



Nina Davies

Cyfarwyddwr Gwasanaethau Cymdeithasol a Thai
Director of Social Services and Housing

Neuadd y Sir / County Hall
Llandrindod Wells
Powys
LD1 5LG

Private and Confidential

Ffôn / Tel : 01597 827683
E-bost / E-mail: nina.davies@powys.gov.uk
Eich cyf / Your ref :
Ein cyf / Our ref : ND/
Dyddiad / Date : 15th November 2023

Dear Llais,

Thank you for your most recent engagement report from the Ystradgynlais locality.

It would be helpful if when future reports are sent to myself, they could also be copied to the Social Services Feedback team SocialServicesFeedback@powys.gov.uk

The Social Services Feedback Team will review the reports and progress relevant aspects through the Quality Assurance process for both Adults and Childrens Services to consider learning and outcomes and promote best practice. Agreed actions are noted and monitored, with themes recorded in the Annual Compliments and Complaints Report.

Powys County Council response to the Llais Feedback reports are considered at Social Services Briefing meetings with Portfolio Holders and provided to the Health and Care Scrutiny Committee.

It may be useful to Powys residents if Llais shares the Powys County Council's Social Services Feedback leaflet at engagement events and / or signposts residents to the Feedback webpage at <https://en.powys.gov.uk/article/11274/Social-ServicesCompliments-Comments-and-Complaints-Process>

A response is limited by the anonymised and more generalised nature of some of the comments received. Additionally, it is difficult to respond where there is no indication of whether the resident is providing feedback about a service received from Social Services only, or one provided jointly with Powys Teaching Health Board for example. Therefore, I would ask that Llais remind residents that they can make personal contact with Powys County Council to raise their issues and concerns and receive a more tailored response to their individual situation.

They can use these contact details SocialServicesFeedback@powys.gov.uk 01597 827515

Comment	Response	Action
<p>Concerns about the availability of social workers for older people.</p>	<p>Social Workers continue to be recruited to fill vacancies as they arise. Where necessary, assessments are prioritised, and a waiting list is in place to ensure effective assessments take place for those in most urgent need.</p> <p>Powys County Council continue to monitor resources, including staffing, to ensure effective and efficient services.</p> <p>Individuals who need care and support, or are on a waiting list are encouraged to contact the ASSIST Team on 0345 602 7050 or assist@powys.gov.uk</p>	
<p>Better support is needed for local residents living with dementia, including the need for a dedicated key worker to provide consistency.</p>	<p>Care and Support for those living with Dementia, plus information about Community Support Services can be accessed through our ASSIST Team, who work closely with Community Connectors.</p> <p>Please contact them on 0345 602 7050 or assist@powys.gov.uk</p> <p>Support Services can also be researched on DEWIS which is a register of community support services www.dewis.wales</p>	
<p>More community-based care options are needed due to the areas ageing population and geographic challenges that can complicate accessing services.</p>	<p>The Social Services Commissioning Team work to review and help develop community-based care options to support the delivery of social work within the community. Work is ongoing with health and third sector partners through the Regional Partnership Board.</p> <p>Residents are welcomed and encouraged to inform the Social Services Feedback Team about key services that they feel are missing in their community.</p> <p>SocialServicesFeedback@powys.gov.uk 01597 827515</p>	
<p>Older people are fearful of raising a complaint about services.</p>	<p>The Social Services Feedback Team is there to help and support individuals who wish to make a complaint, which can also be made anonymously.</p>	

	<p>SocialServicesFeedback@powys.gov.uk 01597 827515</p> <p>Complaints are always taken seriously, investigated and are an important part of improving practice and service delivery and development.</p>	
<p>Fairness about access to services was raised, particularly around Flying Start.</p>	<p>Flying Start Service provision is determined by the areas defined by Welsh Government, based on areas of deprivation and targeted to give those shown to be the most at risk of deprivation a 'flying start' in life.</p>	
<p>Concerns about housing, the lack of social housing, high cost of new builds, the strain that new developments will put on local services; there is a need for a better health and social care infrastructure.</p>	<p>These service areas are a matter for the Housing and Planning Teams.</p> <p>The effect of new housing developments on all local services, including social care, are an important consideration. These inform service plans to improve access to all Council services as part of the Regional Partnership Boards Area Plan.</p>	<p>Comments will be passed to the Head of Housing and Head of Planning for consideration.</p>
<p>Concern about the disposal of incontinence products, cost of disposal bags and lack of council-provided service for this purpose.</p>	<p>Infectious Clinical Waste collections are organised by Powys Teaching Health Board, individuals should contact their local Community Nursing Team at their GP Practise. Infectious Waste includes used bandages, needles and swabs. Non-Infectious Waste, such as incontinence pads, stoma bags, sanitary products etc. should be double bagged and left with the normal waste collection.</p> <p>Additional waste capacity can be applied for online https://en.powys.gov.uk/article/998/Clinical-Waste</p>	<p>Comments will be passed to the Head of Household Waste and Recycling.</p>
<p>A resident advised their daughter (with Autism) no longer has contact with Social Services and raised concern about her limited opportunities to interact within the local community.</p>	<p>Individuals with Care and Support needs, including carers, can request an assessment to explore whether Social Services or a community-based service can meet their needs.</p> <p>For Adults : 0345 602 7050 or assist@powys.gov.uk</p> <p>For children and young people: 01597 827666 (office hours) 0345 054 4847 (outside office hours) csfrontdoor@powys.gov.uk</p> <p>Support may also be available from the Integrated Autism Service within Powys Teaching Health</p>	

Board.

<https://pthb.nhs.wales/services/learning-disabilities-services/integrated-autism-service/>

Support Services can also be researched on DEWIS which is a register of community support services www.dewis.wales

I hope the information and comments provided are helpful, and welcome feedback on the response format and / or service provision.

Yours sincerely,



Nina Davies

Cyfarwyddwr Dros Dro Gwasanaethau Cymdeithasol a Thai
Director of Social Services and Housing