

CYNGOR SIR POWYS COUNTY COUNCIL

County Council
22nd October 2014

REPORT AUTHOR: County Councillor Darren Mayor, Portfolio Holder for Adult Social Care

SUBJECT: Question from County Councillor Russell George

Can the cabinet member provide the following information?

The total number of formal incidents and concerns regarding the provision of Adult social care, or quality of, for the following periods below from all partner organisations (eg NHS, police, PTHB, GP's) politicians, and from members of the public

A - April 1st 2013 – Sept 30th 2013 (6 months period last year)

B - April 1st 2014 – Sept 30th 2014 (6 months period this year)

C - The same information to be provided by numbers in terms of monthly incidence.

Safeguarding

The Council's Safeguarding/Adult Protection service receives all referrals made to the Council and then assesses whether these referrals meet the threshold for Adult Protection, which is 'significant harm', and once assessed many referrals are closed at the first stage, as they are deemed not to meet this threshold.

Therefore, the figures below relate to ALL referrals received

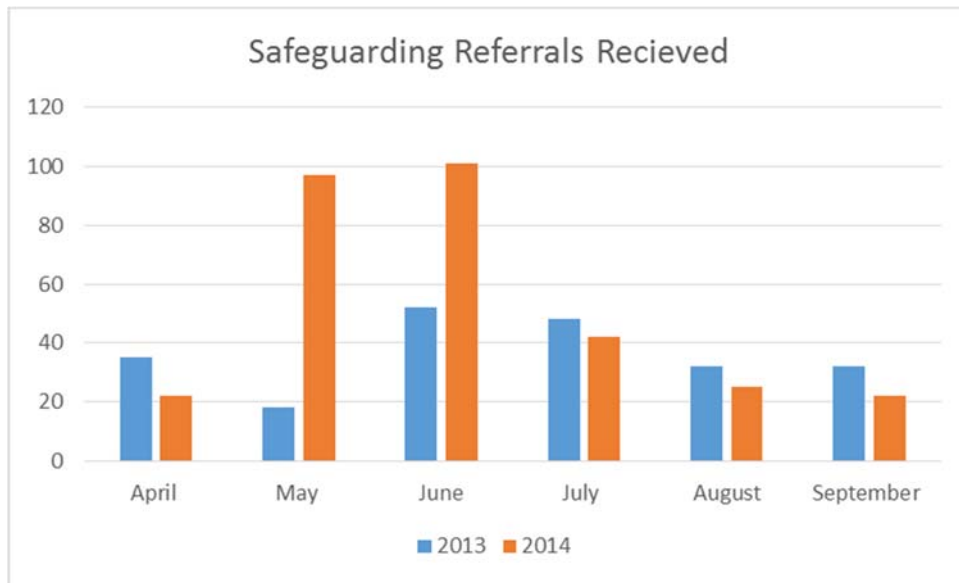
The numbers of safeguarding referrals received;

Period	Total Safeguarding Referrals Received	Referrals progressed to investigation, which to (after meeting threshold)
1 st April 2013- 30 th September 2013	217	36
1 st April 2014- 30 th September 2014	309	93, of which 26 cases were through a single agency approach and 12 cases through a joint

		investigation with the Police.
--	--	--------------------------------

This safeguarding approach was managed jointly with the provider performance process and individual protection plans were put in place to safeguard and support these clients.

The breakdown of the referrals by month is as follows:



Clearly, this table demonstrates that whilst May and June received high levels of Safeguarding concerns, these have now reduced and for the last 3 months have been lower than the previous year. The service in partnership with colleagues in PtHB, Police, CSSIW and providers worked to address these issues and to safeguard our most vulnerable citizens.

Complaints / Compliments

Month	2013/14		2014/15	
	Complaints	Compliments	Complaints	Compliments
April	2	1	4	2
May	1	0	7	3
June	1	0	25	1
July	1	0	11	0
August	1	1	5	0
September	0	0	6	2
Total	6	2	58	8

	2013/14		2014/15	
Area	Complaints	Compliments	Complaints	Compliments
Brecon	0	1	6	1
Newtown	1	0	16	0
Radnor	4	0	8	5
Welshpool	0	1	20	0
Ystradgynlais	1	0	8	2
Total	6	2	58	8

Queries from Assembly Members / Members of Parliament Regarding Packages of Care

As provided by the member support team, Powys County Council. Up until June 2014 the system of using the member support team was less well developed and therefore this comparator is less helpful or fully accurate in looking at issues raised by Councillors/ AMs/MPs for the submission of queries; up until then the queries made and recorded in the below would not necessarily reflect the number of queries made.

Month	Portfolio Holder / County Councillor	AMs	MPs	Other e.g. Health Board / Community Council
1 st April 2013 to 30 th Sept 2013	5	2	1	0
1 st April 2014 to 30 th September 2014	17	22	12	9