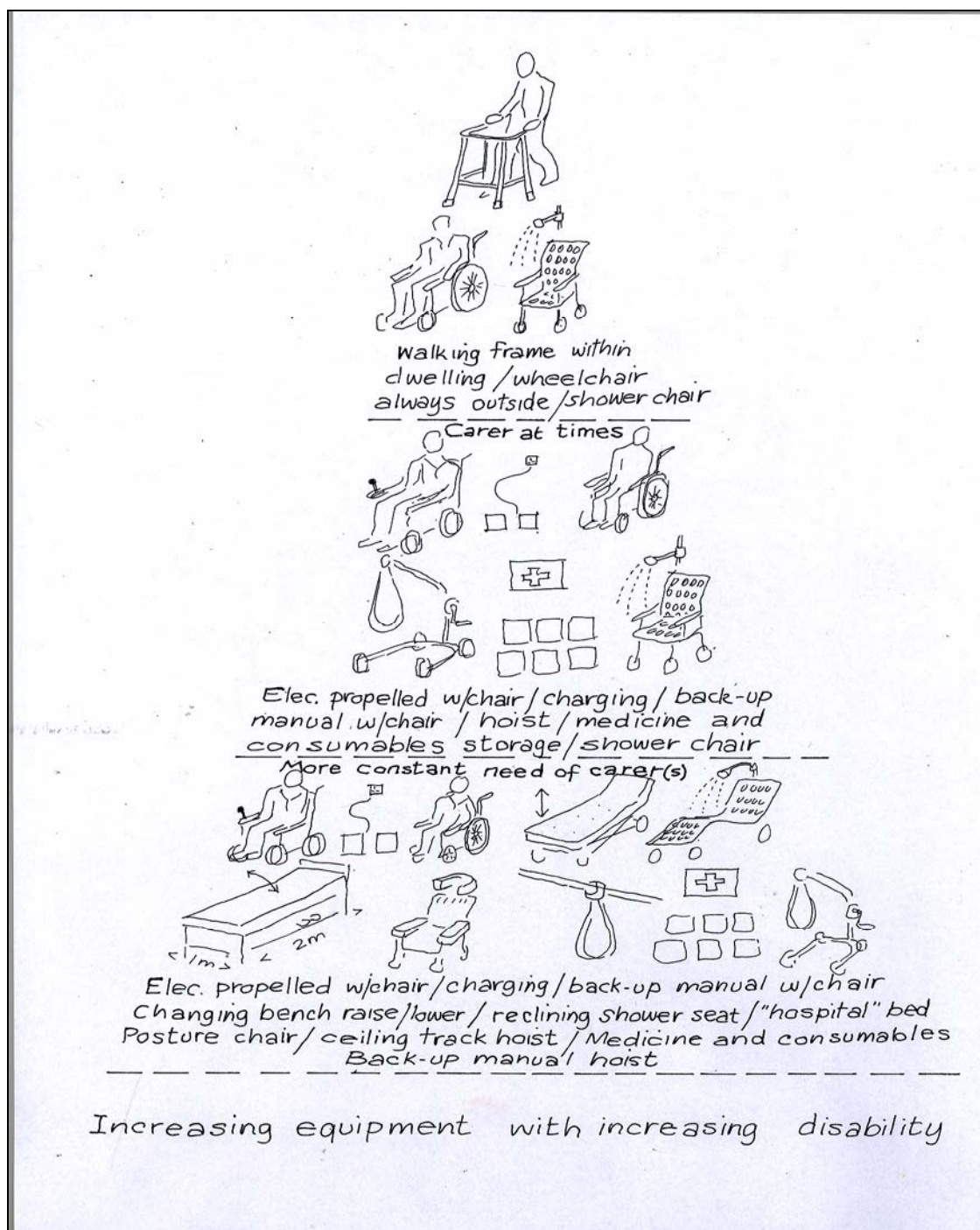


# Housing Adaptations Survey Report 2006



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## 1.0 Aim of the Survey

- 1.1 The Housing Executive in conjunction with the Department of Health and Social Services has carried out a fundamental review of the Housing Adaptations service in 2000. As part of this review, the Housing Executives Housing and Regeneration division commissioned the Research Unit to conduct a user satisfaction survey, which is a follow up to the Welfare Adaptations Survey 2000 that covered all aspects of the adaptations service. It included adaptations to Housing Executive properties and adaptations provided through grant aid and particularly through the Disabled Facilities Grants (DFG's). This survey revisits the same issues to assess how levels of satisfaction have changed over the proceeding 5 years.

## 1.2 The Sample

- 1.2.1 The sample was selected from Housing Executive records of all welfare adaptations applications made over the two-year period from 2003-2005. Interviews were completed from a sample of 750 cases covering five selected trust areas in the Province: Foyle Community Trust, Homefirst Community Trust, Armagh and Dungannon Trust, North and West Belfast and South and East Belfast Trusts (to enable direct comparison with results from the 2000 Survey). The sample addresses were then randomly selected from within these five trust areas as follows:

**Table 1 Trust Area Sample**

<b>TRUST AREAS</b>	<b>Number</b>
North and West Belfast	150
South and East Belfast	150
Armagh and Dungannon	150
Homefirst	150
Foyle	150
<b>Total</b>	<b>750</b>

The trust areas had been selected in 2000 in consultation with Housing and Regeneration to address a range of issues. To ensure that satisfaction levels across all types of adaptations were assessed, the sample was drawn in such a way as to be representative of Housing Executive (public sector) and disabled facilities (private sector) grant types.

**Table 2 Adaptation Type Sample**

<b>Adaptation Type</b>	<b>Number</b>
Housing Executive Adaptation	375
Disabled Facilities Grant (private sector)	375
<b>Total</b>	<b>750</b>

1.2.2 As the five Trust areas were not randomly selected, the findings from the survey cannot be generalised to Northern Ireland as a whole or seen as reflecting the views of those living in other trust areas. They simply represent the views of those people in the Belfast, Armagh and Dungannon, Homefirst and Foyle areas who have applied for an adaptation in the past two years.

1.2.3 A letter explaining the nature of the survey and its aims and objectives was sent to all households selected for participation. Participation in the Survey was voluntary. Experienced social research interviewers from Research and Evaluation Services carried out the interviews in the respondent's home using CAPI (Computer Aided Personal Interviewing). Interviewers were required to call to each property at least three times before the address could be classified as a non contact.

### 1.3 Response Rate

**Table 3 Response Rate**

<b>Total Addresses Selected</b>	<b>Out of Scope (vacant/applicant no longer lived at the address)</b>	<b>Total in Scope</b>
<b>750</b>	<b>22</b>	<b>728</b>

<b>Breakdown of response</b>		
	<b>Number</b>	<b>%</b>
Achieved	508	70
Refused	146	20
Non-contact	74	10

### 1.4 Weighting and grossing of the data

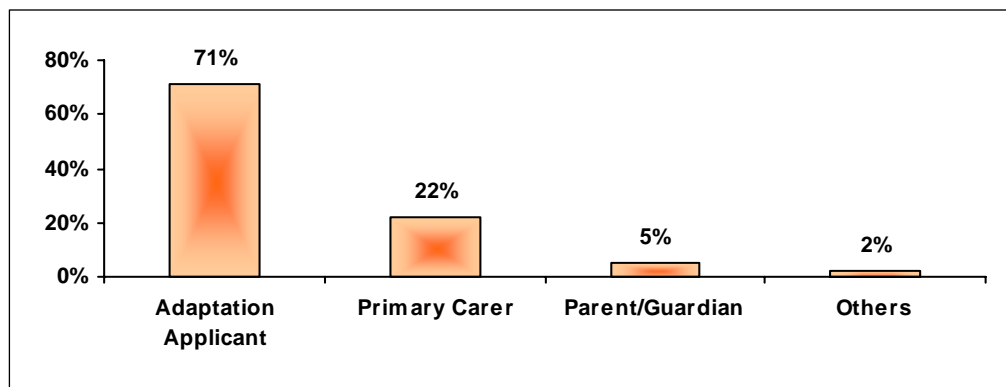
Before analysis, the data was weighted to take account of disproportionate sampling across Trusts (Foyle Community Trust, Homefirst Community Trust, Armagh and Dungannon Trust, North and West Belfast and South and East Belfast Trusts) and Adaptation Type (public sector and private sector adaptations). The data was also

grossed up to represent the total number of adaptations carried out in the five trusts over the past two years.

## 2.0 The Survey Form

2.1 There were three components to the survey form as in 2000. Section One related to the pre-delivery stage concentrating on advice and information, alternatives to an adaptation, means of managing in the interim and satisfaction with the service to date. Section Two related to the post-delivery stage concentrating on waiting times, type of adaptation installed, advice on what would happen in order to deliver the adaptation, how often the adaptation is used, satisfaction with different aspects of the adaptations service and how the service could be improved. Section Three consisted of questions relating to age, gender, use of mobility aids, ethnic origin and religion of the householders.

2.2 Seventy-one percent of interviews were carried out with the person who had applied for the adaptation, 22% were completed by the primary carer, 5% were completed by the Parent/Guardian and 2% were completed by an other carer such as, family friend, brother etc. (Table A1)



**Figure 1: Completed questionnaires**

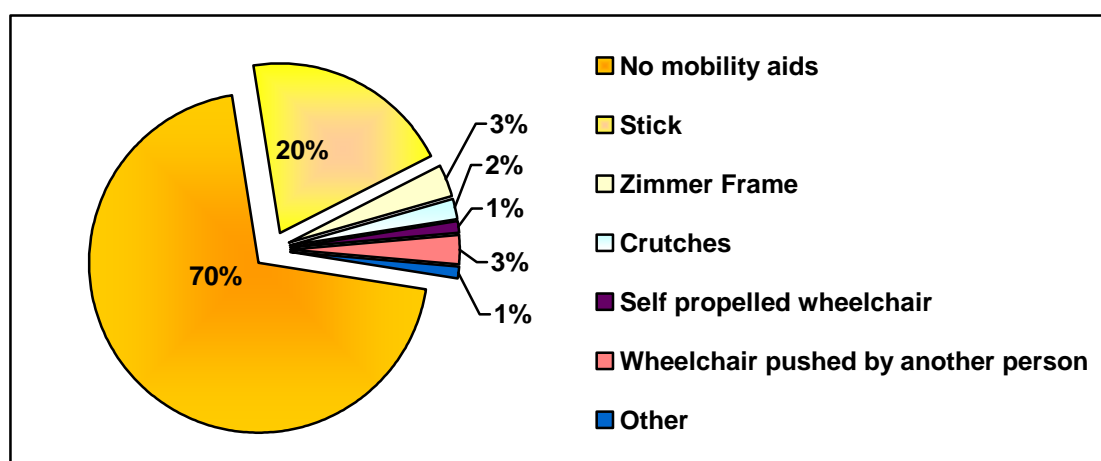
## 3.0 Household Information

3.1 In the Household Reference category 34% were aged 70+ years, 20% in the 60-69 years category, 18% in the 50-59 years category and 17% were in the 40-49 years category and the remaining 11% were aged thirty nine or less. The age profile of the household members shows, 22% in the 70+ years category, 14% in the 60-69 years category, 14%

in the 50-59 years category and 13% were in the 40-49 years category<sup>1</sup>. (Tables A2-A3) Of the total population, 45% were male and 55% were female. (Table A4)

3.2 A large proportion of the household members did not require mobility aids (70%; 51% in 2000), 20% required a stick (32% in 2000), equal proportions (3%) required a zimmer frame and wheelchair pushed by another person, (4% and 1% respectively in 2000), 2% required crutches and 1% required a self propelled wheelchair (<1% and 2% respectively in 2000). (Table A5)

3.3 One hundred percent of respondents described their ethnic origin as white. (Table A6)



**Figure 2: Mobility aids used by household members**

#### **4.0 Analysis: Pre-Delivery**

4.1 Respondents (Base No: 508) were asked who their first contact was when they initially enquired about adaptations to their home, 43% said the Occupational Therapy department, 21% said the Housing Executive, 17% said the General Practitioner, 8% said the social worker/social services, 4% said the Health Worker and 2% said from homehelp/friends. The remaining 5% said other sources were their first contact when they initially enquired about an adaptation to their home. (Table A7)

4.2 Since 1988, the Housing Executive has approved the use of two Home Improvement Agencies to provide advice and assistance to private sector grant applicants who are

<sup>1</sup> These figures are for the total household members and not the respondents only. (Base:1161)

elderly or have a disability. These are Fold and Gable (*Shelter has renamed its grants agency service to GABLE (Grant Access to Better Living Environments)*).

