

Carl Sargeant AC/AM
Ysgrifennydd y Cabinet dros Gymunedau a Phlant
Cabinet Secretary for Communities and Children



Llywodraeth Cymru
Welsh Government

Eich cyf/Your ref P-05-711
Ein cyf/Our ref CS/05441/16

Mike Hedges AM
Chair - Petitions Committee
National Assembly for Wales
Ty Hywel
Cardiff Bay
Cardiff
CF99 1NA

government.committee.business@wales.gsi.gov.uk

127 September 2016

Dear Mike

Thank you for your letter dated 24 August requesting my views on a petition expected to be submitted by *Whizz-Kidz*. The petition calls for an introduction of maximum waiting times for delivery of adaptations. The petition also calls for adequate training for local authority staff who deal with the applications for adaptations.

Following the Review of Independent Living Adaptations published in early 2015, we recently began implementing our enhanced adaptations system, *Enable – Support for Independent Living*. All applicants will receive a better service irrespective of age, disability, tenure or location. Emphasis will be on the individual and their family. Which organisation delivers and pays for the adaptation is secondary to people getting the support they need, when they need it. The enhanced system is currently being rolled out and I expect all local authorities and registered social landlords to be delivering adaptations under the revised arrangements from next April.

It will be a simple, clear system with just three broad levels of assistance. Once the need has been identified, advice and information will be provided. The next step is a needs assessment, with an action plan developed and implemented as quickly as possible.

I am aware that there are many factors which can throw obstacles in the way of delivering adaptations within a reasonable timeframe. However, I have not heard of any adaptations taking up to three years to deliver from the first identification of need. Despite the fact that there may be extenuating circumstances out of anyone's control, I would be interested to find out more about any cases in Wales which are taking this long, as clearly this is unacceptable.

Bae Caerdydd • Cardiff Bay
Caerdydd • Cardiff
CF99 1NA

Canolfan Cyswllt Cyntaf / First Point of Contact Centre:
0300 0604400

Gohebiaeth.Carl.Sargeant@llyw.cymru
Correspondence.Carl.Sargeant@gov.wales

Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

As a result of *Enable – Support for Independent Living* providers of adaptations will be expected to work more efficiently to deliver much needed adaptations more quickly. This is why I have made a commitment that local authorities, along with other providers, will receive sufficient training in order to help deliver the aims of our ambitious enhanced scheme.

Yours sincerely



Carl Sargeant AC/AM

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