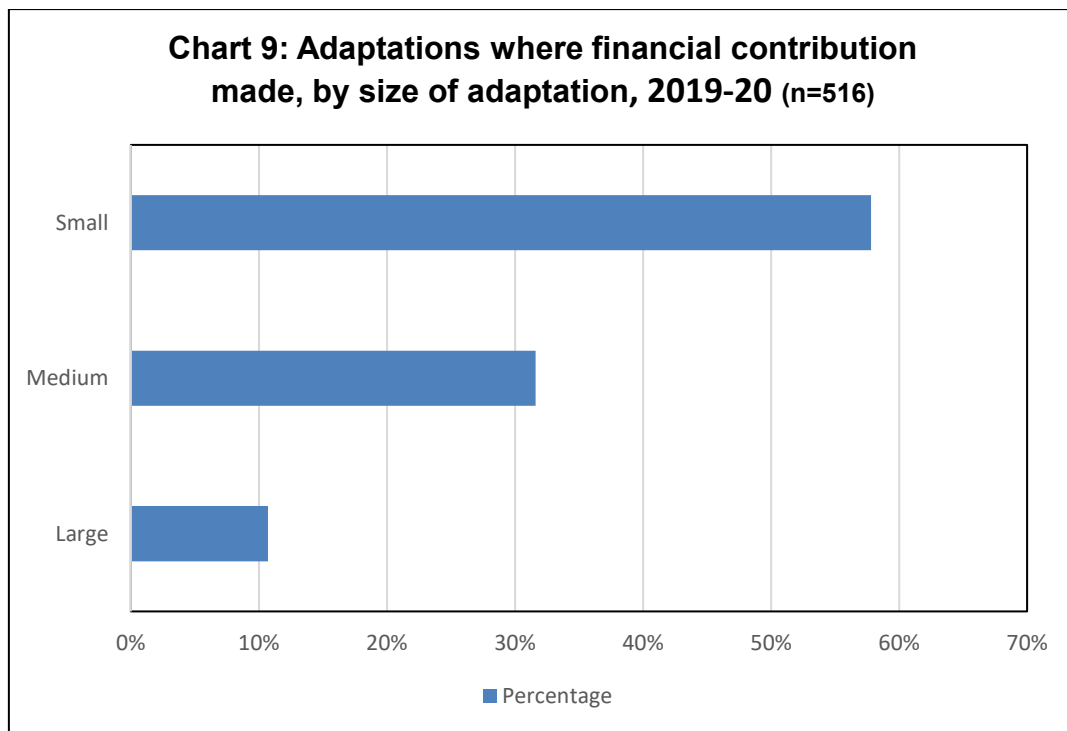


Source: Welsh Government

73. One in 10 adaptations (11%) were installed in local authority-owned dwellings and a similar proportion (10%) were in dwellings owned by housing associations (traditional housing associations plus those created by the transfer of local authority housing stock). Private rented accommodation accounted for 3% of adaptations.

Financial contribution

74. A financial contribution towards the adaptation was made in 516 cases. This was a higher number than that recorded in 2018-19 (n=257). The chart below shows financial contributions by the size of the adaptation.



75. For a majority of cases (58%) where a financial contribution was made, it was for a small adaptation. While the Service Standards do not explicitly rule out a charge for an adaptation or a contribution to the cost, they stipulate small adaptations should not be subject to a means test. This finding warrants further investigation with adaptations providers.