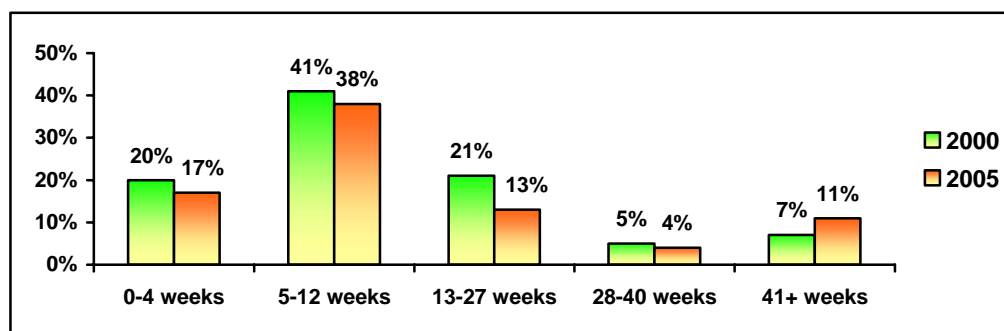
Those private sector respondents were asked if they were advised of the services of Fold/Gable, 36% said they were and 64% said they were not. Overall fifteen percent said they used the services of Fold/Gable. (Tables A8-9)

- 4.3 When asked where they received advice/information about getting an adaptation, 58% said the Occupational Therapy department (63% in 2000), 18% said the Housing Executive (7% in 2000), 6% said from Social Worker/Social Services (9% in 2000), 6% said from the General Practitioner (12% in 2000), 4% said from Homehelp/Friends (same in 2000), 3% said from Care and Repair agency and 1% said from Health Worker e.g. District Nurse (same in 2000). The remaining 2% said they received advice and information from other sources. (Table A10)
- 4.4 When respondents were asked if they found advice/information difficult to get 85% said no (same in 2000) and 15% (76 respondents) said yes (13% in 2000). Of those respondents who found advice/information difficult to get a number of reasons were given as to why this was the case. These are as follows: 47% (55% in 2000) said the advice was difficult to get because they did not know where to go, 29% (49% in 2000) said staff didn't seem to know much, 37% (46% in 2000) said different people gave different information, 9% (9% in 2000) said they could not access appropriate buildings, 49% (55%) felt there was a lack of information available. (Tables A11-16)
- 4.5 Respondents were asked how the advice/information could be improved; 53% said they were 'happy with the service/no improvement necessary', 23% did not know how the advice/information could be improved, 6% said 'more advertising/information', 5% said 'a shorter process' 2% said 'the process could be made simpler'. (Table A17)
- 4.6 Respondents were asked the type of advice/information on adaptations they were given. Seventy-two percent received verbal advice from the Occupation Therapist (69% in 2000) 26% (12% in 2000) said Pamphlet/Leaflet, and 42% (31% in 2000) received verbal advice from other sources such as the Housing Executive, Fold, Advocacy Group or Social Worker. (Tables A18-20)



- 4.7 Most respondents (82%; 86% in 2000) said the advice/information they were given was clear/very clear, 5% (8% in 2000) said it was unclear/very unclear, 9% (5% in 2000) were neutral and 3% (1% in 2000) did not know. (Table A21)
- 4.8 Four percent (14% in 2000) said they would have preferred the advice/information in a different format. Of these, 72% (18% in 2000) would have preferred written material in larger print form. Eight percent (41% in 2000) would have preferred a videotape. Nineteen percent said they would have preferred an 'other' format such as 'personal visit to home, consultation with all people involved and leaflet format'. (Tables A22-23)
- 4.9 Eleven percent (8% in 2000) of respondents said they had considered other alternatives to an adaptation, 44% (77% in 2000) of these said they had been given advice on the alternatives available and 56% (22% in 2000) said they had not. (Table A24-25)
- 4.10 Forty-one percent (78% in 2000) of those who received advice on alternatives available said they received the advice from the Housing Executives Welfare Officer, 40% (12% in 2000) received their advice from an Occupational Therapist, 12% said they received advice from Fold/Gable and the remainder received advice from a Housing Association, Advocacy group or social services. (Table A26a-A26e)
- 4.11 When asked if the advantages and disadvantages of each alternative were explained, 86% (91% in 2000) said yes and 14% (7% in 2000) said no. Seventy-six percent (71% in 2000) said that the timescale involved in each alternative was explained to them and 24% (27% in 2000) said it was not. (Tables A27-28)
- 4.12 All respondents were asked how long they had to wait for the Occupational Therapist assessment. Thirty-six percent (39% in 2000) waited 0-4 weeks, 27% (37% in 2000) waited 5-12 weeks, 11% (11% in 2000) waited 13-27 weeks, 5% (4% in 2000) waited 28-40 weeks and a further 7% (7% in 2000) waited 41+ weeks. Fourteen percent (1% in 2000) did not know how long they waited for their Occupational Therapist assessment. (Table A29)

- 4.13 When asked how long they had to wait in between time of the Occupational Therapist Assessment to the Housing Executives Welfare Officer/Grants Officer visited, 17% (20% in 2000) said 0-4 weeks, 38% (41% in 2000) said 5-12 weeks, 13% (21% in 2000) said 13-27 weeks, 4% said (5% in 2000) 28-40 weeks, 11% (7% in 2000) said 41+ weeks. Nineteen percent did not know how long they had to wait from the time of the Occupational Therapist Assessment until the Housing Executives Welfare Officer/Grants Officer visited. (Table A30)

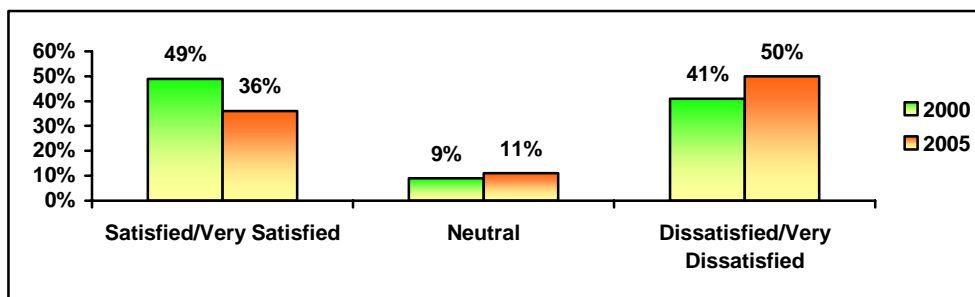


**Figure 3: Length of time waited until the Housing Executives Welfare Officer/Grants Officer visited**

- 4.14 Fifty-eight percent (60% in 2000) said that the adaptation had been completed. Of those respondents (Base No: 198) whose adaptations work had not been completed only 13% (9% in 2000) said that the work had started (Tables A31-32).
- 4.15 The people whose adaptation work had not started were asked how they were managing in the meantime. They could give more than one answer. Sixty-three percent (57% in 2000) were managing with Informal Domestic Help e.g. family/friends, 25% percent (16% in 2000) were managing with Formal Domestic Help e.g. Homehelp/care assistant, 23% (15% in 2000) said they were sleeping downstairs and 19% (same in 2000) said they were using a temporary aid. Just over one-fifth (22%; 26% in 2000) said they were managing in some other way including 'did the adaptation themselves, just making do, wash in kitchen or bathe at relatives house'. (Tables A33-36)
- 4.16 Thirty-six percent (41% in 2000) of those asked had a contact name in the Housing Executive, 64% (59% in 2000) had not. Of those who did not have a contact name 50% (86% in 2000) said they would like to have a specific contact name within the Housing Executive. (Tables A37-38)
- 4.17 Respondents were asked if they thought their views were taken into account by the Occupational Therapist 85% (88% in 2000) said yes and 15% (11% in 2000) said no.

Slightly less (75%; 69% in 2000) felt that the Housing Executive did take their views into account and 25% (26% in 2000) thought the Housing Executive did not take their views into account. (Tables A39-40)

- 4.18 Respondents whose work had not yet started were asked how satisfied/dissatisfied they were with the service received to date. Thirty-six percent (49% in 2000) said they were satisfied/very satisfied, 11% (9% in 2000) were neutral and 50% (41% in 2000) said they were dissatisfied/very dissatisfied indicating overall a reduction in levels of satisfaction among this sub group. (Table A42)



**Figure 4: Satisfaction/dissatisfaction to date by respondents whose work had not yet started (2000 and 2005)**

- 4.19 Those respondents who said they were dissatisfied/very dissatisfied quoted a number of reasons; the following is not an exhaustive list but records the most common reasons for dissatisfaction:

- Length of time taken
- Nothing has been done/no work carried out
- Had no response to application
- Where not kept informed/things could be explained better/lack of communication

- 4.20 Those respondents who said they were satisfied/very satisfied quoted a number of reasons for satisfaction; the following outlines a number of reasons:

- Satisfied with everything
- Information/explanation given
- Occupation Therapist/Grants Officer

- Friendliness and help given

4.21 Fifty-one percent of respondents asked thought the advice/information could be improved, 49% said it could not. (Table A41)

Those respondents who said they thought the advice/information could be improved where asked how it could be improved the following gives a breakdown of responses:

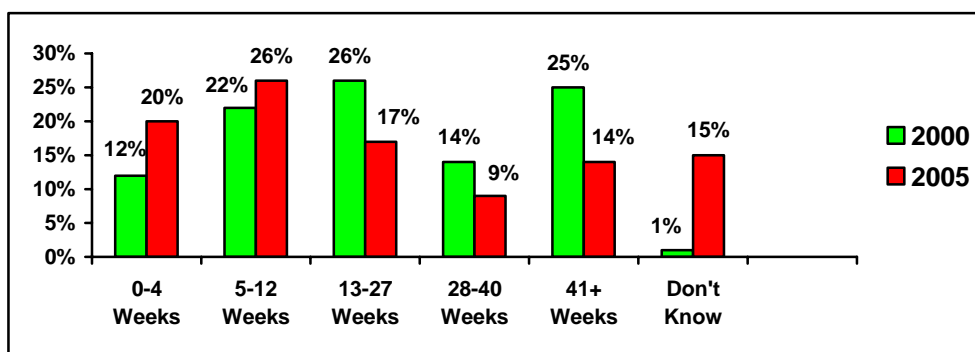
- Faster
- Keep me informed/up to date/better communication
- Listen to needs/more understanding
- Less red tape/paperwork/more advice on what help is available

4.22 The data from respondents whose adaptation had not been completed but whose work had started (Base No: 31) cannot be analysed further as numbers are too small.

## **5.0 Analysis: Post Delivery**

5.1 Respondents whose adaptation had been completed (Base No: 310) were asked if they had been advised by the Housing Executive of the approximate time it would take to complete the adaptation, 73% said that they had been advised of the approximate timescale and 27% said they had not. (Table A43)

5.2 Respondents were asked how long they had to wait from the time the Housing Executives Welfare Officer/Grants Officer visited until the work on the Adaptation started. The research indicates a clear improvement in response times between 2000 and 2005 with almost one half (46%) having work commenced within 12 weeks compared to only 34% in 2000. Figure 4 provides more detailed figures. When asked if they expected it would take this long, 61% (53% in 2000) said yes and 39% (46% in 2000) said no. (Tables A44-45)



**Figure 5: Length of time from HE visit until work started 2000 and 2005**

5.3 The majority (79%) (93% in 2000) of respondents felt that their views were taken into account by the Occupational Therapist (a considerable reduction since 2000). A higher proportion 81% (89% in 2000) thought the Housing Executive's Welfare Officer/Grants Officer took their views into account. (Tables No A46-47)

#### **5.4 Type of Adaptation Installed**

5.5 Respondents were asked what type of adaptation had been installed, 39% (42 in 2000) had a shower installed, 34% (42% in 2000) had a heating change, 19% (5% in 2000) had an extension, 9% (10% in 2000) had a lift installed. The remaining 8% had other adaptations mainly Ground Floor WC Closet and Handrail (Table A48a – A48e)

5.6 Respondents were asked whether they owned or rented their property. Fifty-seven percent were owner-occupiers, 42% rented from the Housing Executive and only 1% rented from a private landlord. (Table A47)

5.7 Respondents who owned their own property or rented from a private landlord were asked who chose the builder to carry out the work. Thirty-seven percent chose the builder themselves, 31% said a Care and Repair Agency e.g. Fold/Gable chose the builder, 3% said the Architect chose the builder and 29% said someone else: either the Housing Executive, Occupational Therapist or other. (Table A50)

5.8 Of the respondents who chose the builder themselves (Base no: 37) 20% (23% in 2000) said it had been difficult to find the builder themselves. (Table A51)

5.9 Respondents were asked if they were advised of specific measures which would happen in order to deliver their adaptation. The research confirms a significant improvement in the standard of advice given since 2000.

