



Llywodraeth Cymru
Welsh Government

High-level analysis of data on housing adaptations 2020-21

JULY 2024

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 2020-21. The data covers adaptations completed within the period 1 April 2020 to 31 March 2021.

Information was received from 68 of 69 providers: all 13 Care & Repair agencies, all 22 local authorities, all 23 traditional housing associations, and 10 of 11 Large Scale Voluntary Transfer (LSVT) bodies which took over the ownership of former council housing. Of the 10 LSVTs which submitted a return, three submitted a nil return. This report therefore provides a comprehensive but not complete national picture of the delivery of housing adaptations.

In 2018-19, 22% of the records received were removed as duplicates or because they fell outside the collection period. In 2019-20, 8% of records (n=2,900) were removed. In 2020-21, 4.4% of records (n=1,443) were removed.

Impact of Covid-19

Covid-19 is a disease caused by the SARS-CoV-2 coronavirus. The virus was confirmed as circulating in the UK in January 2020 and described as a pandemic by the World Health Organisation on 11 March. The first UK deaths were recorded in March. A legally enforced stay-at-home order or lockdown came into effect on 23 March, a week prior to the beginning of the period covered by this report. The legal restrictions severely limited people's movement outside the home. Businesses in some sectors such as hospitality were forced to close entirely and most businesses faced restrictions on their ability to operate. In early April, the Welsh Government issued guidance to providers of adaptations that adaptations should only proceed in urgent cases only.

During the first and subsequent lockdowns, some employees of housing associations and Care & Repair agencies were furloughed, and many small construction businesses effectively closed with all employees on furlough. Most local authorities reported that officials involved in administering adaptations and other housing services had been moved to Covid-19 essential roles, such as delivering free school meals to families and supporting care services. Supply chains for materials and equipment experienced severe disruptions, due both to the Covid-19 pandemic and the impact of Brexit which came into effect on 31 January 2020.

The coronavirus restrictions eased in late spring and early summer but cases rose again in the autumn. Wales entered a three week 'firebreak' lockdown in late October, followed by a third lockdown from 20 December (excluding Christmas Day)

which only began to ease from mid-March, shortly before the end of the period covered by this report.

In the second half of 2020-21, most adaptations providers were reporting lower activity than in previous years and a steadily increasing backlog of cases. The reasons given were restrictions on working in other people's homes, anxiety amongst clients (many of whom were shielding) about permitting people into their homes, disruption to supply chains for materials and equipment, and contractor and staff shortages.

Main findings

- 31,263 adaptations were delivered in 2020-21, 9% less than in 2019-20.
- In 2020-21, most adaptations were delivered by Care & Repair agencies (67%) or local authorities (26%). In 2020-21, a smaller proportion of adaptations were delivered by housing associations (7%), unchanged from 2019-20. Compared to the previous year, the proportion of adaptations accounted for by Care & Repair agencies has increased (from 55% to 67%) while the proportion accounted for by local authorities has decreased (from 37% to 26%).
- Most adaptations delivered by local Care & Repair agencies cost £500 or less (95%). This proportion was unchanged 2019-20.
- Similar to the previous year, 84% of adaptations were delivered within 3 months and 97% within one year. However, there was an increase in the number of adaptations which took over two and a half years (30 months) to be delivered, from 2 to 24. This may be attributable to delays to existing works caused by the Covid-19 pandemic.
- The average (median) number of days taken to deliver a small adaptation was 7 days in 2020-21, down from 8 days the previous year. The average time taken to deliver a medium adaptation was 159 days (up from 124 days the previous year) and for large adaptations, 391 days (up from 242 days the previous years). The delivery of medium and large adaptations was more likely to have been affected by Covid-19 restrictions.
- The average (median) cost was £1117 for a small adaptation, £3,840 for a medium adaptation and £16,237 for a large adaptation.
- The average (median) cost of local authority adaptations rose from £425 to £597 between 2018-19 and 2020-21, whilst those of housing associations showed a greater increase over this period, from £340 to £1,621.
- More than half of adaptations delivered in 2020-21 were funded by the Rapid Response Adaptations Programme (38%) or local authorities from their own

budgets (20%). A smaller proportion of adaptations were funded by Disabled Facility Grants, Enable (15%) and the Integrated Care Fund (6%).

- The most commonly predicted main outcome for an adaptation was 'preventing falls' (predicted in 42% of cases), followed by 'increased independence in daily living' (predicted in 34% of cases). However, this data cannot show the long-term preventative benefits of adaptations. For example, preventing an elderly person from falling at home may also avoid hospital admission or entry to residential care.
- Most adaptations were delivered in owner-occupied dwellings (80%). Only a small proportion of adaptations were delivered in the private rented sector (2.5%). This suggests that the private rented sector may be less well served, given that privately rented homes make up 13% of all Welsh housing stock¹.
- A financial contribution to the cost of the adaptation was made by service users in 171 cases (less than 1%).
- Due to Covid-19, there was a drop in the number of customer satisfaction survey responses than in the previous year, from 35% in 2019-20 to 22% 2020-21. Almost all respondents who received a housing adaptation and provided feedback were satisfied with the work done (98%), a small increase on the previous year (92%). Less than 1% of respondents reported that they were dissatisfied.

