

**CONSULTATION REPORT:**  
**Neath Port Talbot's Plan for Adult Social Care 2019 - 2022**

## **Background**

- 1.1 On 2<sup>nd</sup> August 2018, Social Care, Health and Wellbeing Cabinet Board authorised officers to consult members of the public and other stakeholders for 90 days on the Neath Port Talbot's Draft Plan for Adult Social Care 2019 - 2022.

The report highlighted the Council's proposals for the medium term future of Adult Social Care in Neath Port Talbot, including placing greater emphasis on a strengths based approach to service provision.

Set against a background of increasing demand for services and economic pressures that require budgetary savings, the provision of good adult social care support remains a priority of the Council, with a focus of the promotion of the health and well-being of citizens so that they can remain independent in their own communities for as long as possible.

Embracing the objectives defined in the well-being objectives as defined in our Corporate Improvement Plan:

*"To improve the well-being of all adults who live in the county borough."*

Neath Port Talbot Council's Draft Plan for Adult Social Care 2019 – 2022 covers the functions of:

- Early Intervention and Prevention
- Helping people help themselves
- Older People's Services
- Complex needs: Learning Disabilities & Mental Health Services
- Supporting Carers

## **2.0 Introduction**

- 2.1 A range of engagement and consultation activities have taken place in order to help inform Neath Port Talbot's Plan for Adult Social Care 2019 - 2022, including:

- Overarching public consultation
- Stakeholder consultation
- Formal written responses

### 3.0 Consultation objectives

- To provide a mechanism for people to contribute their views
- To find out if people agree or disagree with the proposals and the reasons for this
- To provide a mechanism for people to make comments and suggestions
- To provide a mechanism for people to suggest alternative proposals
- To ensure that the consultation was available to as many residents and organisations as possible
- To ensure that the consultation was available in a format so people could understand

### 4.0 Overarching public consultation – Methodology

4.1 To help ensure that the consultation was as widely available as possible, people could submit their views by four mechanisms:

- **Online** - a self-completion questionnaire was published on the Council's website. Respondents were not asked to identify themselves, but were asked to indicate why they were interested in the Draft Plan and their postcode. The questionnaire was live from 5<sup>th</sup> August 2018 to 3<sup>rd</sup> November 2018.
- **Paper Questionnaires in public buildings** - consultation packs were made available in the three Civic Buildings and within CVS. The consultation packs included a poster and copies of the Draft Plan in various formats in Welsh and English, which outlined the proposals along with a supply of self-completion questionnaires, a post box for completed questionnaires

The questionnaire was a replica of the online version and responses were entered into 'SNAP' (our online consultation software package) for analysis.

- **Email** - The email address [ccu@npt.gov.uk](mailto:ccu@npt.gov.uk) was promoted for people who wanted to respond via this mechanism.
- **Corporate social media accounts** – the Council’s corporate Facebook and Twitter accounts were also monitored for feedback on the Neath Port Talbot’s Plan for Adult Social Care 2019 - 2022

#### 4.2 **The consultation was promoted via:**

- The Council website homepage – via the ‘top tasks’ and ‘top visited’ areas and a dedicated web page - Have your say <https://www.npt.gov.uk/1615>
- Adverts/posters on TV screens in the Quays, Neath Civic Centre, Port Talbot Civic Centre, Neath and Port Talbot Bus Stations
- The Council’s corporate social media accounts
  - The consultation was promoted 5 times on Facebook
  - The consultation was promoted 3 times on Twitter
- The Council’s corporate staff newsletter ‘In the Loop’. The purpose of this was to encourage staff to give their views and as an additional way to raise awareness of the consultation amongst residents as a significant number of staff live in the county borough
- Press coverage generated by cabinet reports and press releases
  - The consultation generated two press articles
- Details of the consultation were also promoted via Community Voluntary Service and Carers Service Newsletters, Social Media and Webpages

### 5.0 **Overarching Public Consultation – Responses**

A total of 30 completed questionnaires were received during the consultation period. All were completed in English with no Welsh responses. 14 of the responses were submitted online, with 16 paper questionnaires received.

The following provides a summary of the feedback from the questionnaire responses. All percentages shown in this section are relative to the total number of completed questionnaires. A more detailed report has been provided.

#### 5.1 **About the respondents**

Of the 30 responses:

- 15 (50%) stated that they are a resident of Neath Port Talbot
- 12 (40%) stated that they use services provided Neath Port Talbot Council
- 7 (23%) stated that they are a carer
- 7 (23%) stated that they work for Neath Port Talbot Council
- 4 (13%) stated that they work in Neath Port Talbot
- 3 (10%) stated that they are a volunteer in Neath Port Talbot
- 2 (7%) stated that they run a business in Neath Port Talbot
- 3 (10%) stated that they work for a third sector or voluntary organisation in Neath Port Talbot

*(NB. for this question respondents were asked to select all of the categories that applied to them, some selected more than one answer; therefore the percentages in brackets total more than 100%).*

## 5.2 Age

Age range (years)	Number	% of respondents
17 - 24	2	9%
25 – 29	2	9%
30 - 39	5	22%
40 - 49	6	26%
60 – 74	5	22%
75 – 85	2	9%
Prefer not to say	1	4%
Total	23	100%

## 5.3 Gender

19 (70%) respondents were female, 8 (30%) male.

## 5.4 Ethnic origin

27 (100%) respondents described their ethnicity as White British.

## 5.5 Sexual orientation

26 (93%) respondents described themselves as heterosexual, 1 (4%) as bisexual and 1 (4%) preferred not to say.

## 5.6 Disability

11 (39%) respondents reported having a disability with 16 (57%) stating that they did not have a disability and 1 (4%) preferring not to say.

### 5.7 **Welsh Language**

17 (65%) respondents reported having little or no knowledge of the Welsh language, 4 (15%) as being learners and 3 (12%) as being fluent or fairly fluent in the Welsh language.

### 5.8 **Religion**

19 (70%) respondents reported as being Christian, 6 (22%) preferred not to say and 2 (7%) respondents reported as having no religion/beliefs.

## 6.0 **How respondents feel about the proposals**

Having read the information 16 (53%) respondents indicated that they felt informed, 4 (13%) indicated that they were not informed, and 9 (30%) felt they were partly informed.

*(NB. for this question respondents were asked to select all of the categories that applied to them, some selected more than one answer; therefore the percentages in brackets total more than 100%).*

### 6.1 The top themes relating to proposals that respondents agree with are outlined below:

The majority of responses agreed with the proposals feeling that the vision will allow individuals to access advice and support a lot quicker than it does now.

### 6.2 The top themes relating to proposals that respondents neither agreed nor disagreed with are outlined below:

Questioning how the plan can be delivered against budget constraints and that the Draft Plan lacked detail.

### 6.3 The top themes relating to proposals that respondents disagreed with are outlined below:

They are not directly relevant to this consultation but have been included for reference:

- We need to keep Trem y Glyn way beyond 2022, Glyneath has been robbed of so much and this is a much needed home

- It doesn't give info on when the forums and meetings will happen

## **7.0 Social Media and Email Responses**

- 7.1 There were six comments raised via Social Media, which four were not relevant to the proposed Neath Port Talbot's Plan for Adult Social Care 2019 -2022.
- 7.2 Two email responses were received from Carers Services and Your Voice.

### **Response 1 - Carers Service Summary**

- With regards to both plans, the main concern for me is lack of appropriate resources to support the community assets that are needed to support the plans.
- Unpaid carers are the care in community with 96% of care being provided by unpaid carers, without them vulnerable people would have to rely services a lot more.
- Third Sector organisations mainly those that would help to meet the outcomes in the plan are seeing a massive increase in demand now, and the plan feels to be leaving out the need to re-evaluate what resources are required to deliver it properly.
- I do agree with the principle of it and 100% understand the need for it, however the resources (appropriate and sustainable) must be invested to achieve it.

### **Response 2 - Your Voice Advocacy**

#### **Adults with Learning Disabilities**

- Felt that not enough time has been given to them to really consider the proposals.
- Do not believe they have been consulted, their voices have not been heard.
- Early intervention would be beneficial, as would more regular follow up checks/reviews.
- Think that all contacts should be followed up. They sometimes make the phone call and wait weeks/months before feeling they should try again.

- Make sure that when assessing/interviewing that ample time has been provided for said interview as sometimes they are rushed and person is left confused.
- Make advocates/parents/suitable carer aware of contacts and appointments allowing them the opportunity to attend and help when necessary.
- Remember that letters cannot always be read and many don't get any regular support.
- Better understanding of what a support worker/carer should or shouldn't do, including who pays for what on social activities.
- Regular training available for all support staff especially around safeguarding and Mate Crime.
- All care to be person centred
- Parents to be made aware they are adults not children.

### **Carers/Support Workers**

- Raise the profile of support workers/carers, often treated like the lowest of the low.
- Consider annual pay rise at least in line with inflation (Direct Payments has been £8.10 per hour for over 5 years) All bills have gone up so as each year passes they are driven deeper into poverty.
- Consider encouraging use of agency providers when care is less than 2 hours as travel costs from job to job are crippling, yet agency staff get travel from call to call.
- Regular training/social events as the life of a D/P support worker can be lonely with no colleagues
- Better training for their employers, often can't get time off or expected to do extras without pay or travel costs not considered properly.
- Help with pensions, many work full time hours plus travelling but have multiple employers all of whom are exempt from paying pensions, and NI contributions also not taken as wages so low on all different jobs.
- Better job security.
- Better guidance on what they should or shouldn't be doing.
- Support system.

### **Parent Carers**

- More information and support.
- Easier access to respite care especially when they get ill or are needed by other family members

- If social services could look at the bigger picture.
- Carer assessments. What are these and what are they for?
- Carer assessments - Had one but nothing ever said or done why?
- To remember that it is our son/daughter so it can be difficult to let go or accept that they are adults, better support to help with this please.
- More training on what we should be doing as an employer. Its mind boggling. Maybe have refresher courses or a review which recaps/ trains. Happy for this to be done in groups as not personal to individuals.
- Help with forms.
- More clarity on situations.
- Easier access to social workers and call backs, often ignored or dismissed. Not always easy to keep chasing.
- More training on what to expect support workers or carers to do and who pays.
- Raise awareness of their role and responsibilities.

### **Others**

- Better transition from child to adult services with more focus on the changing role of parents, especially surrounding finances and independence training.
- Making sure that cared for person's rights and wishes are kept.
- Better training for employers.
- Better training for employees.
- Standardise roles especially with finances, some S/W get all food and drinks paid for while others don't, same with travelling, events and social activities.
- Use of mobile phones, guidelines.
- What is support? Should a S/W dance at a disco because the person they are supporting wants them to so they can dance/enjoy themselves? Or is it enough to take them to venue and sit and watch.
- Smoking policy needs clarification.
- Carers need regular training on safeguarding, it often slips as they feel they are doing what they think is best, this needs to be refreshed annually or after any absence.
- More training courses in smaller venues for things like finances, cooking, simple gardening, housework, laundry, ironing, using the internet and internet safety, travel training, eating healthy, informed choices, citizenship, appropriate



behaviour and language, stress and anxiety classes. These need to be free or minimal charge as benefits are reducing in real terms.

- Need to utilize the services and venues available.
- Keep up to date details of all groups and activities.
- Training of public places staff (shops/venues) on the best procedures for all inclusion.

## 8.0 Consultation with other stakeholders

8.1 To ensure that the consultation was accessible to as many stakeholders as possible, it was raised as an agenda item at a number of Third Sector forum meetings along with four public drop in sessions across the authority.

8.2 Consultation with Third Sector and Business Sector:

- 5<sup>th</sup> September 2018 – 45 Representatives  
In all the Participants welcomed the Vision of a more joined up approach to address the prioritise within the plan –  
Main themes identified are listed below.
  - **What do you like about the plan?**  
*“The Vision and links to legislation context”*  
*“The principle of early intervention”*  
*“Supporting people in the communities”*
  - **What do you dislike about the plan / what are the negatives?**  
*“How the principles will be achieved in practice”*  
*“How it links with other plans C&YP Partnership plan”*  
*“How it links with the Health and Education plans”*  
*“How are all statutory and third sector organisations going to work together- money, sharing information and training staff”*
  - **What are the challenges in implementing it?**  
*“Joining up of organisations and departments to promote early intervention”*  
*“Communication and mutual trust / respect to deliver”*  
*“Decreased funding with changes to legislation that requires funding”*  
*“Collaborative Working”*
  - **Is there any anything missing that we haven’t considered?**

*“Independent reviewing officers to review progress”*

*“Advocacy support”*

*“Generic support for those who do not have a problem/need – no threshold open access support”*

*“If we can’t meet demand now (community services) how will we meet them when the demand increases with less resource”*

- **How do you see yourself / your organisation as being able to support the aims of the plan?**

*“Stay involved in the process, follow up event to prioritise actions going forward”*

*“Third sector partnership meetings would help build bridges and aid communication”*

*Work shop notes*

### 8.3 **CVS Forums:**

- 2<sup>nd</sup> July – Strategic Forum – 22 Representatives
- 11<sup>th</sup> September – CYP Forum – 16 Representatives
- 10<sup>th</sup> September – Mental Health and Emotional Wellbeing Forum – 11 Representatives
- 13<sup>th</sup> September – Health, Social Care & Wellbeing Forum – 12 Representatives

#### **Main Themes of forums**

- *“How third sector organisation can get involved”*
- *“Funding concerns in the implementation of the plan”*
- *“How the principles will be achieved in practice”*
- *“Joining up of organisation and departments to promote early intervention with restricted funds”*
- *“How it links with other plans C&YP Partnership plan”*
- *“Links with NPT PSB Wellbeing Plan”*
- *“Links with Social Services and Well-being Act – Western Bay Area Plan”*

### 8.4 **Public Events:**

- 25<sup>th</sup> September 2018 Carers Meeting Cuppa with Cllr Peter Richards – 5 Carers / Parents.
- 15<sup>th</sup> October 2018 Port Talbot Civic Centre Foyer between 4-5 pm – 0 Representatives.
- 16<sup>th</sup> October 2018 CVS Alfred Street Neath between 10-11 am – 2 Carers / Parents Responses.

- 16<sup>th</sup> October 2018 Croeserw Enterprise Centre between 4-5 pm – 0 Representatives.
- 17<sup>th</sup> October 2018 Engagement Coffee Morning Supporting Additional Needs Group – 25 Parents / Carers - A more detailed report has been provided.
- 18<sup>th</sup> October 2018 The Cross Community Centre Pontardawe between 4.30-5.30 pm – 1 Carer / 1 Advocate.

**Main themes:**

- *“Carer’s assessment not suitable for children’s carers”*
- *“Planning for future, legal advice around housing and what support is available”*
- *“Limited scope for children at the higher level of the spectrum coming out of college”*
- *“Transition into Adult Service is hit and miss”*
- *“Parents / carers feel isolated and sometimes their views are not listened to”*
- *“Support for Carers who Children do not have a statement”*
- *“Carers sitting on strategy advisory groups”*

## **9.0 Formal / Written Responses**

9.1 Two formal responses are from CVS representing the Social Care and Wellbeing Forum and Drive. A summary of each formal response is as follows:

- The Forum is supportive of the direction of travel, but recognises that the Draft Plan is at a high level, and that the detail and any action plans that sit behind it will be crucial. The Draft Plan needs to be adequately resourced if it is to make a difference.
- The links to the Neath Port Talbot PSB’s Wellbeing Plan, and in particular the priorities focusing on safe, confident and resilient communities and ageing well should be referenced in the Draft Plan. The Plans should complement one another and the linkages be clear and welcomes the commitment to working in partnership, with individuals, communities and organisations.

- Expressing that it is critical that the voices of service users and carers are central to the delivery of the Draft Plan and that mechanisms are in place to support their ongoing involvement
- The recognition of the importance of early intervention and prevention was welcomed by the Forum. Whilst recognising the significant pressures that the Local Authority is facing and understanding its need to make cost savings, it is crucial that the Local Authority appreciates that partners may not always have the capacity to meet additional demands without additional resources – there can't be an expectation that organisations can deliver more for the same level of funding. There is also a need to consider innovative intervention strategies that could produce savings in the medium to long term.
- The ongoing funding of the sector will be key in ensuring that early intervention and prevention services are available to support our communities. There is a legacy of one year funding agreements which creates instability in services and prevents organisations planning for their long term future. Third sector organisations require longer term funding to ensure that they can recruit and retain staff and volunteers and develop services that support people and communities. Commissioning processes need to be fair and consistently implemented. It would be beneficial if there is an open dialogue with commissioned/funded services to enable these to be re-shaped as needs change, rather than simply decommissioned. The added value of the third sector also needs to be recognised, as well as its ability to lever in funding from other sources.
- The Forum welcomes the intention to improve the provision of advocacy services. The Forum has had frequent discussions around advocacy and the need for all members of the community to be able to access advocacy provision if they would benefit from it. This focus on advocacy is, therefore, appreciated. This provision needs to be appropriately resourced if it is to enable people to have their voices heard.

- The implementation of the Draft Plan will be important, and the Forum would welcome a role in shaping any action plan which sits behind the Draft Plan.
- The opportunity to experience a variety for Day Time local options particularly for people with complex physical needs. People are travelling to Cardiff for Touch Trust and Pedal Power which can be expensive.

## **10.0 Petitions**

10.1 The Council received no petitions relating to the Draft Plan.

## 11.0 Council Response to the Consultation

11.1 The Council response to comments received is summarised below in a “you said - we did” format.

Number	You said:	We did:
1	Will you have the staffing levels to do it correctly	The Council will ensure the needs of its most vulnerable citizens are met.
2	Alder High value case review (2014) and what about existing complex needs review	No response required as did not directly relate to the Draft Plan.
3	The vision and links to legislation	Page 6 of the Draft Plan identifies the vision links to Welsh Government guidance and legislation on the provision of social care services.
4	How the principles will be achieved in practice	By working in partnership, coordinated support will enable communities to develop an ability and capacity to take collective action to increase their own resilience and that of others.
5	How it links with other plans C&YP Partnership plan	The link to the CYP Partnership Plan has been referenced in the Children’s Services Plan.
6	How it links with the Health plan	Links to other plans are included on page 6 of the Draft Plan.
7	How it links with Education plan	
8	Joining up of organisations and departments to promote early intervention	
9	Communication and mutual trust / respect to deliver	A “Building Safe & Resilient Communities” workshop took place on 12/11/18.
10	Decreased funding with changed to legislation that requires funding	The Council aims to work closely with all its partners and stakeholders to ensure the delivery of quality social care and support.
11	Collaborative working	
		The draft proposals are based on approach aimed to change behaviours and prevent the need for involvement of costly specialist services often with a long-term support programme by all sectors working together to deliver a sustainable programme within Neath Port Talbot.

12	Independent reviewing officer to review process	No response required as it did not relate to the Draft Plan.
13	Advocacy support	Advocacy support is presently being reviewed to ensure that there is a sufficient advocacy offer.
14	Generic support for those who do not have a problem / need – no threshold open access support	Local Area Coordination is a scheme to help people avoid reaching a crisis in their life or to help people to recover if a crisis has already happened. They work with individuals and your family to help realise a better life. The support is free; there are no assessments or referral processes.
15	If we can't meet demand now (community services) how will we meet them when the demand increases with less resources	The Plan has been developed with a view to promoting early intervention and prevention services which reduce, prevent or delay the need for long term care.
16	Staying involved in the process, follow up event to prioritise actions going forward	Colleagues and voluntary sector partners who commission and deliver services to adults were consulted on the content of the plan and will be further involved in taking the vision forward.
17	Third sector partnership meetings would help build bridges and aid communication	Officers have offered to attend CVS established meetings and will attend as and when requested.  Commissioning will meet with CVS to look at how to further enhance partnership working.
18	How third sector organisation can get involved	Regular meetings will take place with all sectors to ensure that all interested parties can help shape and deliver the programme were appropriate across Neath Port Talbot.
19	Funding concerns in the implementation of the plan	The Council recognises that successful partnership working and communication will be key to achieving the best outcome for all parties within Neath Port Talbot, and will continue to strengthen partnership working.
20	Joining up of organisation and departments to promote early intervention with restricted funds	
21	Link with NPT PSB Wellbeing plan	These plans are now references on page 6 of the Plan.

22	Links with Social Services and Wellbeing Act – Western Bay Area Plan	
23	Carers assessment not suitable for children carers	A Young Carers Strategy is being developed.
24	Planning for the future, legal advice around housing and what support is available	No response required as dose not relate to the plan.
25	Limited scope for children at the higher level of the spectrum coming out of college	A separate Autism Plan has been developed.
26	Transition into Adult Services is hit and miss	Successful transition of individuals is important to the Council and we have developed a dedicated team to ensure that transition is a seamless experience.
27	Parents / Carers feel isolated and sometimes there views are not listened to	The Cabinet Member and Carers Champion Cllr. Peter Richards holds quarterly Carers meetings, along with the Carers Service which holds monthly sessions across the borough. We will explore how to further develop engagement with carers.
28	Support for Carers whose Children do not have a statement	This will be looked at as part of our work to support carers.
29	With regards to both plans, the main concern for me is lack of appropriate resources to support the community assets that are needed to support the plans.	We will work towards sustainable services as part of “Building Safe and Resilient Communities.”
30	Unpaid carers are the care in community with 96% of care being provided by unpaid carers, without them vulnerable people would have to rely services a lot more.	We recognise the valuable role of carers and will be developing a carers strategy.
31	Third Sector organisations mainly those that would help to meet the outcomes in the plan are seeing a massive increase in demand now, and the plan feels to be leaving out the need to re-evaluate what resources are required to deliver it properly.	The Council works closely with all its partners, including those in the Third Sector. Sustainability of resources and providers is key to any actions coming out of this Plan.  A review if third sector arrangements is planned for 2019/20.



32	I do agree with the principle of it and 100% understand the need for it, however the resources (appropriate and sustainable) must be invested to achieve it.	
33	The opportunity to experience a variety for Day Time local options particularly for people with complex physical needs. People are travelling to Cardiff for Touch Trust and Pedal Power which can be expensive.	The Council's vision of "Building Safe and Resilient Communities" aims to allow people to access services within their own communities wherever possible.
34	Some people attending the NAS day service found it too big with too many people there.	The Council are looking at day service provision to ensure it meets current and future needs and demands.
35	There are two local clubs for people with a learning disability and people would like to see this expand.	We will be looking at local community assets as part of "Building Safe and Resilient Communities."
36	This is an excellent Draft Plan especially for the older generation, of which I am one. However, is it achievable within the current economic situation levied on the local Welsh Councils?	The Council is constantly mindful of the resources available and sustainability of service provision is paramount.
Adults with Learning Disabilities (Your Voice)		
37	Felt that not enough time has been given to them to really consider the proposals.	<p>We will engage with people to understand how we can further improve consultations going forward. An engagement and participation team has now been established.</p> <p>The consultation was promoted and delivered over 90 days in line with best practice for public consultation:</p> <ul style="list-style-type: none"> <li>• The Council website homepage – via the 'top tasks' and 'top visited' areas and a dedicated web page - Have your say <a href="https://www.npt.gov.uk/1615">https://www.npt.gov.uk/1615</a></li> </ul>

		<ul style="list-style-type: none"> <li>• Adverts/posters on TV screens in the Quays, Neath Civic Centre, Port Talbot Civic Centre, Neath and Port Talbot Bus Stations</li> <li>• The Council's corporate social media accounts</li> <li>• The consultation was promoted 5 times on Facebook</li> <li>• The consultation was promoted 3 times on Twitter</li> <li>• The Council's corporate staff newsletter 'In the Loop'. The purpose of this was to encourage staff to give their views and as an additional way to raise awareness of the consultation amongst residents as a significant number of staff live in the county borough</li> <li>• Press coverage generated by cabinet reports and press releases generated two media articles</li> <li>• Details of the consultation were also promoted via Community Voluntary Service and Carers Service Newsletters, Social Media and Webpages</li> </ul>
38	Do not believe they have been consulted , their voices have not been heard	<p>We will engage more with people as we deliver the Plan and to understand how we can further improve consultation. An engagement and participation team has now been established.</p> <p>All feedback has been considered and this report sets out how we have responded to views and opinions of those who took part in the consultation.</p>
39	Early intervention would be beneficial as would more regular follow up checks/reviews	Comments and observations have been reported to senior management.

40	Think that all contacts should be followed up. They sometimes make the phone call and wait weeks/months before feeling they should try again	
41	Make sure that when assessing/interviewing that ample time has been provided for said interview as sometimes they are rushed and person is left confused.	The Council helps people access the services they need or signpost accordingly. Greater emphasis is also being placed on advocacy provision for those who need it. Comments and observations have been reported to senior management.
42	Make advocates/parents/suitable carer aware of contacts and appointments allowing them the opportunity to attend and help when necessary.	
43	Remember that letters cannot always be read and many do not get any regular support.	
44	Better understanding of what a support worker/carers should or shouldn't do, including who pays for what on social activities.	Comments and observations have been reported to senior management
45	Regular training available for all support staff especially around safeguarding and Mate Crime.	All relevant training is offered to the Council's frontline and support staff. We will review what training we require of commissioning providers.
46	All care to be person centred.	Person centred care and support is a mainstay of service planning and a key focus of the Plan.
47	Parents to be made aware they are adults not children.	We are in the process of reviewing advocacy services to ensure that it meets future demand.
Parent Carers (Your Voice)		
48	More information and support.	Provision of Information, Advice and Assistance (IAA) is key to this Plan.
49	Easier access to respite care especially when they get ill or are needed by other family members	The Council is in the process reviewing its Respite Allocation Policy.
50	If social services could look at the bigger picture.	Social Services will actively work in partnership with other directorates and organisations to deliver the Plan. A Social Services Engagement & Participation Team has also been established to improve co-production in service and policy development.

51	Carer assessments. What are these and what are they for?	<p>Carers have an equal right to be assessed for support as those they care for and all carers have the right to ask Social Services for a carer's assessment – it doesn't matter whether the person they care for gets any social care support.</p> <p>The carer's assessment will look at their situation, what support they feel able and willing to give and what support they need in their caring role.</p> <p>A carer's assessment is the carer's time to discuss their own needs and concerns about the care they are providing. It's not a test to see how well they are caring but is meant to provide the carer with the opportunity to talk about:</p> <ul style="list-style-type: none"> <li>• their caring responsibilities;</li> <li>• how being a carer may have changed their life;</li> <li>• what support they think would help make the caring role easier; and</li> <li>• any aspirations they have which are currently limited by their caring role.</li> </ul> <p>The carer's assessment and information is free but there may be a charge for some services.</p>
52	Carer assessments Had one but nothing ever said or done why?	
53	To remember that it is our son/daughter so it can be difficult to let go or accept that they are adults, better support to help with this please.	A Transition Team has been established and a carers strategy will be developed.
54	More training on what we should be doing as an employer. Its mind boggling. Maybe have refresher courses or a review which recaps/ trains. Happy for this to be done in groups as not personal to individuals.	Comments and observations have been reported to senior management
55	Help with forms.	Comments and observations have been reported to senior management.
56	More clarity on situations.	

57	Easier access to social workers and callbacks, often ignored or dismissed. Not always easy to keep chasing.	
58	More training on what to expect support workers or carers to do and who pays.	
59	Raise awareness of their role and responsibilities.	
Other (Your Voice)		
60	Better transition from child to adult services with more focus on the changing role of parents, especially surrounding finances and independence training.	Successful transition of individuals is important to the Council and we have developed a dedicated team to ensure that transition is a seamless experience.
61	Making sure that cared for persons rights and wishes are kept.	The Council is placing greater emphasis on the provision of advocacy services for all who need them.
62	Better training for employers.	Comments and observations have been reported to senior management
63	Better training for employee	
64	Standardise roles especially with finances, some S/W get all food and drinks paid for while others don't, same with travelling, events and social activities.	No response required as not directly related to this Plan.
65	Use of mobile phones, guidelines. (Direct Payments)	Comments and observations have been reported to senior management
66	What is support? Should a Support Worker dance at a disco because the person they are supporting wants them to so they can dance/enjoy themselves? Or is it enough to take them to venue and sit and watch.	No response required as not directly related to this Plan.
67	Smoking policy needs clarification.(Direct Payments)	Comments and observations have been reported to senior management.

68	Carers need regular training on safeguarding, it often slips as they feel they are doing what they think is best, this needs to be refreshed annually or after any absence.	Comments and observations have been reported to senior management.
69	More training courses in smaller venues for things like finances, cooking, simple gardening, housework, laundry, ironing, using the internet and internet safety, travel training, eating healthy, informed choices, citizenship, appropriate behaviour and language, stress and anxiety classes. These need to be free or minimal charge as benefits are reducing in real terms.	Comments and observations have been reported to senior management.
70	Need to utilize the services and venues available.	Promoting local community resources is key to "Building Safe and Resilient Communities."
71	Keep up to date details of all groups and activities	Groups, activities and services are advertised via schemes including Dewis.
72	Training of public places staff (shops/venues) on the best procedures for all inclusion.	This will be considered as part of "Building Safe and Resilient Communities" and falls outside the remit of this Plan.
73	More able people wanted more variety for Day Time options.	The Council's vision of "Building Safe and Resilient Communities" aims to allow people to access services within their own communities wherever possible.
74	Some people attending the NAS day service found it too big with too many people there.	
75	There are two local clubs for people with a learning disability and people would like to see this expand.	
76	Opportunities for a walking group or local choir were discussed.	
Comments or questions raised on SNAP Survey and formal responses		
77	There will be some individuals where progression is not possible. Services need to be provided around long term need and accepting this is the case can enabling the cost of their care for the future.	We recognise that progression is not always possible. In these situations focus will be on supporting people to maintain current levels of independence.

78	The Draft Plan illustrates a vision it does not show how or what will be done across the directorate	The Plan sets out Adult Services high level aims and objectives and will shape directorate plans and policies. The Plan aims to be implemented within available resources.
79	How will the vision be delivered within the budget Would like to see how this will be delivered against the budget cuts	
80	No detail in the vision	
81	How will you ensure that safeguarding issues will be addressed within third sector	This is part of routine contract monitoring with service providers.
82	We need to keep Trem y Glyn way beyond 2022, Glynneath has been robbed of so much and this is a much needed home.	No response required as not directly related to this Plan.
83	It doesn't give info on when the forums and meetings will happen	Forums were widely advertised during the consultation process. We will review how we undertook this consultation to identify how to further improve engagement.
84	Council need to ensure that there is adequate local provision to allow residents to remain at home, or in local care homes.	The Council's vision of "Building Safe and Resilient Communities" aims to allow people to access services within their own homes and communities wherever possible.
85	Far more focus needs to be placed on building partnerships with community groups who can support the delivery of day to day support through activities for disabled people.	
86	It looks as a front line worker, that jobs across management i.e. PO' post are increasing when budgets are shrinking	No response required as not directly related to this Plan.
87	It is too hard. I don't get care anymore they stopped it. I don't know why. I don't know how to do things.	The Council is increasing the availability of statutory advocacy services.

88	The ongoing funding of the sector will be key in ensuring that early intervention and prevention services are available to support our communities. There is a legacy of one year funding agreements which creates instability in services and prevents organisations planning for their long term future.	<p>The Council will continue to work closely with service providers to support sustainability of service provision.</p> <p>Commissioning, Procurement and Legal Services have met with CVS to explore these issues and look at ways of strengthening partnership working with the sector.</p>
89	Third sector organisations require longer term funding to ensure that they can recruit and retain staff and volunteers and develop services that support people and communities.	
90	Commissioning processes need to be fair and consistently implemented. It would be beneficial if there is an open dialogue with commissioned/funded services to enable these to be re-shaped as needs change, rather than simply decommissioned. The added value of the third sector also needs to be recognised, as well as its ability to lever in funding from other sources.	
91	The Forum welcomes the intention to improve the provision of advocacy services. The Forum has had frequent discussions around advocacy and the need for all members of the community to be able to access advocacy provision if they would benefit for it. This focus on advocacy is, therefore, appreciated. This provision needs to be appropriately resourced if it is to enable people to have their voices heard.	No response required as observation only.
92	It is critical that the voices of service users and carers are central to the delivery of the Draft Plan and that mechanisms are in place to support their ongoing involvement	Social Services is developing an engagement strategy and aiming to promote active engagement groups across the county borough in order to routinely involve and consult citizens on service planning and delivery.



