

JOINT REVIEW OF POWYS SOCIAL SERVICES

Sources of Evidence

A. Case file analysis

The joint review team analysed a sample of **80** case files from across all major service areas.

B. Case studies

From the case file sample, **22** cases were chosen for follow up by various means: meetings with the service user and carer; visits to service settings; interviews with the social worker or other care manager; discussions with front line managers; meetings with other professionals and agencies involved in the case.

C. Survey results

	Sent	Returned	Return Ratio
Adult Carers	89	33	37.1%
All Adult Users	563	108	19.2%
LD Users	150	59	39.3%
Parents	492	110	22.4%
All Children Users	282	54	19.1%
Total	1576	364	23.1%
All Staff	330	122	37.0%
Total	1906	486	25.5%
Partners/Stakeholders	163	23	14.1%
	2069	509	24.6%

D. Meetings, interviews and observation

1. Service user and carer scrutiny group (adult services)
2. Service user and carer scrutiny group (children and families)
3. Social Services Steering Group and Senior Members (Chair of Board; Board Vice-Chair - Finance portfolio; Board Member- Children & Young People portfolio; Board Member - Housing & Domiciliary Care portfolio; Board Member - Health & Social Care portfolio; Board member- Personnel portfolio; Chair Community Services Policy & Scrutiny Committee)
4. Chief Executive

5. Group Director – Community Services & Director of Social Services
6. Group Director – Children Families & Lifelong Learning.
7. Representatives from Powys Local Health Board (Head of Clinical Strategy, Continuing Care Manager, Head of Performance)
8. Service Provision (Day Service, Older People; Day Service, Learning Disability; Rhayader Home Support; Powys Carers Service; Caring Concern, Domiciliary Care Agency; Trewydd Residential Care Home; Penmaes respite service for disabled children; Plas Cae Crwn:Residential Care Home (BUPA); Skylark Centre:Family Support; Perthyn: Supported Tenancies (Learning Disabilities); The Rhallt:Nursing Home; Vyrnwy Nursing Home; Red Cross; Ty-Illyd Mental Health Resource Centre; Cae Post, Supported Employment Service; Reablement Service; Warden Service; Pont Hafren Drop in Centre, Montgomery Family Crisis Centre)
9. Voluntary sector representatives (Chief Executive, PAVO: Chief Officer, Powys Care and Repair; Senior Services Manager, Mid Wales Red Cross; Mental Health Development Worker, Powys Agency for Mental Health; Chair, Health and Social Care Network)
10. Representative independent sector service providers
11. Advocacy service representatives
12. Area Child Protection Committee
13. Assessment Framework Implementation Group
14. Head of Children and Family's Services
15. Children's Services Managers
16. Independent Reviewing Officers
17. Children and Families Teams (South Long Term, South Initial Assessment, North Long Term, North Initial Assessment, Family Placement Team. Youth Offending Service, Disabled children)
18. Foster Carers
19. Senior Managers, Adult Services
20. Adult Services Teams (Radnorshire Care Management, Welshpool Care Management, Ystradgynlais Care Management, Brecon Care Management; Newtown Care Management; Montgomeryshire Learning Disabilities; Brecon and Radnor Learning Disabilities; Brecon Mental Health)

21. Head of Housing & Domiciliary Support Services
22. Domiciliary Care Managers
23. Development Officer (Older Persons' Strategy)
24. Commissioning and Contracts Manager
25. Head of Business Support
26. Planning, Performance & Development Manager
27. Senior Performance Management Officer
28. Administrative Teams
29. Union representatives
30. Theme groups (Complaints; Performance Management; Finance; Commissioning and Contracts; Unified Assessment and Adult Protection; Supporting Independence; Human Resources; Health, Social Care and Wellbeing)
31. Head of Function: Lifelong Learning & Community Services
32. Joint Head of Schools
33. Social Inclusion Co-ordinator
34. Head of Public Protection and Wellbeing
35. Housing Strategy and Operations Manager
36. Supporting People Manager
37. Regional Director, Care Standards Inspectorate for Wales

E. Documents from the local authority

The review team examined over **300** documents (with different levels of scrutiny).