¹ [Dwelling stock estimates percentages by year and tenure \(gov.wales\)](https://gov.wales/dwelling-stock-estimates-percentages-by-year-and-tenure)

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. This has been particularly important during the coronavirus pandemic. The first national lockdown to manage the outbreak of Covid-19 started on 23 March 2020, just prior to this reporting period, and the impact continued to be felt very strongly to the end of this reporting period.
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'² and 'A Healthier Wales'³. They contribute to meeting the requirements of the Well-being of Future Generations (Wales) Act 2015, a core element of which is prevention⁴ and the Equality Act 2010, in which age and disability are two of the protected characteristics.

This report

3. This report presents an analysis of data for the 2020-21 financial year. The cleaning and validation of the raw data received by the Welsh Government was undertaken by Data Cymru.

Data

4. This is the fourth in the series of annual reports. The data was collected from 1 April 2020 to 31 March 2021.
5. The data for this report was collected for housing adaptations delivered by local authorities, Care and Repair agencies and housing associations, including 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.
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).

² [Welsh Government \(2017\) Prosperity for All: The National Strategy](#)

³ [Welsh Government \(2019\) A Healthier Wales: Our plan for Health and Social Care](#)

⁴ [Well-being of Future Generations \(Wales\) Act 2015](#)

- 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 in the Welsh Government's [housing-adaptations-standards-of-service.pdf \(gov.wales\)](#)
- Small e.g. grab rails, stair rails, small ramps etc.
 - Medium e.g. walk-in showers, stair lifts, large ramps.
 - Large e.g. major structural changes to a property, including extensions.

Limitations of the data

Data coverage

8. The 2020-21 dataset contained information on approximately 31,000 adaptations, compared to around 34,000 in 2019-20. This is a decrease of 9% and reflects the challenges that Covid-19 restrictions created with home adaptations.
9. Returns were received from all 13 Care & Repair agencies, from all 22 local authorities, from all 23 traditional housing associations and 10 out of 11 Large Scale Voluntary Transfer organisations, which were formed to take over the management of council-owned housing owned housing stock.

Data quality

10. Prior to analysis, the dataset was subject to rigorous validation to identify and, where possible, correct invalid data, duplicate records, incomplete records and other specific data entry errors. In 2020-21, 4% of records were removed, compared to 22% in 2018-19 and 8% in 2019-20.
11. Whilst most of the questions in the survey are marked as mandatory, not all the 31,263 responses included in this analysis were fully complete or valid. Some data points have therefore been categorised as missing or invalid. Some sections of the survey were more likely to be incomplete than others. Those with the highest proportion of missing or invalid data include whether the applicant was required to make a financial contribution (13%) and the time taken to complete the adaptations (12%). It has been highlighted throughout the report where records with missing or invalid data items have been excluded.

Analysis

12. This is a descriptive analysis of the 2020-21 data. Data from previous reports is also shown in some parts.

Delivery of housing adaptations

NB: The analysis covered in the following section of this report includes all 31,263 records.

13. More than 31,000 adaptations were completed in 2020-21. Table 1 shows the number of adaptations recorded by type of provider.
14. Most adaptations were delivered by Care & Repair agencies (67%) or local authorities (26%), with a smaller proportion of adaptations delivered by housing associations (7%).
15. The number of adaptations recorded in 2020-21 is lower than the previous year, reflecting the impact of Covid-19 restrictions on the ability of providers to visit and work in other people's homes.

Table 1: Number and percentage of adaptations recorded, by provider type, 2018-19 to 2020-21

Provider type	2018-19		2019-20		2020-21	
	No.	%	No.	%	No.	%
Care and Repair	19,901	65.8	18,864	54.9	20,894	66.8
Local authority	8,504	28.1	12,551	36.6	8,241	26.4
Housing association	1,747	5.8	2,926	8.5	2,128	6.8
No provider named	83	0.3	0	0	0	0
Total	30,235	100	34,341	100	31,263	100

Source: Welsh Government

Cost of adaptations

NB: The analysis covered in this section of the report includes 30,986 records. 277 records (0.8%) with missing or invalid cost values have been excluded.

16. The average (mean and median) cost of an adaptation by provider type is illustrated in Table 2. The median ('middle value') value is considered the better indicator of average cost as the mean figure can be skewed by a small number of particularly costly adaptations.

Table 2: Average cost of adaptations recorded, by provider type, 2018-19 to 2020-21

Provider type	2018-19		2019-20		2020-21	
	Mean £	Median £	Mean £	Median £	Mean £	Median £
Care and Repair	194	100	204	104	246	108
Housing Association	2,370	340	2,990	1,080	3,120	1,621
Local Authority	2,759	425	2,857	524	2,888	597

Source: Welsh Government. Includes 30,986 records for 2020-21 (122 records with missing or null values have been excluded).

17. As highlighted in Table 2, Care and Repair agencies typically deliver smaller, less costly adaptations, whilst housing associations and local authorities deliver fewer larger, more costly adaptations.
18. Table 2 reflects the increasing costs of adaptations over the three-year period. Notably, between 2018-19 and 2020-21, the median cost of a housing association adaptation has more than quadrupled (from £340 to £1,621). Over the same three-year period, the median cost of a local authority adaptation has risen at a slower rate (from £425 to £597).
19. Table 3 shows how the cost of the most expensive adaptations by provider has changed over the three-year period. Between 2018-19 and 2020-21, the cost of the most expensive adaptation delivered by a housing association has more than doubled (from £78,247 to £183,811).

