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Dear Llais,

Thank you for your emails containing the feedback reports from the community events Llais attended over the summer. It would be helpful if future reports could also be copied to the Social Services Feedback team using the email address SocialServicesFeedback@powys.gov.uk

The Social Services Feedback Team have reviewed the reports and will progress relevant aspects through the Quality Assurance process for both Adults and Childrens Services. This process considers learning and outcomes from complaints and feedback, and promotes best practice highlighted through compliments received. Agreed actions are noted and monitored with themes being recorded in the Annual Report.

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

Perhaps Llais could consider sharing copies of Powys County Council's social services feedback leaflet at engagement events, or signpost people to our feedback webpage at <https://en.powys.gov.uk/article/11274/Social-Services-Compliments-Comments-and-Complaints-Process>. Members of the Team would also be happy to attend future Llais engagement events where appropriate.

This is the first Powys County Council response to Llais engagement reports, and I think it is important to clarify a few points at this stage. As the reports contain limited and anonymous information, we have sometimes only been able to provide limited feedback. If an individual requests a detailed response on their personal circumstances, please could you ask them to make contact via the contact information provided above. For some comments it has not been possible to ascertain whether they relate to council services or not. For example, Mental Health Services are delivered jointly, therefore it is difficult to respond where there is no indication of whether the resident received the support from Social Care Services or Powys Teaching Health Board.

Comment	Response	Action
<p>Concerns about bin collections.</p> <p>An older person with mobility issues had contacted Powys County Council eight times advising they were unable to move their bin themselves and been told that the issue would be resolved but nothing happened.</p> <p>Another person advised that the change in the collection of non-infectious waste that happened a few years ago.</p> <p>A Carer looking after a number of householders with incontinence issues and other health needs resulting in additional household waste had been advised by the Council that they could not have an additional bin. Credu had advised that this was incorrect information.</p>	<p>Assisted Bin Collection and Bin allocations are dealt with by the Refuse Team, contact details below.</p> <p>01597 827465 Waste.awareness@powys.gov.uk Missed Bin Collections - Powys County Council</p> <p>If a resident who is being supported by a Social Worker has an issue with assisted bin collection, they can ask their Social Worker for assistance in escalating the matter or make a complaint through our Corporate Complaints team via</p> <p>01597 827472 Comments, Compliments and Complaints - Powys County Council</p>	<p>Comments passed to the Highways, Transport and Recycling Department.</p>
<p>Difficulties in completing DWP forms</p>	<p>This is a matter for the Department of Work and Pensions. There are a number of organisations that can support residents completing these applications.</p> <p>If an individual is receiving support from a Social Worker they may ask for assistance with the forms, but</p>	

	<p>organisations like Citizen's Advice, Age Cymru and the Benefits Advise Team can also assist.</p> <p>https://en.powys.gov.uk/benefits</p>	
<p>Concerns about Carers mental health.</p> <p>Carers talked about the stress they experience and often being at the top of the 'Pyramid of Stress' whereby a slight incident could trigger much more significant issues.</p>	<p>Carers who want or need more support or respite can ask the Local Authority to complete a Carers Assessment, quite independently from the person they care for.</p> <p>Credu works to support family members and friends (of any age) who are looking after someone who is unwell or disabled.</p>	
<p>Concern about the shortage of paid carers, and delay in care packages being put in place.</p>	<p>Social Services are aware of this challenge and are working to try and address the shortage of paid carers across the county, both internally and with provider organisations. The challenge of Powys' rurality and pay are noted. Earlier in 2023 the Council adjusted the recruitment process for carers, making the process easier and faster, as well as running various recruitment events.</p>	<p>Service developments are being progressed both internally and with providers to strengthen the sector and promote this as an attractive career.</p>
<p>Carers seemed unaware of the Powys Health and Care Academy and the School of Volunteers and Carers being developed.</p>	<p>These are relatively new initiatives and awareness raising is ongoing, however, this feedback will be taken to the Regional Partnership Board.</p>	<p>Feedback to the Regional Partnership Board about the visibility and promotion of the Health and Care Academy and sub-groups.</p>
<p>A central list of Independent Carers was suggested for residents to access.</p>	<p>There is a 'Support Finder' available via the following link: caresupportfinder.org/s4s/WhereILive/Council?pageId=5357</p>	
<p>Concern that medical needs affecting school attendance should be recognised.</p> <p>A parent felt that recognition for children with</p>	<p>This is a matter for the Education Department and individual schools.</p> <p>01597 826422 Education@powys.gov.uk Schools and Education Service Contacts - Powys County Council</p>	<p>Forward the comments to the Education department.</p>