- ❖ 91% (83% in 2000) said they were advised of a start date and 9% (15% in 2000) said they were not (Base: 307)
  - ❖ 89% (79% in 2000) said they were advised of duration of work on site and 11% (20% in 2000) said they were not (Base: 306)
  - ❖ 84% (79% in 2000) said they were advised that there would be physical disturbance and 16% (20% in 2000) said they were not (Base: 276)
  - ❖ 82% (77% in 2000) said that they were advised that some preparatory work would be needed e.g. lifting carpets/furniture and 18% (21% in 2000) said they were not (Base: 242)
  - ❖ 84% (61% in 2000) were advised on redecoration grants and 16% (34% in 2000) were not (Base: 188)
  - ❖ 31% (59% in 2000) were advised of a temporary move and 69% (35% in 2000) were not (Base:145)
- (Table A52a -52g)

5.10 Respondents living in dwellings where the work was completed (Base:310) were asked if the adaptation was what they had expected. The overwhelming majority 91% (94% in 2000) said yes. The small number of respondents, who felt that the adaptation they received was not the adaptation they expected, were asked what the difference was. A number of reasons were given. For example some said the work had not been completely finished. The adaptation was installed in the wrong place; they didn't get their choice of shower or the bedroom was too small. (Table A53)

5.11 Ninety-two percent (99% in 2000) of respondents use the adaptation every day, 5% use it 2/3 times a week. (Table A54)

5.12 Respondents were asked if the adaptation had improved their independence in the home. Eighty-nine percent said the adaptation (93% in 2000) had greatly improved their independence, 8% (5% in 2000) said it had improved their independence a little and 4% (2% in 2000) said it had not improved their independence. (Table A55)

- 5.13 When the work was being carried out 67% (63% in 2000) of respondents knew who to contact within the Housing Executive in the event of any problems, 33% (37% in 2000) did not know who to contact. (Table A56)
- 5.14 Respondents were asked how satisfied/dissatisfied they were with the conduct of the builder. Eighty-five percent (87% in 2000) were satisfied/very satisfied, only 8% (10% in 2000) were dissatisfied/very dissatisfied and 7% (3% in 2000) were neutral. (Table A57)
- 5.15 When asked how satisfied/dissatisfied they were with the builder doing the work in terms:
- ❖ Politeness: 93% were satisfied/very satisfied
  - ❖ Friendliness: 93% were satisfied/very satisfied
  - ❖ Tidiness: 91% were satisfied/very satisfied
  - ❖ Quality of materials: 90% were satisfied/very satisfied
  - ❖ Quality of work: 87% (81% in 2000) were satisfied/very satisfied
  - ❖ Speed: 86% were satisfied/very satisfied
- (Table A58a – 58f)
- 5.16 Respondents were asked if there was any particular aspect of the adaptation they were satisfied with overall, almost half (48%) said yes indicating generally very high levels of satisfaction with the builder. Of these 20% highlighted the difference the adaptations made, 19% said everything, 9% said the shower, 7% said the quality of work and 6% said the heating. (Table A59-60)
- 5.17 Almost one-quarter (24%; 21% in 2000) of respondents who had had their work completed felt that they had questions and anxieties that had not been dealt with. (Table A61) Of these, 22% felt the work was left incomplete, 15% said elements of the adaptation are not working, 10% said they had not received the redecoration grant and 7% said damage was caused during work.
- 5.18 Fifty-four percent (46% in 2000) of respondents had the name of someone within the Housing Executive who they could contact if anything went wrong with the adaptation

in the future. Of those respondents who did not have a named contact, 55% (85% in 2000) said they would like to have a named contact should anything go wrong with the adaptation in the future. (Tables A62-63)

5.19 Less than one in three respondents (29%) felt that the Housing Executive could improve the adaptation service, a marked improvement on the proportion in 2000 (36%). (Table A64)

5.20 Respondents who felt the adaptations service could be improved were given a list of options as to how the Housing Executive could improve the service. The following indicates their responses:

- ❖ 45% (64% in 2000) felt that the Housing Executive could make it quicker;
  - ❖ 29% (53% in 2000) felt it would help if there was someone to contact at any given time;
  - ❖ 20% (43% in 2000) felt the service could be improved by making it easier to obtain information;
  - ❖ 17% (45% in 2000) felt there could be better advice and information.
- (Table A65a- 65d)

5.21 The majority of respondents who had their work completed (83%; 76% in 2000) were satisfied /very satisfied with the adaptations service overall, a marked improvement since 2000.

## **6.0 Analysis by Health Trust**

6.1 There was some variation across the Health Trusts in relation to whether or not respondents had been advised of the services of Fold/Gable by all respondents. Thirty-one percent of respondents in the Foyle Trust were advised of the Fold/Gable service in comparison with 17% in the North and West Belfast Trust. Twenty-six percent of respondents in Foyle used the services of Fold/Gable compared to 7% in North and West Belfast. (Tables A68-69)

6.2 The majority of respondents received their advice/information on adaptations from the Occupational Therapy Department with the highest proportion receiving



advice/information from this source in North and West Belfast (71%; 70% in 2000), Armagh and Dungannon (67%; 67% in 2000) and Homefirst (60%; 66% in 2000). Slightly fewer proportions received advice/information from the Occupational Therapy Department in Foyle (54%; 54% in 2000) and South and East Belfast (44%; 55% in 2000). (Table A70)

- 6.3 Those respondents in South and East Belfast found the advice/information more difficult to get (24%), while those in North and West Belfast (5%) had least difficulty in getting advice/information. (Table A71)
- 6.4 The majority of respondents in the North and West Belfast Trust felt the advice/information given was clear/very clear (93%; 83% in 2000), followed by Armagh and Dungannon (87%; 95% in 2000) and South and East Belfast (86%; 92% in 2000). A lower proportion of respondents in Homefirst (78%; 90% in 2000) and Foyle (77%; 59% in 2000) found the advice/information either clear/very clear. (Table A72)
- 6.5 Very high proportions of respondents use their adaptation everyday in all Trusts ranging from 96% (100% in 2000) in Homefirst to 86% (97% in 2000) in South and East Belfast. (Table A74)
- 6.6 Again very high proportions (89%) of respondents in all trusts said that the adaptation had 'greatly' improved their independence in the home, ranging from 93% in both Armagh and Dungannon and Foyle trust to 82% in Homefirst. (Table A75)
- 6.7 Generally, satisfaction levels with the builder were high across the five trusts. Highest levels of satisfaction with the conduct of the builder doing the work were in Armagh and Dungannon (95%; 97% in 2000) with the lowest level of satisfaction in the Foyle trust (79%; 84% in 2000). (Table A76)
- 6.8 Satisfaction levels with the quality of work were generally high also. Highest levels of satisfaction with the quality of work were in Armagh and Dungannon (95%; 94% in 2000) with the lowest level of satisfaction with the quality of work in Foyle trust (83%; 90% in 2000). (Table A77).

6.9 When asked if there were any ways in which the Housing Executive could improve the adaptations service, the highest proportions of respondents who said yes were in Homefirst (34%; 25% in 2000) the lowest in and North and West Belfast (22%; 30% in 2000). Table (A78)

6.10 Finally, when asked how satisfied they were with the adaptations service overall, the vast majority of respondents were satisfied ranging from 89% (79% in 2000) to 80% (88% in 2000) in Homefirst. (Table A79)

## **7.0 Analysis of the Adaptations Service by Health Trust**

7.1 The following sections present an analysis of the data on those respondents who have been through the adaptation process from start to finish. The number of respondents who have either had their work started but not completed or not started at all is too small to allow supplementary analysis. (Tables A67-79)

### **7.2 Armagh and Dungannon Trust**

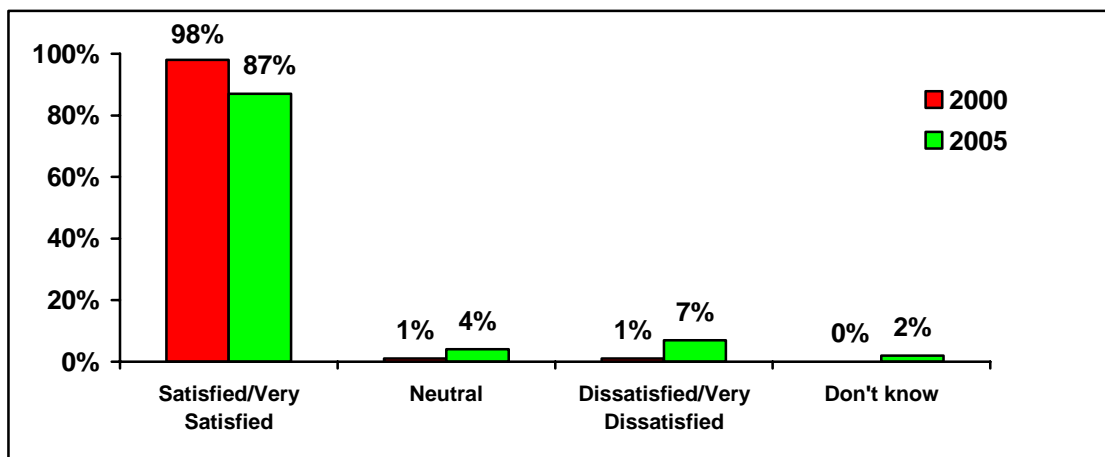
7.3 Respondents were asked if they were advised of the services of Fold/Gable, 21% said they were and 13% said they used the services of Fold/Gable. (Tables A68-69)

7.4 When asked where they received their advice/information about the adaptation 67% (67% in 2000) said from the Occupational Therapy Department, 20% (3% in 2000) from the Housing Executive. When asked if they found the advice/information difficult to get, 84% (94% in 2000) said no. (Tables A70-71)

7.5 Respondents were asked how clear the advice/information they were given was, 87% (95% in 2000) clear/very clear. When asked about a different format, 96% (99% in 2000) did not want it in a different format. (Tables A72-73)

7.6 Respondents were asked how often the adaptation was used 89% (99% in 2000) said they used it 'everyday' 10% said '2/3 times a week'. Of those respondents ninety-three percent (86% in 2000) said it had 'greatly' improved their independence in the home. (Tables A74-75)

- 7.7 Ninety-five percent (97% in 2000) of respondents were either satisfied/very satisfied with the conduct of the builder. (Table A76)
- 7.8 Ninety-five percent (94% in 2000) of respondents were either satisfied/very satisfied with the quality of work. (Table A77)
- 7.9 Of those respondents asked if there was any way in which the Housing Executive could improve the adaptations service, 31% said yes (40% in 2000). (Table A78)
- 7.10 Respondents were asked how satisfied/dissatisfied they were with the adaptations service overall. Eighty-seven percent (98% in 2000) were satisfied/very satisfied. (Table A79)

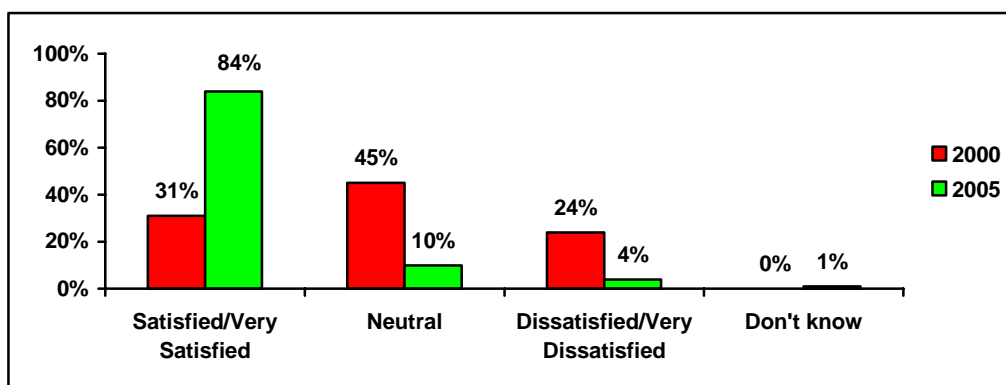


**Figure 6: Satisfaction/Dissatisfaction with the Adaptations service in Armagh and Dungannon by Year**

## 8.0 Foyle Trust

- 8.1 Respondents were asked if they were advised of the services of Fold/Gable, 31% said they were and 69% said they were not. Twenty-six percent said they used the services of Fold/Gable. (Tables A68-69)
- 8.2 When asked where they received their advice/information about the adaptation 54% (54% in 2000) said from the Occupational Therapy Department, 20% (1% in 2000) from the Housing Executive. When asked if they found the advice/information difficult to get, 86% (60% in 2000) said no. (Tables A70-71)

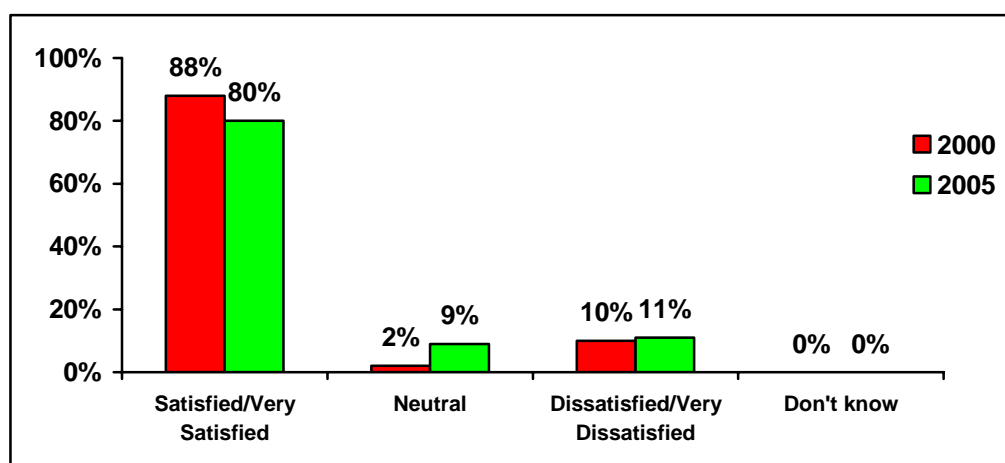
- 8.3 Respondents were asked how clear the advice/information they were given was, 77% (59% in 2000) clear/very clear. When asked if they would have preferred the advice/information in a different format 98% (68% in 2000) said no. (Tables A72-73)
- 8.4 Respondents were asked how often the adaptation was used 95% (98% in 2000) said they used it 'everyday' and 5% said '2/3 times a week'. Ninety-three of those respondents (91% in 2000) said it had 'greatly' improved their independence in the home. (Tables A74-75)
- 8.5 Seventy-nine percent (84% in 2000) of respondents were either satisfied/very satisfied with the conduct of the builder. (Table A76)
- 8.6 Eighty-six percent (90% in 2000) of respondents were either satisfied/very satisfied with the quality of the work. (Table A77)
- 8.8 Of those respondents asked if there was any way in which the Housing Executive could improve the adaptations service, 30% (74% in 2000) said yes. (Table A78)
- 8.9 Respondents were asked how satisfied/dissatisfied they were with the adaptations service overall. Eighty-four percent (31% in 2000) were satisfied/very satisfied. (Table A79)