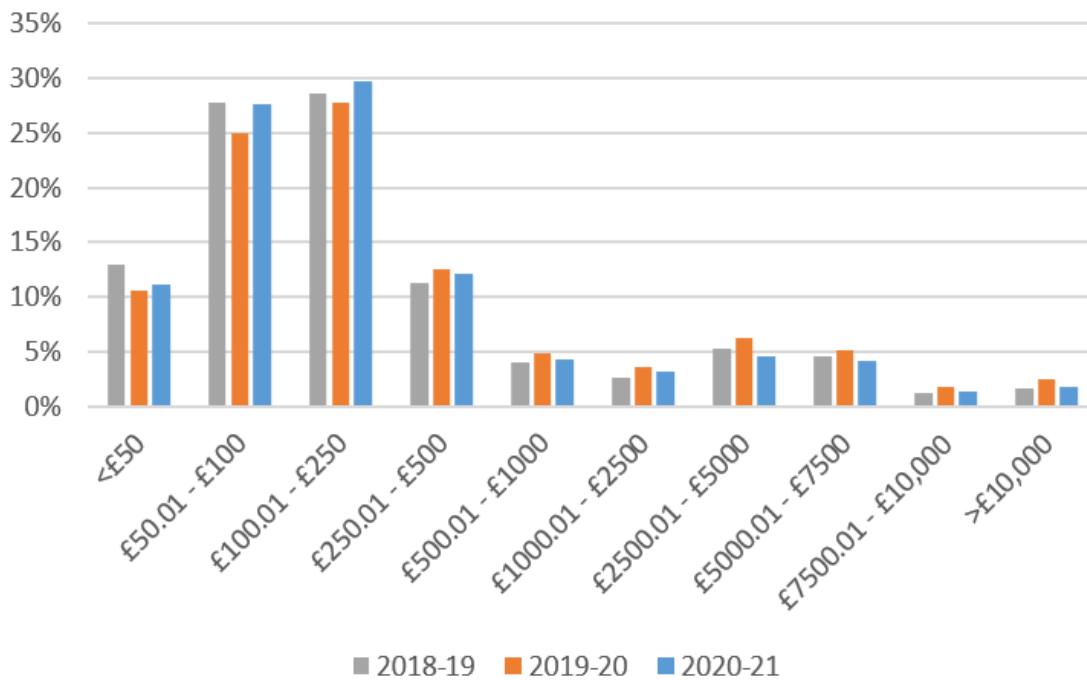
Table 3: Highest cost of adaptations recorded by provider type, 2018-19 to 2020-21

Provider type	2018-19 £	2019-20 £	2020-21 £
Care and Repair	43,516	32,790	35,605
Housing Association	78,247	122,216	183,811
Local Authority	109,279	158,818	116,720

Source: Welsh Government. Includes 30,986 records for 2020-21 (122 records with missing or null values have been excluded).

20. Chart 1 shows the proportion of adaptations delivered by cost band for all providers, 2018-19 to 2020-21.

Chart 1: Proportion of all adaptations by cost band, 2018-19 to 2020-21



Source: Welsh Government. Includes 30,986 records (122 records with missing or null values have been excluded).

21. Two thirds of all housing adaptations (66%) cost £250 or less.
22. Table 4 shows the number of adaptations delivered in 2020-21 by the three types of providers in each of the cost bands.
23. 95% of adaptations delivered by Care & Repair agencies cost £500 or less, similar to previous years.
24. Local authorities deliver more adaptations in all cost bands above £500 than other providers. 4 in 5 adaptations costing more than £10,000 were delivered by local authorities.

Table 4: Number of adaptations by provider and overall cost, 2020-21

Overall cost	Local Authority	Housing Association	Care & Repair	Total
<£50	320	181	2754	3255
£50.01 - £100	961	225	6964	8150
£100.01 - £250	1543	320	7143	9006
£250.01 - £500	978	145	2788	3911
£500.01 - £1000	859	92	714	1665
£1000.01 - £2500	835	276	151	1262
£2500.01 - £5000	985	395	107	1487
£5000.01 - £7500	860	311	96	1267
£7500.01 - £10,000	347	54	24	425
>£10,000	447	84	27	558
Total	8135	2083	20768	30986

Source: Welsh Government. Includes 30,986 records (122 records with missing or null values have been excluded).

NB: The analysis covered in the following section of this report includes 29,878 records. 1,385 records (4%) with missing or invalid cost or size values have been excluded.

25. Table 5 summarises the average (median) cost of adaptations by the scale of the work. The small, medium, and large categories of adaptation are defined in the Welsh Government's *Housing Adaptations: Standards of Service*. Large adaptations include major structural changes to a property, such as extensions. Medium adaptations include walk-in showers, stair lifts and ramps. Small adaptations include grab rails and key safes.

Table 5: Average cost of adaptations by size, 2020-21

Type of adaptation	2018-19 £	2019-20 £	2020-21 £
Large	12,731	14,916	16,237
Medium	4,631	4,700	3,840
Small	105	125	117

Source: Welsh Government. Includes 29,878 records for 2020-21 (1,385 records with missing or null values have been excluded).