<p>medical needs which might affect attendance should improve, with letters being bespoke rather than standard to avoid upset and stress. They felt more understanding and support is needed in these circumstances.</p>		
<p>Those attending Team Around the Family meetings should arrive on time, and the meeting should not be cancelled.</p>	<p>Agreed. This will be fed back to Childrens Services to ensure the Lead Professional manages these meetings well.</p>	<p>Feed this back to the Early Help Team.</p>
<p>A parent does not feel able to advocate self-referring to Childrens Services following their own poor experience after doing this.</p> <p>They felt judged rather than supported or helped and described it as a horrible experience.</p>	<p>Powys County Council are concerned to hear that anyone has had such an experience when asking for help, and would encourage them to make contact so we can investigate further.</p> <p>Feedback, compliments and complaints (via the links below) are welcomed from residents, to allow matters to be resolved, training needs identified and practice to improve and develop.</p> <p>01938 827 515 Socialservicesfeedback@powys.gov.uk Social Services Comments, Compliments and Complaints - Powys County Council</p> <p>Staff are trained and required to use appropriate language and non-judgemental practice.</p>	
<p>Three separate organisations referred a parent to Social Services for support, failing to meet threshold on each occasion.</p> <p>The parent received a very good service from Montgomeryshire Family Crisis Centre.</p>	<p>A threshold is in place to ensure statutory intervention is appropriately directed; requests for support that do not meet this threshold are offered support from the Early Help Team.</p>	

<p>Support from some Mental Health Social Workers is poor, where they fail to do anything until a complaint is made. Good social workers are overburdened with work.</p>	<p>All staff strive to provide an excellent service within the appropriate legislation, guidance and policy, but at times an individual's needs can be better met by a more appropriate organisation.</p> <p>The demand on all social care staff is recognised, having increased since before the pandemic.</p>	
<p>Concerns about Direct Payments including lengthy delays in getting paid, difficulty and confusion with the system.</p> <p>A paid Co-ordinator to cover an area and help with Direct Payments and finding/allocating carers for people was suggested.</p>	<p>The Local Authority is aware of the previous challenges with Direct Payments and significant work was undertaken to address and mitigate the problems that arose.</p> <p>Payments are now made in a timely manner when the process is followed.</p>	<p>Ensure staff have the right information about Direct Payments.</p>
<p>Call handlers not knowing where to signpost residents when they call Social Services, and not providing a promised call-back.</p>	<p>Powys County Council are concerned to hear that residents have not been called back when promised.</p> <p>Both (Adults) ASSIST and the (Children's) Front Door (Children) Team works closely with the Community Connectors and the Family Information Service respectively to provide signposting to organisations.</p>	
<p>Support services for autistic adults could be improved.</p>	<p>Support for those with social care needs is assessed through a strengths-based assessment model. Assessed social care needs may be met with advice, information or support from the Council, or through community resources including Third Sector Partners.</p> <p>Feedback on service developments is always welcome and can be provided via</p> <p>01938 827 515 Socialservicesfeedback@powys.gov.uk Social Services Comments, Compliments and Complaints - Powys County Council</p>	
<p>A resident with health issues struggles to access services.</p>	<p>Knowing which services the resident struggles to access would allow the Authority to link with corporate colleagues or partner organisations to try and resolve this.</p>	

