# WRITTEN STATEMENT

# BY

# THE WELSH GOVERNMENT

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| **TITLE**  | **Consultation on Housing Adaptations Service Standards** |
| **DATE**  | **26 September 2018** |
| **BY** | **Rebecca Evans, Minister for Housing and Regeneration** |

Today, I am pleased to announce the publication of a consultation on Service Standards for Housing Adaptations. Housing adaptations play a key role in supporting disabled and older people to live more independently in their own home. This important area of work brings many benefits to people, supporting their physical and mental wellbeing, as well as reducing pressure on frontline NHS and social care services.

The provision of housing adaptations supports the objectives of our policy agenda laid out in ‘Prosperity for All’ and ‘Healthier Wales,’ by enabling people to maintain their independence and receive services closer to home.

There are a large number of organisations that support the delivery of adaptations in Wales and it is important that people receive a consistent level of service, regardless of tenure and where they may live.

The new standards will help to address this issue. The aim of the standards is to set out the level of service expected for the delivery and installation of a housing adaptation that service users, regardless of their geographic location and tenure, can expect. The Service Standards should ensure service providers deliver housing adaptations in a more consistent manner and inform service users on the level of service to expect when they seek support for a housing adaptation.

I would like to encourage everyone with an interest in this area to make their views known and to provide robust evidence to support their views.

The consultation is available at: <https://beta.gov.wales/housing-adaptations-service-standards> and will close on 19 December 2018.