**Figure 7: Satisfaction/Dissatisfaction with the Adaptations service in Foyle by Year**

## **9.0 Homefirst Trust**

- 9.1 Respondents were asked if they were advised of the services of Fold/Gable, 19% said they were and 11% said they used the services of Fold/Gable. (Tables A68-69)
- 9.2 When asked where they received their advice/information about the adaptation 60% (66% in 2000) said from the Occupational Therapy Department, 18% (5% in 2000) from the Housing Executive. When asked if they found the advice/information difficult to get, 83% (81% in 2000) said no. (Tables A70-71)
- 9.3 Respondents were asked how clear the advice/information they were given was, 78% (90% in 2000) clear/very clear. When asked if they would have preferred a different format 92% (96% in 2000) said that they did not want it in a different format. (Tables A72-73)
- 9.4 Respondents were asked how often the adaptation was used 96% (100% in 2000) said they used it 'everyday' 2% said '2/3 times a week', eighty-two percent of respondents (100% in 2000) said it had 'greatly' improved their independence in the home. (Tables A74-75)
- 9.5 Eighty-two percent (96% in 2000) of respondents were either satisfied/very satisfied with the conduct of the builder. (Table A76)
- 9.6 Eighty-three percent (83% in 2000) of respondents were either satisfied/very satisfied with the quality of the work. (Table A77)
- 9.7 Of those respondents asked if there was any way in which the Housing Executive could improve the adaptations service, 34% (25% in 2000) said yes. (Table A78)
- 9.8 Respondents were asked how satisfied/dissatisfied they were with the adaptations service overall. Eighty percent (88% in 2000) were satisfied/very satisfied. (Table A79)

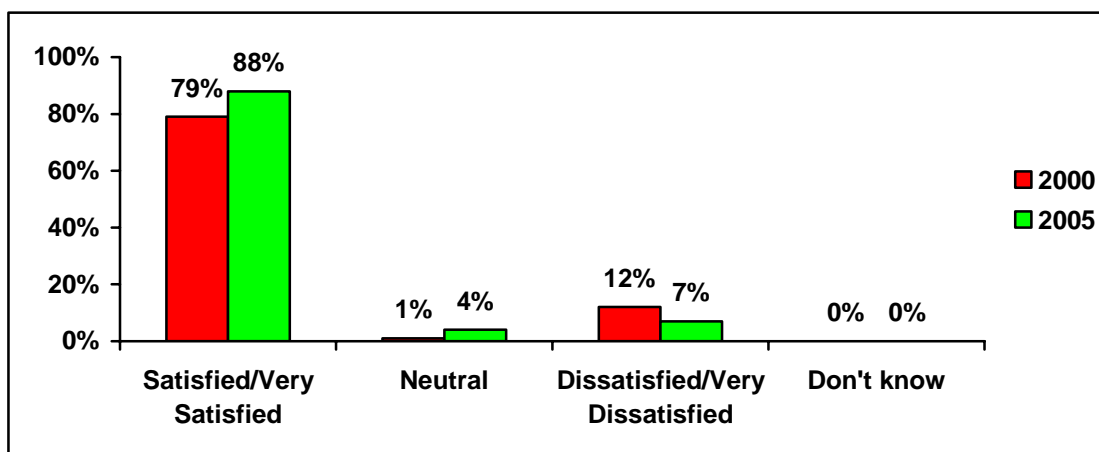


**Figure 8: Satisfaction/Dissatisfaction with the Adaptations service in Homefirst by Year**

#### 10.0 North and West Belfast Trust

- 10.1 Respondents were asked if they were advised of the services of Fold/Gable, 17% said they were and 7% said they used the services of Fold/Gable. (Tables A68-69)
- 10.2 When asked where they received their advice/information about the adaptation 71% (70% in 2000) said from the Occupational Therapy Department, 9% (7% in 2000) from the Housing Executive. When asked if they found the advice/information difficult to get, 95% (86% in 2000) said no. (Tables A70-71)
- 10.3 Respondents were asked how clear the advice/information they were given was, 92% (83% in 2000) clear/very clear. When asked if they would have preferred the advice/information in a different format 100% said no (70% in 2000). (Tables A72-73)
- 10.4 Respondents were asked how often the adaptation was used 89% (100% in 2000) said they used it 'everyday' 5% said '2/3 times a week'. Eighty-six percent (86% in 2000) said it had 'greatly' improved their independence in the home. (Tables A74-75)
- 10.5 Eighty-seven percent (92% in 2000) of respondents were either satisfied/very satisfied with the conduct of the builder. (Table A76)
- 10.6 Eighty-eight percent (86% in 2000) of respondents were either satisfied/very satisfied with the quality of the work. (Table A77)

- 10.7 Of those respondents asked if there was any way in which the Housing Executive could improve the adaptations service, 22% (30% in 2000) said yes. (Table A78)
- 10.8 Respondents were asked how satisfied/dissatisfied they were with the adaptations service overall. Eighty-eight percent (79% in 2000) were satisfied/very satisfied. (Table A79)

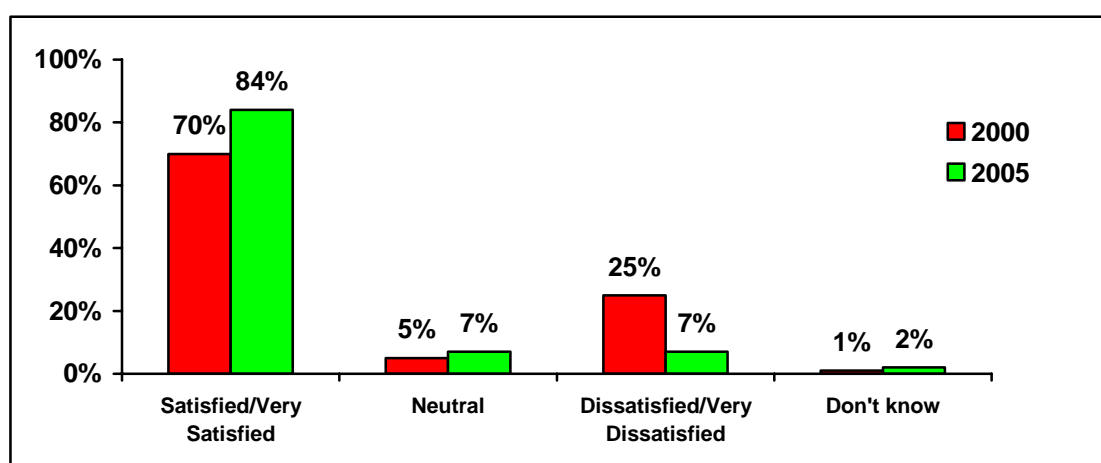


**Figure 9: Satisfaction/Dissatisfaction with the Adaptations service in North and West Belfast by Year**

#### **11.0 South and East Belfast Trust**

- 11.1 Respondents were asked if they were advised of the services of Fold/Gable, 19% said they were and 17% said they used the services of Fold/Gable. (Tables A68-69)
- 11.2 When asked where they received their advice/information about the adaptation 44% (55% in 2000) said from the Occupational Therapy Department, 19% (11% in 2000) from the Housing Executive. When asked if they found the advice/information difficult to get, 76% (93% in 2000) said no. (Tables A70-71)
- 11.3 Respondents were asked how clear the advice/information they were given was, 86% (92% in 2000) clear/very clear. When asked if they would have preferred the advice/information in a different format 96% (91% in 2000) said no. (Tables A72-73)
- 11.4 Respondents were asked how often the adaptation was used 86% (97% in 2000) said they used it 'everyday', 5% said '2/3 times a week'. Eighty-nine percent (97% in 2000) said it had 'greatly' improved their independence in the home. (Tables A74-75)

- 11.5 Ninety-two percent (76% in 2000) of respondents were either satisfied/very satisfied with the conduct of the builder. (Table A76)
- 11.6 Eighty-eight percent (73% in 2000) of respondents were either satisfied/very satisfied with the quality of the work. (Table A77)
- 11.7 Of those respondents asked if there was any way in which the Housing Executive could improve the adaptations service, 28% (40% in 2000) said yes. (Table A78)
- 11.8 Respondents were asked how satisfied/dissatisfied they were with the adaptations service overall. Eighty-four percent (70% in 2000) were satisfied/very satisfied. (Table A79)



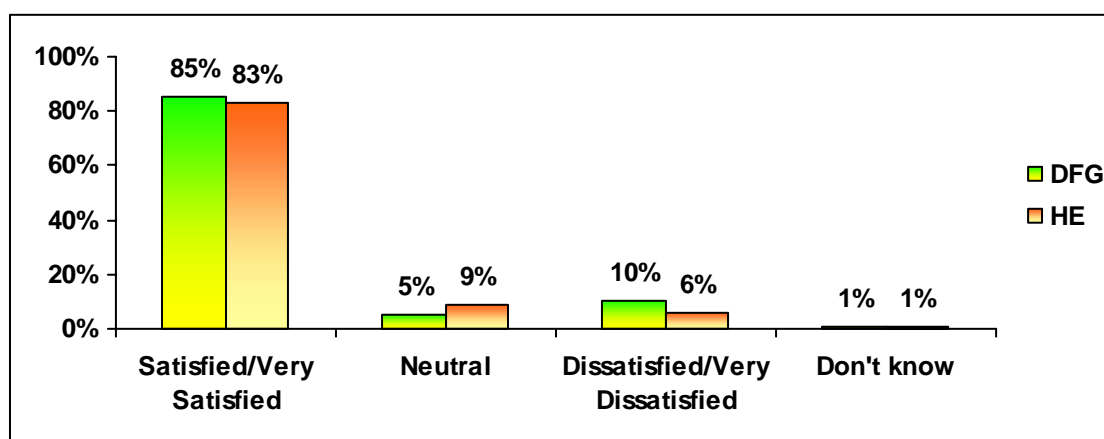
**Figure 10: Satisfaction/Dissatisfaction with the Adaptations service in South and East Belfast by Year**

## 12.0 Analysis by Tenure

- 12.1 The following section presents an analysis of the data on those respondents who have been through the adaptation process from start to finish by Tenure i.e.: Housing Executive Adaptation (public sector) or Disabled Facilities Grants (private sector). The data available on those who have either had their work started but not completed or not started at all is too small to allow supplementary analysis. Within the analysis Housing Executive Adaptation respondents will be referred to as HE and Disabled Facilities Grants respondents will be referred to as DFG. (See Tables A81-91)
- 12.2 When asked where they received their advice/information about the adaptation 55% (HE) compared to 60% (DFG) said from the Occupational Therapy Department, 25%



- (HE) compared to 12% (DFG) said from the Housing Executive, 7% (HE) compared to 5% (DFG) respondents said from their General Practitioner. When asked if they found the advice/information difficult to get, 13% of HE respondents compared to 17% of DFG respondents said no they did not find the advice/information difficult to get. (Tables A82-83)
- 12.3 Respondents were asked how clear the advice/information they were given was with both groups recorded. Very high proportions 85% of HE respondents compared to 81% of DFG respondents said clear/very clear. When asked if they would have preferred the advice/information in a different format 98% of HE respondents compared to 95% of DFG respondents said no. (Tables A84-85)
- 12.4 Respondents were asked how often the adaptation was used. A higher proportion of HE respondents (95%) said they used it 'everyday' compared to 88% of DFG respondents. They were also asked if the adaptation had improved their independence in the home, similar proportions (89% HE and 88% DFG) said it had 'greatly' improved their independence in the home, again similar proportions. (Tables A86-87)
- 12.5 Eighty-three percent (HE) compared to 88% (DFG) were either satisfied/very satisfied with the conduct of the builder. (Table A88)
- 12.6 Eighty-five percent (HE) compared to 90% (DFG) were either satisfied/very satisfied with the quality of the work. (Table A87)
- 12.7 Of those respondents asked if there was any way in which the Housing Executive could improve the adaptations service, 34% (DFG) compared to 26% (HE) said yes. (Table A90)
- 12.8 Respondents were asked how satisfied/dissatisfied they were with the adaptations service overall. Both groups recorded very high levels of satisfaction 85% for (DFG) compared to 83% (HE) were satisfied/very satisfied. (Table A91)



**Figure 12: Satisfaction/Dissatisfaction with the Adaptations service by Tenure**

# **APPENDIX I – TABULAR REPORT**

# TABULAR REPORT

*(Note: Due to rounding some tables may not add to 100%)*

## A1 Respondents code

	No	%
Adaptation Applicant	4446	71
Primary Carer	1372	22
Parent/Guardian	311	5
Other	154	2
Total	6284	100

**Base: 508**

## A2 Age of Household Reference Person

	No	%
18-21 yrs	18	0
22-25 yrs	33	1
26-29 yrs	97	2
30-34 yrs	125	2
35-39 yrs	351	6
40-44 yrs	433	7
45-49 yrs	609	10
50-54 yrs	485	8
55-59 yrs	646	10
60-64 yrs	596	9
65-69 yrs	705	11
70-74 yrs	590	9
75-79 yrs	629	10
80-84 yrs	628	10
85+ yrs	338	5
Total	6284	100

**Base: 508**

**A3 Age of all Household Members**

		No	%
	0-2 yrs	191	1%
	3-5 yrs	317	2%
	6-9 yrs	570	4%
	10-15 yrs	1139	8%
	16-17 yrs	557	4%
	18-21 yrs	606	4%
	22-25 yrs	426	3%
	26-29 yrs	347	2%
	30-34 yrs	422	3%
	35-39 yrs	841	6%
	40-44 yrs	839	6%
	45-49 yrs	996	7%
	50-54 yrs	979	7%
	55-59 yrs	1002	7%
	60-64 yrs	923	6%
	65-69 yrs	1106	8%
	70-74 yrs	1050	7%
	75-79 yrs	917	6%
	80-84 yrs	860	6%
	85+ yrs	495	3%
	"Don t know \ Refused"	30	0%
Total		14611	100%