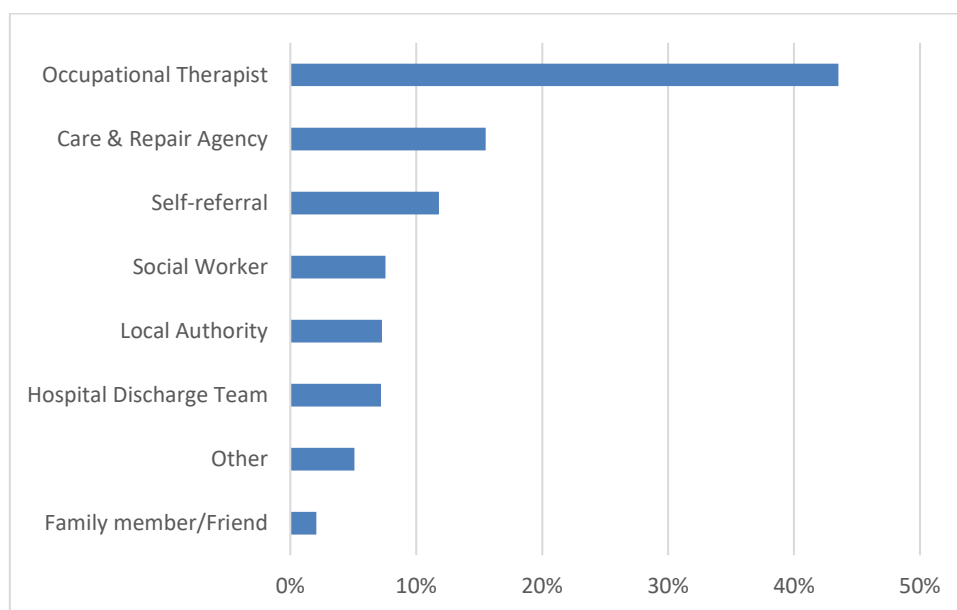
26. Generally, the cost of an adaptation increases with the size of the adaptation. In 2020-21, the average cost of a large adaption increased by 9% (from £14,916 in 2019-20 to £16,237 in 2020-21) while the average cost of a medium adaption decreased by 18% (from £4,700 to £3,840). There was a smaller decrease in the average cost of a small adaption (from £125 to £117).

Source of referral

NB: The analysis covered in the following section of this report includes 30,918 records. 345 records (1%) with missing or invalid referral values have been excluded.

27. There are many different sources of referrals for housing adaptations. This includes self-referral by someone who feels they need help and by professionals in housing, health and social care organisations who may meet a person who needs help. Chart 2 illustrates the range and relative scale of referrals from different sources.
28. In 2020-21, 44% of referrals for housing adaptations were from occupational therapists involved in people’s care. The other main sources of referral were Care & Repair agencies (16%), self-referrals (12%) and social workers (8%). The “Other” category includes referrals from trusted assessors, housing association landlords, voluntary agencies, GPs, local councillors, the ambulance service, and the NEST Warm Homes Scheme.

Chart 2: Distribution of adaptations by source of referral, 2020-21



Source: Welsh Government. Includes 29,878 records (1,385 records with missing or null values have been excluded).

Time taken to deliver

NB: The analysis covered in the following section of this report includes 25,532 records. 5,731 records (18%) with missing or invalid date values have been excluded in addition to values indicating 0 days to complete.

29. 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.
30. Table 6 below shows the time taken to deliver adaptations in months. Similar to the previous year, 84% of adaptations were delivered within 3 months and 97% within one year. However, there was an increase in the number of adaptations which took over two and a half years (30 months) to be delivered, from 2 to 24. This may be attributable to delays to existing works caused by the Covid-19 pandemic.

Table 6: Time taken to deliver adaptations in months, 2020-21

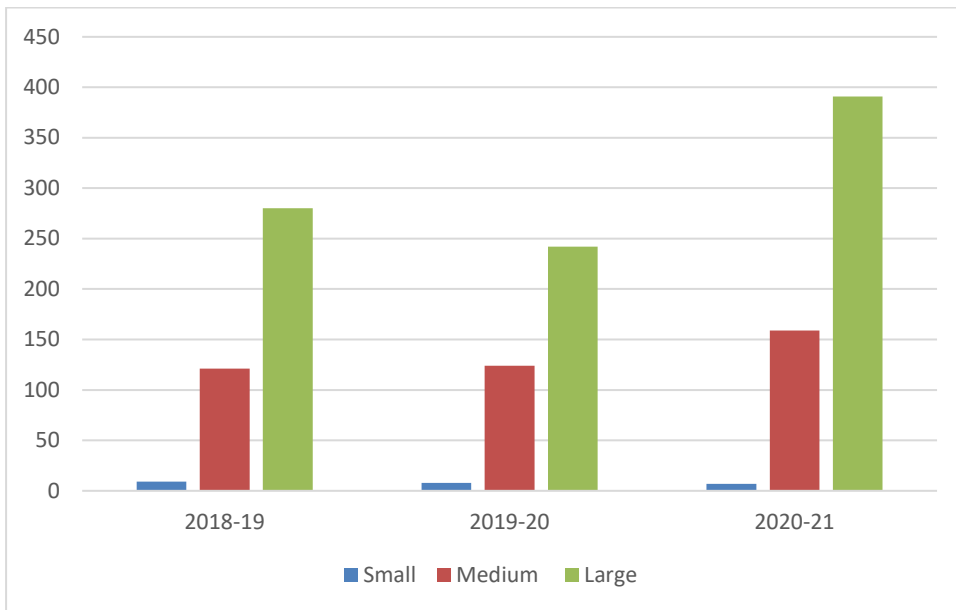
	Up to 3 months	Between 3 and 6 months	Between 6 and 12 months	Between 12 and 18 months	Between 18 and 24 months	Between 24 and 30 months	Between 30 and 36 months	Over 36 months	Total
Number	21,482	1,805	1,409	613	150	49	18	6	25,532
Percentage	84.1	7.1	5.5	2.4	0.6	0.2	0.1	0.0	100

