

## Cyfadran Gofal / Care Directorate

Pennaeth Gwasanaethau Tai (dros dro)  
Head of Housing Services (temporary)  
Berwyn P. Jones

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Ein Cyf / Our Ref: CLG/GR34/337123/1/SM  
Eich Cyf / Your Ref:



Date : 12.12.2008

National Assembly for Wales,  
Cardiff Bay,  
Cardiff,  
CF99 1NA

Dear Sir/Madam,

Further to your letter of October 2008 inviting evidence on home maintenance and adaptations for older people please note the following comments from Gwynedd Council :-

- Waiting times for adaptations are reported as performance indicators hence we assume you can readily access that information. Gwynedd has for a number of years employed a dedicated liaison officer whose duty it is to monitor progress on all applications for adaptations and to further act as a single point of contact for all enquiries, either from applicants or their carers. This was acknowledged as an example of good practice by the Audit commission during the review of private sector housing services in 2004.
- All applications for lifts, ramps and handrails are treated as 'minor disabled adaptations' and are not subject to the full disabled facilities grant process. In the majority of cases council officers will contact the suppliers directly to arrange for installation. The waiting time for these adaptations are therefore very much reduced (average 81 days).
- The current level of annual expenditure on all private sector adaptations is £1.3 million.
- The council does not provide post installation maintenance of equipment and installations.

Yours faithfully

**PRIVATE SECTOR MANAGER [HOUSING]**

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