**Base: 1161****A4 Gender**

		No	%
	Male	6520	45%
	Female	8091	55%
Total		14611	100%

**Base: 1161**

**A5 Walking aids for indoor/outdoor use**

		No	%
	No aids	10215	70%
	Stick	2864	20%
	Crutches	222	2%
	Zimmer Frame	505	3%
	Self propelled wheel chair	126	1%
	Wheel chair pushed by another person	509	3%
	Battery powered scooter	64	0%
	Adapted vehicle	20	0%
	Confined to bed	86	1%
Total		14611	100%

**Base: 1161****A6 Ethnic Origin**

		No	%
	White	14601	100%
	Irish Traveller	10	0%
Total		14611	100%

**Base: 1161**

**A7 Who was your first contact when you initially enquired about Adaptations to your home?**

	No	%
From Occupational Therapy Department	2704	43
From General Practitioner	1048	17
From Social Worker\Social Services	507	8
From Northern Ireland Housing Executive	1320	21
From Health Worker e.g. District Nurse	221	4
From Homehelp\Friends	94	1
From Advocacy Group e.g. Disability Action	85	1
From Citizens Advice Bureau\Advice Centre	29	0
From Care and Repair Agency	75	1
Word of mouth	36	1
Internet	15	0
Hospital	55	1
Consultant	35	1
Don't know	16	0
Fold	20	0
Law society	6	0
Local Council	11	0
Psychiatrist	6	0
Total	6284	100

**Base: 508**

**A8 Were you advised of the services of Fold\Gable?**

	No	%
Yes	1400	22
No	4884	78
Total	6284	100

**Base: 508**

**A9 Did you use the services of Fold\Gable?**

	No	%
Yes	971	15
No	5313	85
Total	6284	100

**Base: 508**

**A10 Where did you get advice\information about the Adaptation?**

	No	%
From Occupational Therapy Department	3644	58
From General Practitioner	348	6
From Social Worker\Social Services	394	6
From Northern Ireland Housing Executive	1110	18
From Health Worker e.g. District Nurse	81	1
From Homehelp\Friends	233	4
From Advocacy Group e.g. Disability Action	107	2
From Citizens Advice Bureau\Advice Centre	83	1
From Care and Repair Agency	160	3
Other (please specify)	125	2
Total	6284	100

**Base: 508****A11 Did you find the advice\information difficult to get?**

	No	%
Yes	947	15
No	5337	85
Total	6284	100

**Base: 508****A12 Why difficult - Didn't know where to go**

	No	%
Yes	445	47
No	501	53
Total	947	100

**Base: 73****A13 Why difficult - Staff didn't know much**

	No	%
Yes	271	29
No	676	71
Total	947	100

**Base: 73**



**A14 Why difficult - Different people gave different information?**

		No	%
	Yes	347	37
	No	600	63
	Total	947	100

**Base: 73****A15 Why difficult - Could not access appropriate buildings?**

		No	%
	Yes	87	9
	No	860	91
	Total	947	100

**Base: 73****A16 Why difficult - Lack of information available?**

		No	%
	Yes	464	49
	No	483	51
	Total	947	100

**Base: 73****A17 How could the advice/information be improved?**

		No	%
	Happy with service\No improvement necessary	3361	53
	Don t know	1420	23
	More advertising\information	359	6
	Shorter process	308	5
	Could be made simpler	108	2
	Other	728	12
	Total	6284	100

**Base: 508****A18 Type of advice/information - Pamphlet\Leaflet ?**

		No	%
	Yes	1665	26
	No	4619	74
	Total	6284	100

**Base: 508**

**A19 Type of advice/information - Verbal Advice(O.T.):**

		No	%
	Yes	4512	72
	No	1771	28
	Total	6284	100

**Base: 508****A20 Type of advice/information - Verbal Advice - Others**

		No	%
	Yes	2654	42
	No	3630	58
	Total	6284	100

**Base: 508****A21 How clear was the advice/information'**

		No	%
	Very Clear	2335	37
	Clear	2854	45
	Neutral	583	9
	Unclear	228	4
	Very unclear	88	1
	Don't know	196	3
	Total	6284	100

**Base: 508****A22 Would you have preferred a different format?**

		No	%
	Yes	242	4
	No	6042	96
	Total	6284	100

**Base: 508****A23 What format would you have preferred'**

		No	%
	Videotape	20	8
	Large Print	175	72
	Other (please specify)	46	19
	Total	242	100

**Base: 16**

**A24 Did you consider other alternatives to an Adaptation**

		No	%
	Yes	693	11
	No	5590	89
	Total	6284	100

**Base: 508**
**A25 Were you given advice on the alternatives available?**

		No	%
	Yes	302	44
	No	391	56
	Total	693	100

**Base: 55**
**A26a Who gave you advice - Housing Association**

		No	%
	Yes	16	5
	No	286	95
	Total	302	100

**Base: 25**
**A26b Who gave you advice - Citizens Advice Bureau**

		No	%
	Yes	31	10
	No	271	90
	Total	302	100

**Base: 25**
**A26c Who gave you advice - Housing Executive's Welfare Officer**

		No	%
	Yes	124	41
	No	178	59
	Total	302	100

**Base: 25**
**A26d Who gave you advice - Occupational Therapist**

		No	%
	Yes	122	40
	No	180	60
	Total	302	100

**Base: 25**

**A26e Who gave you advice - Care and Repair Agency - Fold\Gable**

		No	%
	Yes	36	12
	No	266	88
	Total	302	100

**Base: 25****A27 Were the advantages/disadvantages explained'**

		No	%
	Yes	261	86
	No	41	14
	Total	302	100

**Base: 25****A28 Were the timescales involved in each alternative explained?**

		No	%
	Yes	228	76
	No	74	24
	Total	302	100

**Base: 25****A29 How long did you have to wait for the Occupational Therapist's Assessment?**

		No	%
	0-4 weeks	1899	36
	5-12 weeks	1457	27
	13-27 weeks	584	11
	28-40 weeks	261	5
	41+ weeks	376	7
	"Don't know"	728	14
	Total	5305	100

**Base: 429****A30 How long did you have to wait before the Housing Executive's Welfare Officer\Grants Officer visit?**

		No	%
	0-4 weeks	916	17
	5-12 weeks	2060	38
	13-27 weeks	698	13
	28-40 weeks	198	4
	41+ weeks	581	11
	"Don't know"	1028	19
	Total	5481	100

**Base: 444**

**A31 Has the Adaptation been completed'**

		No	%
	Yes	3638	58
	No	2645	42
	Total	6284	100

**Base: 508****A32 Has work on the Adaptation started'**

		No	%
	Yes	336	13
	No	2309	87
	Total	2645	100

**Base: 198****A33 How are you managing - With Formal Domestic Help**

		No	%
	Yes	573	25
	No	1736	75
	Total	2309	100

**Base: 167****A34 How are you managing - With Informal Domestic Help**

		No	%
	Yes	1443	63
	No	866	37
	Total	2309	100

**Base: 167****A35 How are you managing - By Sleeping Downstairs**

		No	%
	Yes	542	23
	No	1767	77
	Total	2309	100

**Base: 167****A36 How are you managing - By Using temporary aid**

		No	%
	Yes	443	19
	No	1865	81
	Total	2309	100

**Base: 167**

**A37 Do you have a contact name at the N.I.H.E**

		No	%
	Yes	824	36
	No	1485	64
	Total	2309	100

**Base: 167****A38 Would you like to have a contact name at the N.I.H.E**

		No	%
	Yes	735	49
	No	750	51
	Total	1485	100

**Base: 103****A39 Views taken into account - The Occupational Therapist**

		No	%
	Yes	1688	85
	No	304	15
	Total	1991	100

**Base: 143****A40 Views taken into account - The Welfare Officer\ The Grants Officer?**

		No	%
	Yes	1304	75
	No	440	25
	Total	1744	100

**Base: 124****A41 Do you think the advice\information flow could be improved?**

		No	%
	Yes	1166	50
	No	1143	50
	Total	2309	100

**Base: 167**

**A42 How satisfied/dissatisfied are you with the service you received to date regarding the Adaptation?**

	No	%
Very satisfied	283	12
Satisfied	544	24
Neutral	259	11
Dissatisfied	756	33
Very dissatisfied	389	17
"Don't know"	78	3
Total	2309	100

**Base: 167****A43 Were you advised of the approximate timescale by the Housing Executive?**

	No	%
Yes	2666	73
No	973	27
Total	3638	100

**Base: 310****A44 How long did it take before work started?**

	No	%
0-4 weeks	705	20
5-12 weeks	892	26
13-27 weeks	581	17
28-40 weeks	297	9
41+ weeks	484	14
"Don't know"	520	15
Total	3477	100

**Base: 296****A45 Did you expect it would take this long**

	No	%
Yes	2136	61
No	1342	39
Total	3477	100

**Base: 296****A46 Views taken into account - Occupational Therapist**

	No	%
Yes	2882	79
No	756	21
Total	3638	100

**Base: 310**

**A47 Views taken into account -  
Welfare Officer\Grants Officer ?**

	No	%
Yes	2949	81
No	689	19
Total	3638	100

**Base: 310**

**A48a Type of adaptation installed - Extensio**

	No	%
Yes	695	19
No	2944	81
Total	3638	100

**Base: 310**

**A48b Type of adaptation installed - Lil**

	No	%
Yes	343	9
No	3295	91
Total	3638	100

**Base: 310**

**A48c Type of adaptation installed - Ground Floor Water Clo:**

	No	%
Yes	272	7
No	3366	93
Total	3638	100

**Base: 310**

**A48d Type of adaptation installed - Heating Chang**

	No	%
Yes	1226	34
No	2412	66
Total	3638	100

**Base: 310**

**A48e Type of adaptation installed - Showe**

	No	%
Yes	1402	39
No	2236	61
Total	3638	100

**Base: 310**



**A49 If more than one Adaptations in the last two years which was the last to be installed?**

	No	%
Extension	74	18
Lift	13	3
Ground Floor Water Closet	11	3
Heating Change	78	19
Shower	155	37
Other	85	20
Total	417	100

**Base: 44****A50 Who chose the builder to carry out the work?**

	No	%
Architect	50	3
Care and Repair Agency e.g. Fold\Gable	455	31
Other (please specify)	424	29
Yourself	535	37
Total	1463	100

**Base: 98****A51 Was it difficult getting the builder yourself**

	No	%
Yes	109	20
No	426	80
Total	535	100

**Base: 37****A52a Prior to the commencement of the work were you advised of - Start date of work ?**

	No	%
Yes	3265	91
No	336	9
Total	3602	100

**Base: 307****A52c Prior to the commencement of work were you advised of - Physical Disturbance?**

	No	%
Yes	2741	84
No	528	16
Total	3269	100

**Base: 276**

**A52d Prior to the commencement of work were you advised of - Preparatory Work e.g. lifting carpets/furniture?**

		No	%
	Yes	2319	82
	No	523	18
	Total	2842	100

**Base: 242**

**A52e Prior to the commencement of work were you advised of - Temporary Move?**

		No	%
	Yes	494	31
	No	1118	69
	Total	1612	100

**Base: 145**

**A52f Prior to the commencement of work were you advised of - Redecoration Grant?**

		No	%
	Yes	1664	84
	No	311	16
	Total	1975	100

**Base: 188**

**A52g Prior to the commencement of work were you advised of - Other?**

		No	%
	Yes	253	14
	No	1596	86
	Total	1849	100

**Base: 167**

**A53 Was the Adaptation what you expected to get**

		No	%
	Yes	3319	91
	No	319	9
	Total	3638	100

**Base: 310**

**A54 How often do you use the Adaptation?**

	No	%
Everyday	3344	92
2/3 times a week	180	5
Once a week	10	0
Once a month	5	0
Only if you have to	31	1
Never	26	1
"Don't know"	42	1
Total	3638	100

**Base: 310****A55 Has the Adaptation improved your independence in the home greatly, a little or not at all?**

	No	%
Greatly	3224	89
A little	275	8
Not at all	139	4
Total	3638	100

**Base: 310****A56 Were you advised who to contact if there was any problem when the work was being carried out?**

	No	%
Yes	2421	67
No	1217	33
Total	3638	100

**Base: 310****A57 How satisfied/dissatisfied were you with the conduct of the builder doing the work?**

	No	%
Very satisfied	2089	57
Satisfied	1009	28
Neutral	240	7
Dissatisfied	165	5
Very dissatisfied	124	3
"Don't know"	11	0
Total	3638	100

**Base: 310**

**A58a How satisfied\dissatisfied were you with the builder doing the work in terms of... Speed'**

	No	%
Very satisfied	1939	53
Satisfied	1207	33
Neutral	139	4
Dissatisfied	238	7
Very dissatisfied	74	2
"Don t know"	41	1
Total	3638	100

**Base: 310**

**A58b How satisfied\dissatisfied were you with the builder doing the work in terms of... Quality of work'**

	No	%
Very satisfied	1997	55
Satisfied	1165	32
Neutral	171	5
Dissatisfied	176	5
Very dissatisfied	73	2
"Don t know"	57	2
Total	3638	100

**Base: 310**

**A58c How satisfied\dissatisfied were you with the builder doing the work in terms of... Quality of materials'**

	No	%
Very satisfied	1951	54
Satisfied	1316	36
Neutral	180	5
Dissatisfied	82	2
Very dissatisfied	48	1
"Don t know"	62	2
Total	3638	100

**Base: 310**

**A59d How satisfied\dissatisfied were you with the builder doing the work in terms of... Tidiness'**

	No	%
Very satisfied	2092	58
Satisfied	1214	33
Neutral	96	3
Dissatisfied	96	3
Very dissatisfied	99	3
"Don t know"	41	1
Total	3638	100