Source: Welsh Government. Includes 25,532 records (5,731 records with missing or values have been excluded in addition to values indicating 0 days to complete).

NB: The analysis covered in the following section of this report includes 27,476 records. 3,787 records (12%) with missing or invalid date values have been excluded.

31. Chart 3 below shows the average (median) number of days taken to deliver an adaptation by adaptation size. The average time taken to deliver a small adaptation was 7 days, down from 8 days the previous years. On average, it took 159 days to complete a medium-sized adaptation (up from 124 days in 2019-20) and 391 days to complete a large adaptation (up from 242 in 2019-20). This may largely be explained by the impact of the Covid-19 pandemic on the delivery of larger adaptations.

Chart 3: Average number of days taken to deliver adaptation by size of adaptation, 2018-19 to 2020-21



Source: Welsh Government. Includes 27,476 records for 2020-21 (3,787 records with missing or null values have been excluded).

32. Table 7 sets out the average (median) number of days taken for adaptations to be delivered by provider type.
33. Typical delivery times in 2020-21 varied from 6 days for Care & Repair agencies, which predominantly deliver small adaptations, to 65 days for local authorities and 79 days for housing associations. The longer delivery times shown in Table 7 may reflect the impact of the Covid-19 pandemic.

Table 7: Average number of days taken to deliver adaptation by provider type, 2018-19 to 2020-21

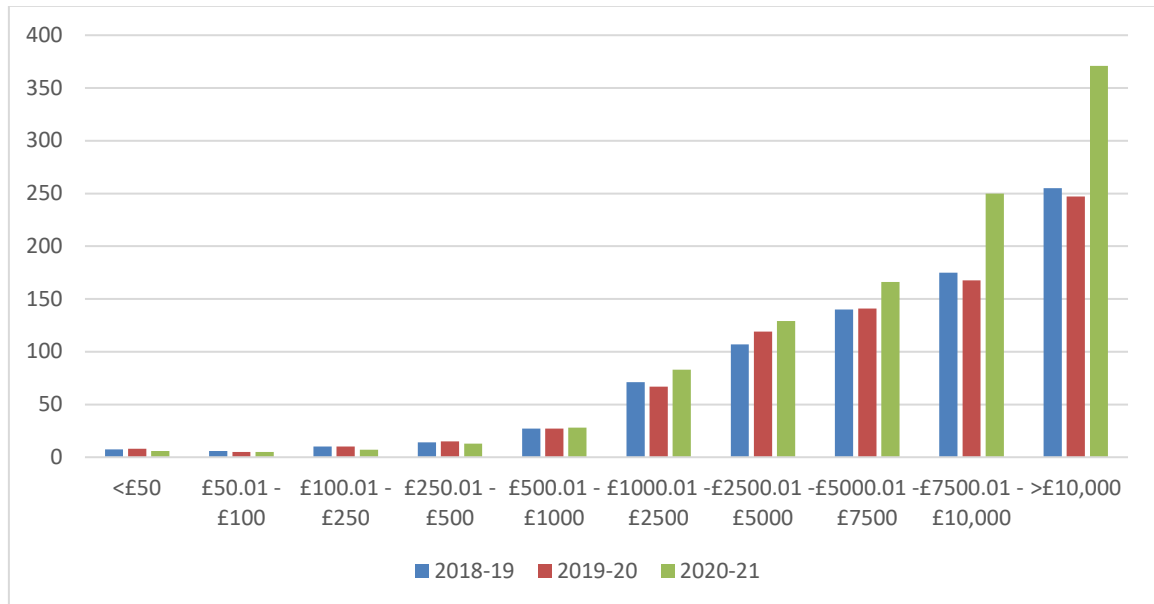
Provider type	2018-19	2019-20	2020-21
Care & Repair	8	8	6
Housing association	45	57	79
Local authority	38	35	65

Source: Welsh Government. Includes 27,476 records for 2020-21 (3,787 records with missing or null values have been excluded).

NB: The analysis covered in the following section of this report includes 27,274 records. 3,989 records (13%) with missing or invalid date or cost values have been excluded.

34. Chart 4 shows the average (median) number of days taken to deliver an adaptation by cost of the adaptation. The costs are presented in ten cost bands from up to £50 to £10,000 or more.
35. Typically, the higher the cost of an adaptation, the longer it takes to deliver. In 2020-21, there was a general decrease in the time taken to deliver adaptations costing £500 or less but an increase in the time taken to deliver more costly adaptations.

