

Community Services

Councillor
Graham
Brown



Councillor
Michael
Jones



Councillor
Chris
Mann



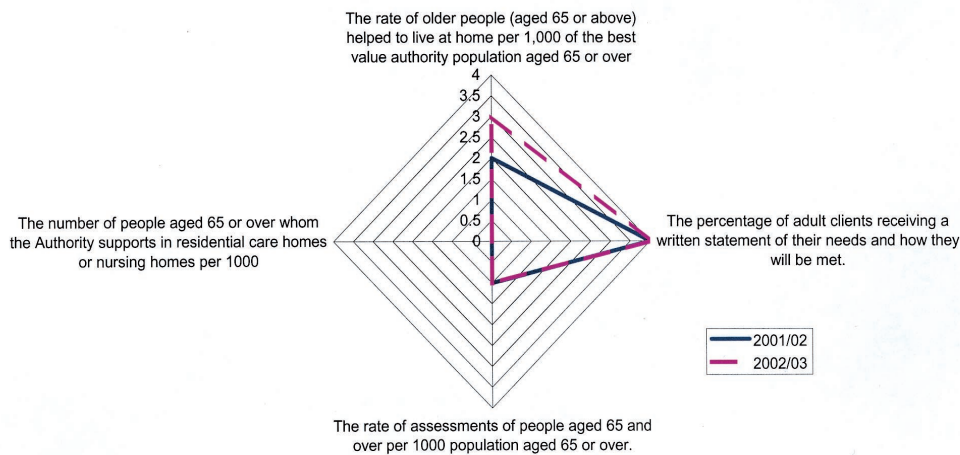
Portfolio Holders

The Directorate concluded in its assessment of services that key issues vary between functions. For example, Housing and Social Care Services have longer term contact with many of their external stakeholders and therefore find it easier to measure service user satisfaction. This is not the case in Public Protection Services where more effective stakeholder consultation needs to be developed.

Difficulties in collecting statutory Performance Indicators remain in some areas, although there is improved understanding and use of Information Technology and development of local PIs. Arising from this assessment, the Directorate will implement a number of actions, including:

- **Production of a five year commissioning strategy with the Local Health Board, for Residential Care For Older People And People With Disabilities.**
- **Create Carers Joint Planning and Commissioning Group to support carers within the county.**
- **Continue with the development of the Tenants Compact and capacity of the Tenants Liaison Committee.**

Adult Social Services



The above chart depicts comparative performance for Powys against Welsh Authorities on a scale of 0 to 4, where 0 reflects a level below the lower quartile, 2 equals average performance and a score of 4 indicates performance above the top quartile, i.e. best performing.

During the financial year 2002/3 the Authority has undertaken the transfer of service provision information from manual records to the Social Services Information Database (SSID). This process is in its infancy and it has therefore been unable to rely fully on the accuracy of the figures submitted for the indicator The rate of older people helped to live at home. Work is being done to validate the relevant information on SSID as this indicator's previous figures have been submitted on the basis of manually collected data. However, using an averaged figure it is possible to discern an improvement in performance as shown above.

The number of people aged 65 or over whom the Authority supports in residential care homes or nursing homes is shown to be in the lower quarter in comparison to Welsh Authorities. This is based on a fewer number per 1000 being supported in this way in Powys. However, it is Government policy to promote care for people within their own homes and new schemes within the County such as the re-ablement project are proving to reduce dependency.

KEY TARGET

Continue the mainstreaming of Community Safety into all services provided by the Council.

New Care & Repair Agency for Powys

A new Care and Repair agency was established in April this year by bringing together the agencies in Montgomeryshire and Mid & South Powys under one manager.

The aim of the new agency is to provide a service across the whole of Powys and to support vulnerable older and disabled homeowners, or private tenants, to repair and adapt their homes so that they may continue to live at home as independently, comfortably and safely as possible.

Over the past 15 years, Care & Repair has developed a number of new initiatives in Powys including the Handyperson service. More recently the staff team has worked with colleagues in Powys Social Care & Environmental Health Services, and Powys Health to develop Safe Warm & Secure and the Rapid Response Adaptation Programme. These are both designed to fund small works, essential to maintain independence in the home or to return home from hospital.

Brendan Cullinane
Group Director



Best Value Reviews

Thirteen Best Value Reviews have been undertaken within the Directorate since the introduction of Best Value and improvements identified within the relevant action plans. These Reviews include :

REVIEW	OUTCOME
Rent Collection and Arrears Recovery	Review structure of the Rent Collection Service in conjunction with the Review of the Council's Area Offices. Rent arrears are reducing as a proportion of the total rent collectable.
Housing Renovation Grants	A points based prioritisation system has been implemented for grant applicants with an equitable service being provided across the county.
Building Maintenance (cross cutting)	An 0845 number for all out of hours housing maintenance concerns has been established and published in the Tenants Newsletter. An improved performance in the percentage of Housing repairs being completed within target time has been achieved.
Day Centres for Older and Disabled People	Provision of clearer information about the availability of services and improvements to the training profile for Day Centre Managers.
Equipment and adaptations	A Working Group has been set up with Occupational Therapists from both the Health Authority and Social Care (Local Authority) to consider pooled budgets, recycling equipment, standardisation of equipment and bulk purchasing.

New Warden Scheme

A new warden service, which will provide support to older and disabled tenants, has now been introduced.

The new service, which the Council decided should be linked more closely with the service provided by other agencies like social care, health and the voluntary sector, will now be made available to older council tenants living in housing which is not just the traditional sheltered accommodation. The service is now more flexible and available to a wider range of people. There will now be two levels of service. The first will simply be a telephone or community alarm link to Powys Careline, where there is a weekly charge of just over £1.00 per week.

A call to Careline could trigger a visit from one of the local team of wardens, if it was agreed that the need for a higher level of service would be discussed with that individual. The higher level of service will provide regular contact with a warden and a greater degree of support with the aim of helping people to maintain their independence for as long as possible. The management of the service is also changing, with the appointment of specialist staff and a more team based approach, with wardens working on a patch basis. This will enable wardens to work closely with home carers, district nurses and other primary health care staff.

KEY TARGET

Publicise the provision of a range of Advice services through various means of service delivery and in partnership with other agencies. Develop Directorate website by 31st March, 2004.

High Quality Locally Accessible Services