**Base: 310**

**A58e How satisfied/dissatisfied were you with the builder doing the work in terms of... Politeness?**

	No	%
Very satisfied	2267	62
Satisfied	1138	31
Neutral	100	3
Dissatisfied	54	1
Very dissatisfied	30	1
"Don t know"	49	1
Total	3638	100

**Base: 310****A58f How satisfied/dissatisfied were you with the builder doing the work in terms of... Friendliness?**

	No	%
Very satisfied	2287	63
Satisfied	1102	30
Neutral	164	4
Dissatisfied	15	0
Very dissatisfied	22	1
"Don t know"	49	1
Total	3638	100

**Base: 310****A59 Overall, were you satisfied with any particular aspect(s) of the Adaptation?**

	No	%
Yes	1746	48
No	1893	52
Total	3638	100

**Base: 310****A60 What particular aspect of the adaptation were you satisfied with?**

	No	%
Everything	330	19
Shower	150	9
Quality of work	117	7
Difference the adaptation made	345	20
Heating	106	6
Other	698	40
Total	1746	100

**Base: 146**

**A61 Do you have any questions or anxieties that have not been dealt with?**

		No	%
	Yes	886	24
	No	2753	76
	Total	3638	100

**Base: 310**

**A62 Do you have a named person within the Housing Executive to contact if something goes wrong with the Adaptation in the future?**

		No	%
	Yes	1977	54
	No	1662	46
	Total	3638	100

**Base: 310**

**A63 Would you like to have a named person within the Housing Executive to contact if something goes wrong with the Adaptation in the future?**

		No	%
	Yes	921	55
	No	740	45
	Total	1662	100

**Base: 147**

**A64 Are there any ways in which the Housing Executive could improve the Adaptations service?**

		No	%
	Yes	1073	29
	No	2565	71
	Total	3638	100

**Base: 310**

**A65a Adaptation service improvements - Make it quicker**

		No	%
	Yes	481	45
	No	592	55
	Total	1073	100

**Base: 87**

**A65b Adaptation service improvements**  
**- Make it easier to obtain information**

	No	%
Yes	212	20
No	861	80
Total	1073	100

**Base: 87**

**A65c Adaptation service improvements**  
**- Better advice and information**

	No	%
Yes	180	17
No	893	83
Total	1073	100

**Base: 87**

**A65d Adaptation service improvements**  
**- Somebody to contact at any given time**

	No	%
Yes	316	29
No	757	71
Total	1073	100

**Base: 87**

**A66 How satisfied\dissatisfied are you with the Adaptations service overall?**

	No	%
Very satisfied	1764	48
Satisfied	1291	35
Neutral	278	8
Dissatisfied	235	6
Very dissatisfied	32	1
"Don't know"	37	1
Total	3638	100

**Base: 310**

**A67 Respondent Code by Health Trust**

						Total
	Armagh and Dungannon	Homefirst	Foyle	North and West Belfast	South and East Belfast	
Adaptation Applicant	520 66%	1126 67%	1240 74%	720 70%	840 75%	4446 71%
Primary Carer	163 21%	433 26%	295 18%	235 23%	247 22%	1373 22%
Parent/Guardian	69 9%	83 5%	60 4%	72 7%	27 2%	311 5%
Other	30 4%	41 2%	77 5%	6 1%	0 0%	154 2%
Total	782 100%	1683 100%	1672 100%	1033 100%	1114 100%	6284 100%

**Base: 508****A68 Were you advised of the services of Fold\Gable? by Health Trust**

						Total
	Armagh and Dungannon	Homefirst	Foyle	North and West Belfast	South and East Belfast	
Yes	163 21%	328 19%	515 31%	179 17%	214 19%	1399 22%
No	619 79%	1356 81%	1156 69%	854 83%	899 81%	4884 78%
Total	782 100%	1684 100%	1671 100%	1033 100%	1113 100%	6283 100%

**Base: 508****A69 Did you use the services of Fold\Gable?**

						Total
	Armagh and Dungannon	Homefirst	Foyle	North and West Belfast	South and East Belfast	
Yes	99 13%	184 11%	427 26%	76 7%	184 17%	970 15%
No	683 87%	1500 89%	1244 74%	957 93%	929 83%	5313 85%
Total	782 100%	1684 100%	1671 100%	1033 100%	1113 100%	6283 100%

**Base: 508**



**A70 Where did you get advice\information about getting an Adaptation?**

						Total
	Armagh and Dungannon	Homefirst	Foyle	North and West Belfast	South and East Belfast	
From Occupational Therapy Department	524 67%	1002 60%	897 54%	732 71%	489 44%	3644 58%
From General Practitioner	30 4%	62 4%	91 5%	54 5%	110 10%	347 6%
From Social Worker\Social Services	30 4%	72 4%	75 4%	65 6%	152 14%	394 6%
From Northern Ireland Housing Executive	158 20%	311 18%	337 20%	91 9%	213 19%	1110 18%
From Health Worker e.g. District Nurse	5 1%	0 0%	33 2%	28 3%	15 1%	81 1%
From Homehelp\Friends	0 0%	175 10%	16 1%	0 0%	42 4%	233 4%
From Advocacy Group e.g. Disability Action	10 1%	20 1%	46 3%	0 0%	31 3%	107 2%
From Citizens Advice Bureau\Advice Centre	0 0%	0 0%	46 3%	6 1%	31 3%	83 1%
From Care and Repair Agency	0 0%	41 2%	88 5%	15 1%	15 1%	159 3%
Other (please specify)	25 3%	0 0%	44 3%	41 4%	15 1%	125 2%
Total	782 100%	1683 100%	1673 100%	1032 100%	1113 100%	6283 100%

**Base: 508****A71 Did you find the advice\information difficult to get?**

						Total
	Armagh and Dungannon	Homefirst	Foyle	North and West Belfast	South and East Belfast	
Yes	129 16%	278 17%	228 14%	50 5%	262 24%	947 15%
No	653 84%	1406 83%	1444 86%	983 95%	851 76%	5337 85%
Total	782 100%	1684 100%	1672 100%	1033 100%	1113 100%	6284 100%

**Base: 508**

**A72 How clear was the advice\information you were given?**

						Total
	Armagh and Dungannon	Homefirst	Foyle	North and West Belfast	South and East Belfast	
Very Clear	391 50%	414 25%	454 27%	610 59%	466 42%	2335 37%
Clear	292 37%	899 53%	832 50%	344 33%	487 44%	2854 45%
Neutral	40 5%	227 13%	264 16%	22 2%	31 3%	584 9%
Unclear	40 5%	92 5%	47 3%	6 1%	42 4%	227 4%
Very unclear	10 1%	41 2%	0 0%	6 1%	31 3%	88 1%
Don't know	10 1%	10 1%	75 4%	43 4%	57 5%	195 3%
Total	783 100%	1683 100%	1672 100%	1031 100%	1114 100%	6283 100%

**Base: 508****A73 Would you have preferred the advice\information in a different format?**

						Total
	Armagh and Dungannon	Homefirst	Foyle	North and West Belfast	South and East Belfast	
Yes	30 4%	133 8%	33 2%	0 0%	46 4%	242 4%
No	752 96%	1551 92%	1639 98%	1033 100%	1067 96%	6042 96%
Total	782 100%	1684 100%	1672 100%	1033 100%	1113 100%	6284 100%

**Base: 508**

**A74 How often do you use the Adaptation?**

						Total
	Armagh and Dungannon	Homefirst	Foyle	North and West Belfast	South and East Belfast	
Everyday	362 89%	883 96%	1087 95%	411 89%	602 86%	3345 92%
2\3 times a week	40 10%	21 2%	60 5%	22 5%	38 5%	181 5%
Once a week	0 0%	10 1%	0 0%	0 0%	0 0%	10 0%
Once a month	5 1%	0 0%	0 0%	0 0%	0 0%	5 0%
Only if you have to	0 0%	0 0%	0 0%	31 7%	0 0%	31 1%
Never	0 0%	10 1%	0 0%	0 0%	15 2%	25 1%
"Don t know"	0 0%	0 0%	0 0%	0 0%	42 6%	42 1%
Total	407 100%	924 100%	1147 100%	464 100%	697 100%	3639 100%

**Base: 310****A75 Has the Adaptation improved your independence in the home?**

						Total
	Armagh and Dungannon	Homefirst	Foyle	North and West Belfast	South and East Belfast	
Greatly	376 93%	758 82%	1070 93%	398 86%	621 89%	3223 89%
A little	20 5%	94 10%	62 5%	50 11%	49 7%	275 8%
Not at all	10 2%	73 8%	15 1%	15 3%	27 4%	140 4%
Total	406 100%	925 100%	1147 100%	463 100%	697 100%	3638 100%

**Base: 310**

**A76 How satisfied\dissatisfied were you with the conduct of the builder doing the work?**

						Total
	Armagh and Dungannon	Homefirst	Foyle	North and West Belfast	South and East Belfast	
Very satisfied	302 74%	354 38%	643 56%	310 67%	481 69%	2090 57%
Satisfied	84 21%	404 44%	267 23%	91 20%	163 23%	1009 28%
Neutral	5 1%	63 7%	142 12%	15 3%	15 2%	240 7%
Dissatisfied	0 0%	62 7%	65 6%	26 6%	11 2%	164 5%
Very dissatisfied	15 4%	41 4%	31 3%	22 5%	15 2%	124 3%
"Don t know"	0 0%	0 0%	0 0%	0 0%	11 2%	11 0%
Total	406 100%	924 100%	1148 100%	464 100%	696 100%	3638 100%

**Base: 310****A77 How satisfied\dissatisfied were you with the builder doing the work in terms of... Quality of work?**

						Total
	Armagh and Dungannon	Homefirst	Foyle	North and West Belfast	South and East Belfast	
Very satisfied	302 74%	322 35%	691 60%	284 61%	397 57%	1996 55%
Satisfied	84 21%	446 48%	296 26%	123 27%	216 31%	1165 32%
Neutral	0 0%	73 8%	65 6%	6 1%	27 4%	171 5%
Dissatisfied	10 2%	52 6%	63 5%	35 8%	15 2%	175 5%
Very dissatisfied	10 2%	31 3%	16 1%	0 0%	15 2%	72 2%
"Don t know"	0 0%	0 0%	15 1%	15 3%	27 4%	57 2%
Total	406 100%	924 100%	1146 100%	463 100%	697 100%	3636 100%

**Base: 310**

**A78 Are there any ways in which the Housing Executive could improve the Adaptations service?**

	Armagh and Dungannon	Homefirst	Foyle	North and West Belfast	South and East Belfast	Total
Yes	124 31%	311 34%	342 30%	100 22%	197 28%	1074 30%
No	282 69%	613 66%	805 70%	364 78%	500 72%	2564 70%
Total	406 100%	924 100%	1147 100%	464 100%	697 100%	3638 100%

**Base: 310****A79 How satisfied\dissatisfied are you with the Adaptations service overall?**

	Armagh and Dungannon	Homefirst	Foyle	North and West Belfast	South and East Belfast	Total
Very satisfied	223 55%	343 37%	486 42%	269 58%	443 64%	1764 49%
Satisfied	129 32%	395 43%	486 42%	141 30%	140 20%	1291 35%
Neutral	15 4%	83 9%	112 10%	19 4%	49 7%	278 8%
Dissatisfied	20 5%	104 11%	46 4%	28 6%	38 5%	236 6%
Very dissatisfied	10 2%	0 0%	0 0%	6 1%	15 2%	31 1%
"Don t know"	10 2%	0 0%	16 1%	0 0%	11 2%	37 1%
Total	407 100%	925 100%	1146 100%	463 100%	696 100%	3637 100%

**Base: 310****A80 Were you advised of the services of Fold\Gable?**

	Housing Executive Adaptations	Disabled Facilities Grant	Total
Yes	68 3%	1332 36%	1400 22%
No	2549 97%	2335 64%	4884 78%
Total	2617 100%	3667 100%	6284 100%

**Base: 508**

**A81 Did you use the services of Fold\Gable?**

	Housing Executive Adaptations	Disabled Facilities Grant	Total
Yes	16 1%	954 26%	970 15%
No	2600 99%	2713 74%	5313 85%
Total	2616 100%	3667 100%	6283 100%

**Base: 508****A82 Where did you get advice\information about getting an Adaptation?**

	Housing Executive Adaptations	Disabled Facilities Grant	Total
From Occupational Therapy Department	1428 55%	2216 60%	3644 58%
From General Practitioner	177 7%	171 5%	348 6%
From Social Worker\Social Services	167 6%	227 6%	394 6%
From Northern Ireland Housing Executive	665 25%	445 12%	1110 18%
From Health Worker e.g. District Nurse	50 2%	31 1%	81 1%
From Homehelp\Friends	59 2%	174 5%	233 4%
From Advocacy Group e.g. Disability Action	16 1%	90 2%	106 2%
From Citizens Advice Bureau\Advice Centre	23 1%	60 2%	83 1%
From Care and Repair Agency	0 0%	160 4%	160 3%
Other (please specify)	31 1%	94 3%	125 2%
Total	2616 100%	3668 100%	6284 100%

**Base: 508**

**A83 Did you find the advice\information difficult to get?**

	Housing Executive Adaptations	Disabled Facilities Grant	Total
Yes	328 13%	619 17%	947 15%
No	2289 87%	3048 83%	5337 85%
Total	2617 100%	3667 100%	6284 100%

**Base: 508****A84 How clear was the advice\information you were given**

	Housing Executive Adaptations	Disabled Facilities Grant	Total
Very Clear	1044 40%	1291 35%	2335 37%
Clear	1167 45%	1686 46%	2853 45%
Neutral	247 9%	336 9%	583 9%
Unclear	71 3%	157 4%	228 4%
Very unclear	27 1%	61 2%	88 1%
Don't know	61 2%	135 4%	196 3%
Total	2617 100%	3666 100%	6283 100%