Chart 4: Average number of days taken from date need identified to date adaptation completed, by cost, 2018-19 to 2020-21



Source: Welsh Government. Includes 27,274 records for 2020-21 (3,989 records with missing or null values have been excluded).

Funding

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

- Welsh Government grant schemes:
 - Rapid Response Adaptations Programme (RRAP)
 - Enable
 - Physical Adaptations Grants (PAG)
 - Integrated Care Fund capital programme (ICF)
- Local authority (Disabled Facilities Grants, DFG)
- Local authority (Other funding)
- Traditional housing associations (own funding)
- LSVT housing associations (own funding)

- Other sources e.g., charitable funding
37. RRAP provides capital funding to Care & 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.
 38. 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 DFG 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 commission local Care & Repair agencies to deliver adaptations on their behalf, using Enable funding and/or their own funding.
 39. PAG provides Welsh Government funding for traditional housing associations (but not LSVTs) 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. Traditional housing associations may also decide to fund certain housing adaptations from their own financial resources.
 40. The main purpose of the ICF is to provide Regional Partnership Boards (RPBs) with funding to develop housing with care (such as extra care and supported living) and intermediate care accommodation. RPBs can use the discretionary element of the fund to support aids, equipment and housing adaptations. The main beneficiaries have been Care & Repair agencies.
 41. Local authorities are responsible for DFGs 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 must make towards the cost of works depends on their income, savings, and outgoings. Grants for disabled children are excluded from means-testing. Local authorities also have discretion to fund adaptations from their own budgets.
 42. The Large Scale Voluntary Transfer organisations (LSVT) are housing associations formed as a result of taking over the housing stock of some local authorities. LSVTs cannot apply for PAG funding but they receive dowry funding from Welsh Government to maintain and improve their housing stock, including the provision of adaptations. They can also fund adaptations from their own resources and support tenants to apply for local authority DFGs.

NB: The analysis covered in the following section of this report includes 29,977 records. 1,009 records (3%) with missing or invalid date or cost or funding stream values have been excluded.

43. Table 8 compares the number, proportion, and average (median) cost of adaptations delivered by the different funding sources.

Table 8: Number, proportion and average cost of adaptations delivered, by funding stream, 2020-21

Funding stream	Number	Percentage	Average cost £
RRAP	11,488	38.3	100
LA Funding (Other)	5,922	19.8	194
WG (Enable)	4,513	15.1	146
LA Funding (Mandatory DFG)	3,360	11.2	2,845
ICF	1,766	5.9	99
LSVT Funding	1,125	3.8	189
WG (PAG)	841	2.8	5,054
Other	703	2.3	83
Traditional RSL Funding	249	0.8	120
Charitable Funding	10	0.0	1,425
Total	29,977	100	

Source: Welsh Government. Includes 29,977 records (1,009 records with missing or null values have been excluded).

44. In 2020-21, 38% of adaptations recorded with a valid funding stream were small adaptations delivered through the RRAP programme, an increase on the previous year. This may reflect a focus on facilitating hospital discharges during the Covid-19 pandemic and the constraints on installing medium and large adaptations during the pandemic restrictions. There was a fall in the percentage of adaptations funded through other local authority funding, from 29% in 2019-20 to 20% in 2020-21.
45. The typical cost for an adaptation funded by local authorities' DFG in 2020-21 was, £2,845, less than the average cost of £4,503 recorded in 2019-20. This may also be attributable to the impact of the Covid-19 pandemic.

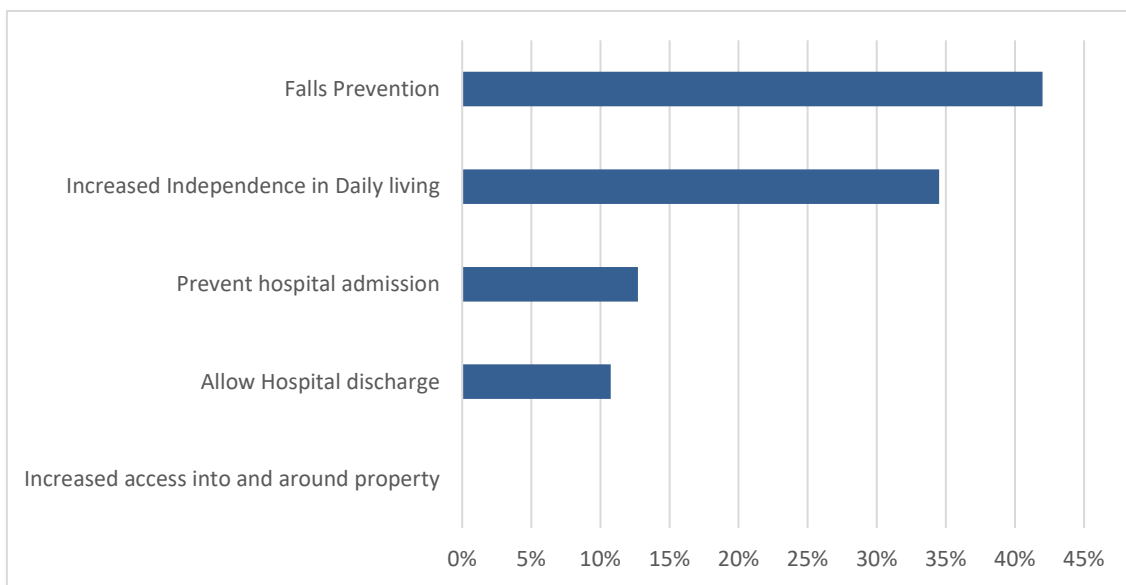
Predicted outcome

NB: The analysis covered in the following section of this report includes 30,809 records. 454 records (1%) with missing or invalid outcome values have been excluded.

46. The outcomes bring benefits to the individuals by improving their quality of life and physical and/or mental health and well-being. The use of adaptations can also help reduce pressures and demands on the NHS by reducing the reasons for hospital admission, such as falls, and facilitating timely hospital discharge to home.

47. Chart 5 describes the main predicted outcomes of someone receiving one or more adaptations to their home. The most commonly predicted main outcome for an adaptation was ‘preventing falls’ (predicted in 42% of cases), followed by ‘increased independence in daily living’ (predicted in 34% of cases, similar to the previous year. Despite a policy focus to facilitate hospital discharge during the Covid-19 pandemic, ‘allowing hospital discharge’ was the main predicted outcome in 11% of cases in 2020-21, only a slight increase on the 9% recorded in 2019-20. 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 resulting from the fall.

Chart 5: Distribution of adaptations, by main predicted outcome, 2020-21



Source: Welsh Government. Includes 30,809 records (454 records with missing or null values have been excluded).

NB: The analysis covered in the following section of the report includes 29,704 records. 1,559 records (5%) with missing or invalid outcome or adaptation size values have been excluded.

48. Table 9 shows that the predicted outcome varies with the size of adaptation provided. The main outcome predicted for approximately half (48%) of all small adaptations was ‘falls prevention’. Meanwhile, ‘increased independence in daily living’ was predicted for most medium and large adaptations (82% of medium adaptations and 90% of large adaptations).

Table 9: Distribution of main predicted outcome, by size of adaptations, 2020-21

	Allow hospital discharge	Falls prevention	Increased independence in daily living	Increased access into and around property	Prevent hospital admission	Total
Small	13%	48%	23%	0%	15%	100%
Medium	2%	16%	82%	0%	1%	100%
Large	4%	6%	90%	0%	0%	100%

Source: Welsh Government. Includes 29,704 records (1,559 records with missing or null values have been excluded)

49. For 15% of small adaptations, the main outcome recorded was preventing hospital admission. A further 13% were installed to help hospital discharge. Taken together, 7,092 adaptations⁵ were delivered to either help avoid hospital admission or assist in earlier discharge from hospital. This demonstrates the role adaptations play in reducing demand on the NHS.

NB: The analysis covered in the following section of this report includes 30,052 records. 1,559 records (5%) with missing or invalid outcome or adaptation size values have been excluded.

Falls prevention

50. Preventing falls was the main predicted outcome for 12,914 adaptations with a recorded funding stream. Of those 12,914 adaptations, 43% of these were funded by RRAP and 42% were funded by local authorities using their own funds or Welsh Government Enable grant.

Preventing hospital admission

51. Preventing admission to hospital was the main predicted outcome for 3,911 adaptations with a recorded funding stream. Most of these adaptations (66%) were funded by RRAP.

Enabling hospital discharge

52. 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.
53. Hospital discharge was the main predicted outcome for 3,262 adaptations where the funding stream was recorded. Most of these adaptations were funded by RRAP (55%) or the ICF capital programme (25%).

⁵ As some individuals may have received more than one adaptation, we cannot report on the number of individuals that have benefitted.

Customer satisfaction

NB: The analysis covered in the following section of this report includes 6,762 records. 24,501 records (78%) with missing or invalid satisfaction values have been excluded.

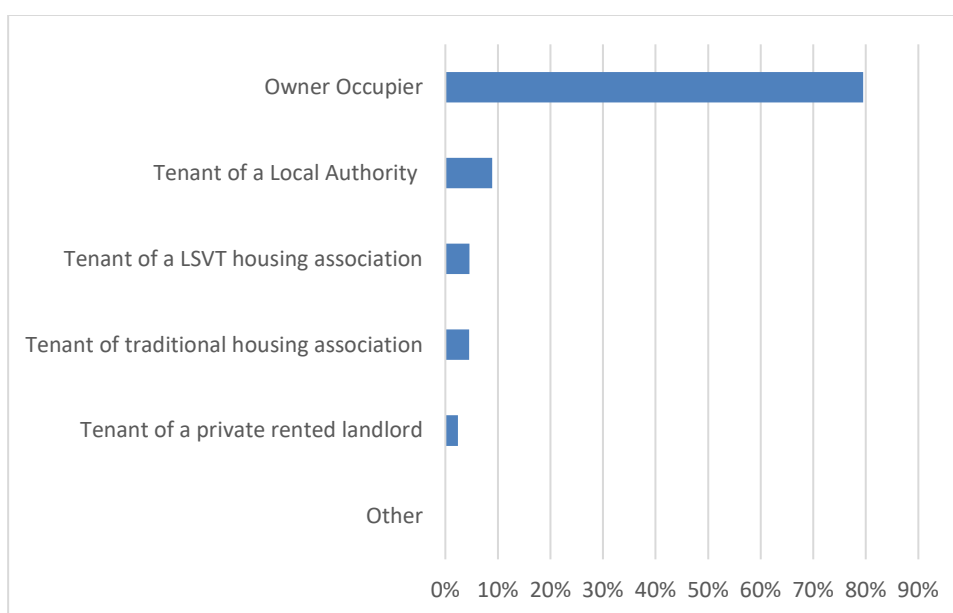
54. 6,762 of the 31,263 records included a rating by the client of satisfaction or dissatisfaction with the work done to install the adaptation(s). This represents a response rate of 22% which is lower than the 35% response rate in 2019-20. This may be due to the limited contact between adaptations providers and clients due to the restrictions on visiting and working in other people's homes during the Covid-19 pandemic.
55. Of those that provided a satisfaction rating, 98% (6,166) people reported that they were satisfied with the work done. This is a small increase on the previous year when 92% reported they were satisfied with the work done. 20 individuals reported that they were dissatisfied with the work done.

Tenure

NB: The analysis covered in the following section of this report includes 31,124 records. 139 records (0.4%) with missing or invalid tenure values have been excluded.

56. Chart 6 below shows that most adaptations (80%) were installed in owner-occupied dwellings. This percentage is slightly higher than that recorded in 2019-20 (76%). In Wales, it is estimated that 71% of all housing stock is owner occupied, indicating that this sector may be better served than others⁶.
57. 9% of adaptations were installed in local authority-owned dwellings and a further 9% were installed in dwellings owned by housing associations (either traditional housing associations or those created by the transfer of local authority housing stock). It is estimated that 16% of all Welsh housing stock is accounted for by local authorities and Registered Social Landlords⁵.
58. Just 2% of adaptations were installed in privately rented homes, despite the fact that privately rented homes are estimated to make up 13% of Welsh housing stock⁵.

Chart 6: Distribution of adaptations by housing tenure, 2020-21



Source: Welsh Government. Includes 31,124 records (139 records with missing or null values have been excluded)

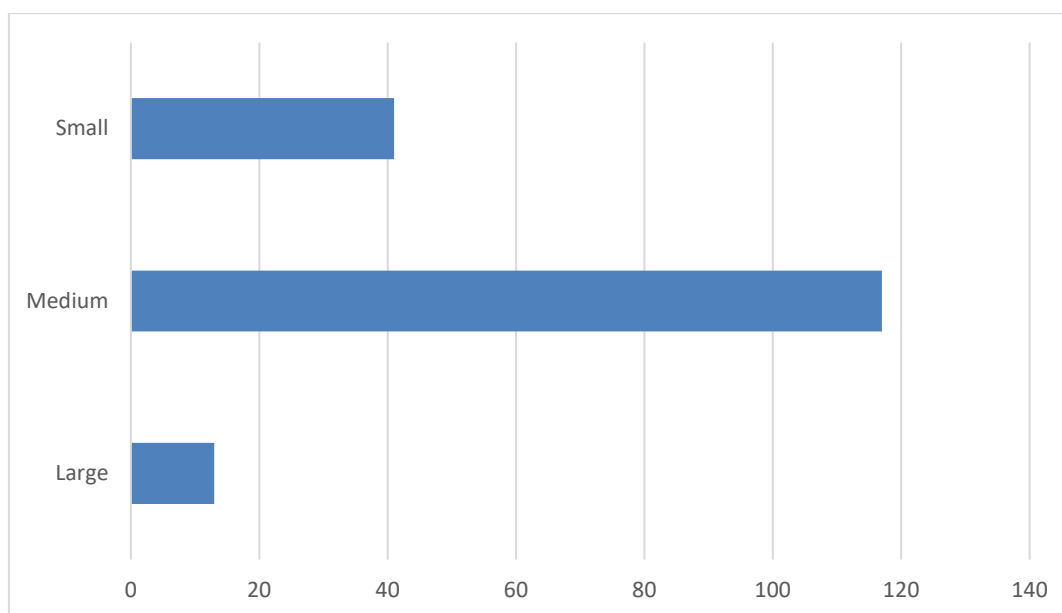
⁶ [Dwelling stock estimates percentages by year and tenure \(gov.wales\)](https://gov.wales/dwelling-stock-estimates-percentages-by-year-and-tenure)

Financial contribution

NB: The analysis covered in the following section of this report includes 26,082 records. 5,181 records (17%) with missing or invalid adaptation size or financial contribution values have been excluded.

59. In 2020-21, it was recorded that a financial contribution was made in 171 cases (0.7%).
60. Chart 7 below shows the number of financial contributions made by size of adaptation. There was a higher proportion of medium sized adaptations that received a financial contribution (68%) compared to small (24%) or large adaptations (8%).

Chart 7: Number of adaptations where financial contribution made, by size of adaptation, 2020-21



Source: Welsh Government. Includes 26,082 records (5,181 records with missing or null values have been excluded)

61. While the Service Standards⁷ 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. The number of small adaptations which attract financial contributions will be monitored through the provision of future adaptations data moving forward.

⁷ [housing-adaptations-standards-of-service.pdf \(gov.wales\)](https://gov.wales/housing-adaptations-standards-of-service.pdf)