	<p>Feedback can be provided via</p> <p>01938 827 515 Socialservicesfeedback@powys.gov.uk Social Services Comments, Compliments and Complaints - Powys County Council</p>	
<p>A contact with Social Services about lack of carer visits for an elderly relative resulted in a call back being promised, which has still not been received 18 months later.</p>	<p>Powys County Council are concerned to hear that residents have not been called back when promised.</p> <p>Alternatively, they can provide this feedback via</p> <p>01938 827 515 Socialservicesfeedback@powys.gov.uk Social Services Comments, Compliments and Complaints - Powys County Council</p>	<p>Reminder to staff about importance of following up on agreed call backs.</p>
<p>Uncertainty about how and or difficulty in accessing social care services.</p>	<p>Awareness raising of the social care services that Powys County Council provide is important, as is information on how people can access them.</p> <p>Information is available in a range of Council buildings including libraries, on the website (link below) and from partner organisations such as Credu, GP surgeries, Age Cymru etc.</p> <p>Social Care and Support - Powys County Council</p> <p>Promotion and sharing of information about Council and other services is part of ongoing service delivery developments.</p>	<p>Continue to promote (Children's) Front Door and (Adult's) ASSIST services.</p>
<p>Insufficient services for Early Years.</p>	<p>Services are provided by Health Visitors, Child Care providers, Flying Start provisions, 3-Yr Old Education, Speech and Language Services, and Early Help Programmes such as Incredible Years or Baby and Toddler Support.</p> <p>Feedback on service developments in this area is always welcome and can be provided via</p> <p>01938 827 515 Socialservicesfeedback@powys.gov.uk Social Services Comments, Compliments and Complaints - Powys County Council</p>	
<p>Checks on the experience of those living in Care Homes should be undertaken given the negative comments about Care Homes.</p>	<p>The inspection of care homes is undertaken by Care Inspectorate Wales (CIW). Social workers also regularly visit care homes and will monitor the care being provided. The Commissioning and Partnership Service maintain close connections with Care Homes and those providing that service.</p>	

	<p>Any concerns or worries about the standard of care in a Powys Care Home should be raised with Care Inspectorate Wales (link above) or to our Feedback Team via</p> <p>01938 827 515 Socialservicesfeedback@powys.gov.uk Social Services Comments, Compliments and Complaints - Powys County Council</p>	
<p>There are no support services in Powys or Wales for children diagnosed with Tourette's Syndrome, the nearest being in the West Midlands.</p> <p>Advise is needed about what and how to discuss a child's needs with their school in this situation.</p>	<p>The Family Information Service may be able to provide some useful information.</p> <p>SNAP Cymru SNAP Cymru provide support for parents with getting the right support for their child, so could be contacted for support in talking to the school about a child's diagnosis.</p>	
<p>Concerns for residents placed in Jubilee House in Knighton but without suitable support; why is there no designated Social Worker for this property.</p>	<p>Whilst Social Workers are not allocated to specific accommodations or locations, residents may have their own allocated Social Worker or carer, or a support worker from another partner organisation.</p>	
<p>A Baby/Toddler Group run by the Local Authority could support many families (who currently attend Church run groups)</p>	<p>Powys County Council have previously run Parent and Toddler Group initiatives but found that attendance was low.</p> <p>The Social Services and Wellbeing (Wales) Act 2014 advocates that families' use of community-based resources should be promoted, which the Local Authority does via the Commissioning and Partnership Team. Partner organisations have greater freedom to run at a time and location that best suits local families and provide services that meet their needs.</p>	
<p>An elderly resident had to wait 3 weeks after being discharged from hospital before</p>	<p>Powys County Council teams work hard to complete the most urgent adaptations as soon as possible. If individuals or families have any concerns over timings, please don't hesitate to contact their allocated worker, the Duty Team or Social Services Feedback team.</p>	



recommended handrails were installed		
Childrens services needs to be better monitored. One experience of Childrens Services was not good and whilst within the law, 'did not seem right'.	Powys County Council understands that at times a family may consider or experience Social Services intervention and support as 'invasive' and unwelcome. Feedback and further discussion would be needed and welcomed to better understand the family's experience so practice can be developed and improved from that learning. 01938 827 515 Socialservicesfeedback@powys.gov.uk Social Services Comments, Compliments and Complaints - Powys County Council	

I hope the information and comments provided above are helpful, informative and constructive. I would appreciate your feedback, in due course, to discuss if this approach meets your needs and expectations.

Yours sincerely,

Nina Davies

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Director of Social Services and Housing