**Base: 508****A85 Would you have preferred the advice\information in a different format?**

	Housing Executive Adaptations	Disabled Facilities Grant	Total
Yes	53 2%	189 5%	242 4%
No	2564 98%	3478 95%	6042 96%
Total	2617 100%	3667 100%	6284 100%

**Base: 508**

**A86 How often do you use the Adaptation?**

			Total
	Housing Executive Adaptations	Disabled Facilities Grant	
Everyday	2046 95%	1298 88%	3344 92%
2\3 times a week	76 4%	104 7%	180 5%
Once a week	10 0%	0 0%	10 0%
Once a month	5 0%	0 0%	5 0%
Only if you have to	0 0%	31 2%	31 1%
Never	10 0%	15 1%	25 1%
"Don t know"	11 1%	31 2%	42 1%
Total	2158 100%	1479 100%	3637 100%

**Base: 310****A87 Has the Adaptation improved your independence in the home?**

			Total
	Housing Executive Adaptations	Disabled Facilities Grant	
Greatly	1917 89%	1307 88%	3224 89%
A little	169 8%	106 7%	275 8%
Not at all	74 3%	66 4%	140 4%
Total	2160 100%	1479 100%	3639 100%

**Base: 310**



**A88 How satisfied/dissatisfied were you with the conduct of the builder doing the work?**

	Housing Executive Adaptations	Disabled Facilities Grant	Total
Very satisfied	1231 57%	858 58%	2089 57%
Satisfied	559 26%	449 30%	1008 28%
Neutral	165 8%	75 5%	240 7%
Dissatisfied	144 7%	20 1%	164 5%
Very dissatisfied	49 2%	76 5%	125 3%
"Don t know"	11 1%	0 0%	11 0%
Total	2159 100%	1478 100%	3637 100%

**Base: 310****A89 How satisfied/dissatisfied were you with the builder doing the work in terms of... Quality of work?**

	Housing Executive Adaptations	Disabled Facilities Grant	Total
Very satisfied	1200 56%	797 54%	1997 55%
Satisfied	635 29%	530 36%	1165 32%
Neutral	135 6%	36 2%	171 5%
Dissatisfied	121 6%	55 4%	176 5%
Very dissatisfied	58 3%	15 1%	73 2%
"Don t know"	11 1%	45 3%	56 2%
Total	2160 100%	1478 100%	3638 100%

**Base: 310**

**A90 Are there any ways in which the Housing Executive could improve the Adaptations service?**

	Housing Executive Adaptations	Disabled Facilities Grant	Total
Yes	572 26%	501 34%	1073 30%
No	1588 74%	977 66%	2565 70%
Total	2160 100%	1478 100%	3683 100%

**Base: 310**

**A91 How satisfied\dissatisfied are you with the Adaptations service overall?**

	Housing Executive Adaptations	Disabled Facilities Grant	Total
Very satisfied	1044 48%	720 49%	1764 48%
Satisfied	760 35%	531 36%	1291 35%
Neutral	198 9%	81 5%	279 8%
Dissatisfied	125 6%	111 8%	236 6%
Very dissatisfied	6 0%	25 2%	31 1%
"Don t know"	28 1%	10 1%	38 1%
Total	2161 100%	1478 100%	3639 100%

**Base: 310**

**A95 How satisfied\dissatisfied are you with the Adaptations service overall?**

	Housing Executive Adaptations	Disabled Facilities Grant	Total
Very satisfied	1044 48%	720 49%	1764 48%
Satisfied	760 35%	531 36%	1291 35%
Neutral	198 9%	81 5%	279 8%
Dissatisfied	125 6%	111 8%	236 6%
Very dissatisfied	6 0%	25 2%	31 1%
"Don t know"	28 1%	10 1%	38 1%
Total	2161 100%	1478 100%	3639 100%

**Base: 310**

## APPENDIX II - SURVEY QUESTIONNAIRE

## WELFARE ADAPTATIONS SURVEY 2005

## INTRODUCTION

Good morning/afternoon/evening. My name is \_\_\_\_\_ from Research and Evaluation Services (**SHOW ID**). You will have received a letter explaining that the Housing Executive, the Department of Health and Social Services and Disability Action are currently carrying out a joint review of the adaptation service for people with disabilities. If possible, I would like to speak to the person the adaptation was carried out for or their primary carer, to ask them some questions about their experience of the adaptation service. The survey is completely confidential and your help would be much appreciated. Could I just check, does the person for whom the adaptation was carried out still live at this address?

<b>YES</b>	<b>1</b>	<b>CONTINUE</b>
<b>NO</b>	<b>2</b>	<b>THANK RESPONDENT AND TERMINATE INTERVIEW</b>

And are you:

The person for whom the adaptation was carried out	1
Husband / wife / partner of the person for whom the adaptation was carried out	2
The Parent / Guardian of the person for whom the Adaptation was carried out	3
Son / daughter of the person for whom the adaptation was carried out	4
Other Carer of the person for whom the Adaptation was carried out	5
Other (please specify)	98

## Interviewer Note

If a suitable person is available, ask if they could spare a few minutes to take part in the survey. If they agree, proceed with interview, otherwise, terminate interview, and thank respondent and record reason for refusal.

Anti government/Housing Executive	1
Invasion of privacy	2
Dislike survey subject	3
Can't be bothered	4
Genuinely too busy	5
Too old/Too sick	6
Personal reasons	7
Other (please specify)	8

**IF SUITABLE PERSON NOT AVAILABLE OR SUITABLE PERSON UNABLE TO TAKE PART AT THAT TIME, ARRANGE TO CALL AT A MORE CONVENIENT TIME.**

## SECTION 1 – PRE DELIVERY

Q1 To help us analyse the information we receive, can you tell me the tenure of your home?

Rent from Housing Executive	1
Rent from private landlord	2
Owner Occupier	3
Co-ownership	4
Housing Association	5
Other (please specify)	6

Q1a Could you also tell me which Health Trust you belong to?

Armagh and Dungannon	1
Homefirst	2
Foyle	3
North and West Belfast	4
South and East Belfast	5
Don't know	9

Q2 Who was your first contact when you initially enquired about Adaptations to your home?

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**INTERVIEWER INSTRUCTION: PLEASE READ OUT TO THE ADAPTATION APPLICANT: ASK ONLY OF THOSE WHO ANSWERED OPTION 2,3,4 OR 5 TO Q1.**

Since 1988, the Housing Executive has approved the use of two Home Improvement Agencies to provide advice and assistance to grant applicants who are elderly or have a disability. These are Fold and Gable (*Shelter has renamed its grants agency service to GABLE (Grant Access to Better Living Environments)*).

Q2a Were you advised of the services of Fold/Gable?

Yes	1	Go to Q2b
No	2	

Q2b Did you use the services of Fold/Gable?

Yes	1
No	2

- Q3 Where did you get advice/information about getting an Adaptation? (Ring one only)  
**If more than one source of information record Main**

From Occupational Therapy Department	1
From General Practitioner	2
From Social Worker/Social Services	3
From Northern Ireland Housing Executive	4
From Health Worker e.g. District Nurse	5
From Homehelp/Friends	6
From Advocacy Group e.g. Disability Action	7
From Citizens Advice Bureau/Advice Centre	8
From Care and Repair Agency	9
From Other (please specify)	10

- Q4a Did you find the advice/information difficult to get? (Ring one only)

Yes	1	go to Q4b
No	2	go to Q4c

- Q4b What was it that made the advice/information difficult to get? Ring a response on each line

	Yes	No
You didn't know where to go	1	2
Staff didn't seem to know much	1	2
Different people gave different information	1	2
Could not access appropriate buildings	1	2
Lack of information available	1	2
Other (please specify)	1	2

- Q4c How could the advice/information be improved?
- 

- Q5 What type of advice/information on Adaptations were you given? Ring a response on each line

	Yes	No
Pamphlet/Leaflet	1	2
Verbal Advice from Occupational Therapist	1	2
Verbal Advice – Others	1	2
Other (please specify)	1	2

- Q6 How clear was the advice/information you were given?

Very Clear	Clear	Neutral	Unclear	Very Unclear
1	2	3	4	5

- Q7 Would you have preferred the advice/information in a different format eg Braille, large print etc?

Yes	1	Go to Q8
No	2	Go to Q9

- Q8 What format would you have preferred the advice/information in? (**INTERVIEWER INSTRUCTION: IF MORE THAN ONE ASK FOR THE MAIN**)

Braille	1
Audiotape	2
Videotape	3
Large Print	4
Other language	5
Computer based i.e. web site	6
Other (please specify)	7

- Q9 Did you consider other alternatives to an adaptation?

Yes	1	Go to Q10
No	2	Go to Q14

- Q10 Were you given advice on the alternatives available?

Yes	No
1	2
Go to Q11	Go to Q14

- Q11 Who gave you advice on the alternatives available? (Ring all that apply)

Housing Association	1
Citizens Advice Bureau	2
Advocacy Group e.g. Disability Action	3
Housing Executive's Welfare Officer	4
Disability Officer	5
Occupational Therapist	6
Care and Repair Agency – Fold/Gable	7
Other (please specify)	8

- Q12 Were the advantages and disadvantages of the alternatives available explained to you?

Yes	No
1	2



- Q13 Were the timescales involved in each alternative explained to you so you could make an informed choice?

Yes	No
1	2

- Q14 How long did you have to wait for the Occupational Therapist Assessment? (Ring one only)

0-4 weeks	1
5-12 weeks	2
13-27 weeks	3
28-40 weeks	4
41+ weeks	5
Not applicable	8

- Q15 How long did you have to wait from the time of your assessment by the Occupational Therapist until the Housing Executives Welfare Officer/Grants Officer visited you? (Ring one only)

0-4 weeks	1
5-12 weeks	2
13-27 weeks	3
28-40 weeks	4
41+ weeks	5
Not applicable	8

- Q16 Has the Adaptation been completed?

Yes	No
1	2
<b>GO TO SECTION 2</b>	<b>Go to Q17</b>

- Q17 Has work on the Adaptation started?

Yes	No
1	2
<b>Go to Q23</b>	<b>Go to Q18</b>

- Q18 How are you managing in the meantime? Ring a response on each line

	Yes	No
Formal Domestic Help e.g. Homehelp/Care Assistant	1	2
Informal Domestic Help e.g. Family/Friends	1	2
Sleeping Downstairs	1	2
Using temporary aid e.g. Commode	1	2
Other (please specify)	1	2

Q19a Do you have a named person within the Housing Executive you can contact if necessary?

Yes	No
1	2
Go to Q20	Go to Q19b

Q19b Would you like to have a named person within the Housing Executive you could contact if necessary?

Yes	No
1	2

Q20 Do you feel that your views on the Adaptation were taken into account by the following? Ring a response on each line

	Yes	No	N/A
The Occupational Therapist	1	2	8
The Welfare Officer/ The Grants Officer	1	2	8

Q21a How satisfied/dissatisfied are you with the service you received to date regarding the Adaptation?

Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
1	2	3	4	5
Go to Q21c		Go to Q22	Go to Q21b	

Q21b Why are you dissatisfied with the service?

---



---

Go to Q22

Q21b Why are you dissatisfied with the service?

---



---

Go to Q22

Q22 Do you think the advice/information flow on Adaptations could be improved?

Yes	No
1	2
Go to Q22a	<b>GO TO SECTION 3</b>

Q22a How do you think the advice/information flow on Adaptations could have been improved?

---

**GO TO SECTION 3**

## FOR RESPONDENTS WHOSE ADAPTATION WORK HAS ALREADY STARTED

Q23 Were you advised of the approximate timescale by the Housing Executive?

Yes	No
1	2

Q24 How long did it actually take from the time the Housing Executives Welfare Officer/Grants Officer visited until the work on the Adaptation started? (Ring one only)

0-4 weeks	1	Go to Q25
5-12 weeks	2	
13-27 weeks	3	
28-40 weeks	4	
41+ weeks	5	
Not applicable	6	Go to Q28

Q25 Did you expect that this would be the time that it would take?

Yes	No
1	2

Q26 Did you think there was a significant delay in the process?

Yes	No
1	2
Go to Q27	Go to Q28

Q27 What do you think were the major hold ups to the process?

---

**INTERVIEWER INSTRUCTION: FOR OWNER OCCUPIERS AND CO-OWNERSHIP ONLY (OPTION 3 AND 4 TO Q1, ASK Q28-Q30b)**

Q28 Have you had difficulties with any of the following? Ring a response on each line

	Yes	No
Architect	1	2
Builder	1	2
Planning Permission	1	2
Building Control Approval	1	2
Other Documentation (please specify)	1	2
Post Office Documentation (Test of Resources)	1	2
Building society/Bank	1	2
Your contribution to the cost	1	2

Q29 Are you currently having difficulties with any of the following? Ring a response on each line

	Yes	No
Architect	1	2
Builder	1	2
Planning Permission	1	2
Building Control Approval	1	2
Other Documentation (please specify)	1	2
Post Office Documentation (Test of Resources)	1	2
Building society/Bank	1	2
Your contribution to the cost	1	2

Q30a Who chose the builder to carry out the work?

Architect	1	Go to Q31
Care and Repair Agency e.g. Fold/Shelter	2	
Other (please specify)	3	
Yourself	4	Go to Q30b
Don't know	5	Go to Q31

Q30b Was it difficult getting the builder yourself?

