

PROCare



Wet Room, Bathroom
& Kitchen Specialists

Shaping our Housing Futures

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PROCare



JASON

Housing Ombudsman complaints are up 470% since 2019

Repairs & adaptations make up a large proportion of this

Adaptations feature heavily in findings of maladministration

Fragmentation

Weak Coordination

Poor initial specification

Delays

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**Funding enables change
Delivery makes it happen**

These failures occur despite
funding being available

Fragmentation

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Poor initial specification

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Fragmented Delivery Model

Resident



Local Authority

OT

Housing Association

Supplier

Installer

Aftercare

Coordinated Partnership Model

Housing Association

Delivery Partner

Survey

Specification

Supply

Support

Good design helps residents thrive



BEFORE



AFTER



Only 7% of homes currently have an adapted bathroom

Homes that are
**FIT FOR OUR
FUTURE**

Retrofitting late costs
more than designing early

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FIT FOR OUR
FUTURE

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