



CITY AND COUNTY OF SWANSEA

Dinas A Sir Abertawe

Councillor Mark Child
Cabinet Member, Well Being
Civic Centre
Oystermouth Road
SWANSEA
SA1 3SN

*Please ask for:
Gofynnwch am:*

**Overview &
Scrutiny**

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*Date
Dyddiad:*

13 May 2014

Dear Councillor Child

Well Being Performance Panel on 12 May 2014

The Panel met on 12 May 2014 to consider the additional information you provided on Telecare and the Community Alarm Service.

The panel was concerned about the quality and accuracy of the financial information which pertained to the Community Alarm Service; it felt that further detail was needed to fully understand the true cost and provision of the service. It was disappointed that inaccurate data had been presented to the panel.

The Panel agreed that the analysis of the type of calls received at the Carmarthen call centre was confusing and it felt unable to determine the true volume of calls made to the call centre by Swansea residents.

The panel agreed that a more detailed breakdown of the budget and the total expenditure of the service was needed, ie, supplies & services and Third Party Payments. It also requested that the number of calls made to the Carmarthen call centre by Swansea service users be disaggregated from the figures previously supplied.

The panel rescheduled this discussion for the meeting of the 16th June when it will also discuss the Adult Services quarterly performance report. The panel would like to invite you to this meeting to held at 2pm in Committee Room 3.

I hope you find this letter useful and informative and look forward welcoming you to meeting next month.

Overview & Scrutiny / Trosolwg a chraffu

City and County of Swansea / Dinas a Sir Abertawe
Civic Centre, Swansea, SA1 3SN / Canolfan Ddinesig, Abertawe, SA1 3SN

Yours sincerely

Paxton Hood-Williams

COUNCILLOR PAXTON HOOD-WILLIAMS
CONVENOR, CHILD & FAMILY SERVICES PERFORMANCE PANEL

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CC: CABINET MEMBER
DAVE HOWES – HEAD OF CHILD & FAMILY SERVICES
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