Yes	No
1	2

Q31 Were you advised prior to the commencement of the work of any of the following?  
Ring a response on each line

	Yes	No	N/A
Start date of work	1	2	3
Duration of work on site	1	2	3

Q32 Were you advised prior to the commencement of work that any of the following would happen as part of the Adaptation? **INTERVIEWER INSTRUCTION: IF THE OPTION IS NOT RELEVANT TO THE RESPONDENT CODE AS N/A NOT NO.** Ring a response on each line

	Yes	No	N/A	
Physical Disturbance	1	2	3	Go to Q35
Preparatory Work e.g. lifting carpets/furniture	1	2	3	
Temporary Move	1	2	3	Go to Q33
Redecoration Grant <b>ONLY ASK OF HOUSING EXECUTIVE TENANTS</b>	1	2	3	Go to Q35
Other (please specify)	1	2	3	

Q33 What arrangements did you have to make for a temporary move out of your home?

---

Q34 Who assisted you to make a temporary move out of your home?

---

Q35 Do you feel that your views on the Adaptation were taken into account by the following? Ring a response on each line

	Yes	No
The Occupational Therapist	1	2
The Welfare Officer/ The Grants Officer	1	2

Q36 Do you have a named person within the Housing Executive you can contact if necessary?

Yes	No
1	2
Go to Q38a	Go to Q37

Q37 Would you like to have a named person within the Housing Executive you could contact if necessary?

Yes	No
1	2

Q38a How satisfied/dissatisfied are you with the service you received to date?

Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
1	2	3	4	5
GO TO SECTION 38c		GO TO SECTION 3	Go to Q38b	

Q38b Why are you dissatisfied with the service?

---

Q38c With what aspects of the service were you satisfied?

---

**FOR RESPONDENTS WHOSE ADAPTATION WORK HAS BEEN COMPLETED****SECTION 2 – POST DELIVERY**

Q39 Were you advised of the approximate timescale by the Housing Executive?

Yes	No
1	2

Q40 How long did it actually take from the time the Housing Executives Welfare Officer/Grants Officer visited until the work on the Adaptation started? (Ring one only)

0-4 weeks	1	Go to Q41
5-12 weeks	2	
13-27 weeks	3	
28-40 weeks	4	
41+ weeks	5	
N/A	6	Go to Q42

Q41 Did you expect that this would be the time that it would take?

Yes	No
1	2

Q42 Do you feel your views on the Adaptation were taken into account by the following? (Ring one only)

	Yes	No
The Occupational Therapist	1	2
The Welfare Officer/ The Grants Officer	1	2

Q43 What type of Adaptation did you have installed? (Code all that apply)

	Q43		Q43b
	Yes	No	
Extension	1	2	1
Lift	1	2	2
Ground Floor Water Closet	1	2	3
Heating Change	1	2	4
Shower	1	2	5
Other (please specify)	1	2	6

**FOR THOSE WHO SELECTED MORE THAN ONE AT Q43**

Q43b Which of these adaptations was the last to be installed?

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**CAPI INSTRUCTION: Q44a and Q44b: ONLY ASK THOSE WHO ANSWERED OPTION 2, 3, 4 OR 5 TO Q1**

Q44a Who chose the builder to carry out the work? (Ring one only)

Architect	1	Go to Q45
Care and Repair Agency e.g. Fold/Gable	2	
Other (please specify)	3	
Yourself	4	Go to Q44b

Q44b Was it difficult getting the builder yourself?

Yes	No
1	2

Q45 Were you advised prior to the commencement of the work of any of the following?  
Ring a response on each line

	Yes	No	N/A
Start date of work	1	2	3
Duration of work on site	1	2	3

Q46 Were you advised prior to the commencement of work that any of the following would happen as part of the Adaptation? Ring a response on each line

	Yes	No	N/A	
Physical Disturbance	1	2	3	Go to Q49
Preparatory Work e.g lifting carpets/furniture	1	2	3	
Temporary Move	1	2	3	Go to Q47
Redecoration Grant <b>ONLY ASK OF HOUSING EXECUTIVE TENANTS</b>	1	2	3	Go to Q49
Other (please specify)	1	2	3	

Q47 What arrangements did you have to make for a temporary move out of your home?

---

Q48 Who assisted you to make a temporary move out of your home?

---

Q49 Was the Adaptation what you expected to get?

Yes	No
1	2
Go to Q51	Go to Q50

Q50 What was the difference between the Adaptation you expected and the Adaptation delivered?

---

Q51 How often do you use the Adaptation? (Ring one only)

Everyday	1
Once a week	2
Once a month	3
Only if you have to	4
Never	5

Q52 Has the Adaptation improved your independence in the home? (Ring one only)

Greatly	1
A little	2
Not at all	3

Q53 Were you advised who to contact if there was any problem when the work was being carried out?

Yes	No
1	2

Q54a How satisfied/dissatisfied were you with the conduct of the builder doing the work?

Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
1	2	3	4	5
Go to Q54c		Go to Q55a	Go to Q54b	

Q54b Why were you dissatisfied with the conduct of the builder doing the work?

---

Q54c Why were you satisfied with the conduct of the builder doing the work

---



Q55a From your experience how satisfied/dissatisfied were you with the builder doing the work in terms of the following? Ring a response on each line

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Speed	1	2	3	4	5	8
Quality of work	1	2	3	4	5	8
Friendliness	1	2	3	4	5	8
Tidiness	1	2	3	4	5	8
Quality of materials	1	2	3	4	5	8
Politeness	1	2	3	4	5	8

Q55b **ASK TO THOSE DISSATISFIED/VERY DISSATISFIED AT Q55 WHY THEY WERE DISSATISFIED/VERY DISSATISFIED FOR EACH OPTION**

Q55c Overall, were you satisfied with any particular aspect(s) of the Adaptation?

Yes	No
1	2
Go to Q55d	Go to Q56a

Q55d What particular aspect of the adaptation were you satisfied with?

---

Q56a Do you have any questions or anxieties that have not been dealt with?

Yes	No
1	2
Go to Q56b	Go to Q57

Q56b What questions or anxieties have not been dealt with?

---

Q57 Do you have a named person within the Housing Executive to contact if something goes wrong with the Adaptation in the future?

Yes	No
1	2
Go to Q59	Go to Q58

Q58 Would you like to have a named person within the Housing Executive to contact if something goes wrong with the Adaptation in the future?

Yes	No
1	2

Q59 Are there any ways in which we could improve the Adaptations service?

Yes	No
1	2
Go to Q60	Go to Q61

Q60 How could the Adaptations service be improved? (CODE ALL THAT APPLY)

	Yes	No
Make it quicker	1	2
Make it easier to obtain information	1	2
Better advice and information	1	2
Somebody to contact at any given time	1	2
Other (please specify)	1	2

Q61a How satisfied/dissatisfied are you with the Adaptations service overall?

Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
1	2	3	4	5
Go to Q61c		<b>GO TO SECTION 3</b>	Go to Q61b	

Q61b Why were you dissatisfied with the Adaptations service?

---

Q61c Is there any aspect of the service you were particularly satisfied with?

---

### SECTION 3 - HOUSEHOLD INFORMATION

Q62 Could you please tell me who lives here, how they are related to you and whether or not they are working? (*I do not require names*). [A family unit cannot span more than 2 consecutive generations (eg. mother with child {*family unit 2*} living with parents {*family unit 1*}].

Person		HRP	2	3	4	5	6	7	8	9	10	11	12
Age													
Sex	Male	1	1	1	1	1	1	1	1	1	1	1	1
	Female	2	2	2	2	2	2	2	2	2	2	2	2
Relation to HRP	HRP	1											
	Partner (married)		2	2	2	2	2	2	2	2	2	2	2
			3	3	3	3	3	3	3	3	3	3	3
	Partner (cohabiting)		4	4	4	4	4	4	4	4	4	4	4
			5	5	5	5	5	5	5	5	5	5	5
			6	6	6	6	6	6	6	6	6	6	6
	Child		7	7	7	7	7	7	7	7	7	7	7
	Parent		8	8	8	8	8	8	8	8	8	8	8
	Other Relative												
	Lodger												
	Other non-relative												
Family Unit (see above)													
<b>Employment Status</b>													
	Self employed	01	01	01	01	01	01	01	01	01	01	01	01
	Employed Full Time	02	02	02	02	02	02	02	02	02	02	02	02
	Employed Part Time	03	03	03	03	03	03	03	03	03	03	03	03
	Not working - short term (< 1 yr)	04	04	04	04	04	04	04	04	04	04	04	04
	Not working -long term > 1yr)	05	05	05	05	05	05	05	05	05	05	05	05
	Retired from work – excludes looking after family/home	06	06	06	06	06	06	06	06	06	06	06	06
	Student (Further /Higher Education)	07	07	07	07	07	07	07	07	07	07	07	07
	Perm Sick/Disabled	08	08	08	08	08	08	08	08	08	08	08	08
	Looking after family/home	09	09	09	09	09	09	09	09	09	09	09	09
	Other (including schoolchild)	10	10	10	10	10	10	10	10	10	10	10	10
<b>Marital Status</b>													
	Single (never married)	1	1	1	1	1	1	1	1	1	1	1	1
	Married (first marriage)	2	2	2	2	2	2	2	2	2	2	2	2
	Re- Married	3	3	3	3	3	3	3	3	3	3	3	3
	Separated (but still legally married)	4	4	4	4	4	4	4	4	4	4	4	4
	Divorced (but not legally remarried)	5	5	5	5	5	5	5	5	5	5	5	5
	Widowed(but not legally remarried)	6	6	6	6	6	6	6	6	6	6	6	6
<b>Does the person have any long-term illness, health problem or disability which limits his/her daily activities or the work he/she can do? (By long term I mean anything that has troubled you/them over at least 12 months or that is likely to affect you over a period of 12 months)</b>													
Yes, has a health problem/illness which limits activities		1	1	1	1	1	1	1	1	1	1	1	1
Yes, has a disability which limits activities		2	2	2	2	2	2	2	2	2	2	2	2
Yes, has BOTH a health problem/illness and a disability		3	3	3	3	3	3	3	3	3	3	3	3
Has no such health problems		4	4	4	4	4	4	4	4	4	4	4	4

Person	HR P	2	3	4	5	6	7	8	9	10	11	12
Does anyone in the household use the following aids <b>indoors or outdoors?</b> (Code the highest number used by any one person)												
<b>SHOWCARD Personal Aids</b>												
<b>Psaid</b>	No aids	1	1	1	1	1	1	1	1	1	1	1
	Stick	2	2	2	2	2	2	2	2	2	2	2
	Crutches	3	3	3	3	3	3	3	3	3	3	3
	Zimmer Frame	4	4	4	4	4	4	4	4	4	4	4
	Self-propelled wheel chair	5	5	5	5	5	5	5	5	5	5	5
	Wheel chair pushed by another person	6	6	6	6	6	6	6	6	6	6	6
	Battery powered scooter	7	7	7	7	7	7	7	7	7	7	7
	Adapted vehicle	8	8	8	8	8	8	8	8	8	8	8
	Confined to bed	9	9	9	9	9	9	9	9	9	9	9
<b>Ethnic Groups SHOWCARD</b>												
	White	1	1	1	1	1	1	1	1	1	1	1
	Chinese	2	2	2	2	2	2	2	2	2	2	2
	Irish Traveller	3	3	3	3	3	3	3	3	3	3	3
	Indian	4	4	4	4	4	4	4	4	4	4	4
	Pakistani	5	5	5	5	5	5	5	5	5	5	5
	Bangladeshi	6	6	6	6	6	6	6	6	6	6	6
	Black Caribbean	7	7	7	7	7	7	7	7	7	7	7
	Black African	8	8	8	8	8	8	8	8	8	8	8
	Mixed Ethnic Please specify	9	9	9	9	9	9	9	9	9	9	9
	Black Other Please specify	10	10	10	10	10	10	10	10	10	10	10
	Any other ethnic group (Please specify)	11	11	11	11	11	11	11	11	11	11	11
Person Code of respondent		Numbers of persons in household										
Concealed households		Person number of anyone else present at the interview										
Number of children in household		Code the person/persons for whom Adaptation was for										

Q63 How would you describe the religious tradition of this household? (**Select one only**)

Protestant	Catholic	Mixed Religion Protestant/Catholic	Other (Please specify)	No Religion	Refused
1	2	3	4	5	9
<b>GO TO SECTION 4</b>					

**SECTION 4: RECALL****ASK ALL**

**Q1a** That's the end of the main part of the interview. May I just check....The Housing Executive may want to contact you again in the future, would this be all right?

Yes	1	Go to Q2a
Yes (in certain circumstances)	2	Go to Q1b
No	3	<b>Thank you for taking the time to complete this survey</b>

**Q1b INTERVIEWER INSTRUCTION:** If Yes, in certain circumstances code the main condition to any follow-up survey. Single code

Contact household beforehand	1
Only at a convenient time	2
Someone else (eg carer) needs to be there	3
Don't want to answer questions on financial matters	4
Don't want to answer other types of question	5

**Q2a** Please may I have a telephone number, so we can contact you?

Yes	1
No	2
No phone	3

**Q2b INTERVIEWER RECORD TELEPHONE NUMBER (Land line preferably)**

TELEPHONE NUMBER OF RESPONDENT	
AREA CODE	TELEPHONE NUMBER

**Q3** It is helpful to have a contact name to ask for or to address letters to:

**INTERVIEWER RECORD AS MUCH OF THIS AS RESPONDENT WILL ALLOW  
(REFUSAL ENTER 0 OR RECORD AS 'THE RESIDENT')**

NAME OF RESPONDENT		
TITLE	FORENAME	SURNAME

**Q4** The Housing Executive may wish to interview tenants of certain age groups. Would it be possible to have your date of birth?

DATE OF BIRTH OF RESPONDENT		
DAY	MONTH	YEAR

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY**