



**To:**  
**Councillor Clive Lloyd**  
**Cabinet Member for Service**  
**Transformation & Business Operations**

*Please ask for:* Scrutiny  
*Gofynnwch am:*  
*Scrutiny Office* 01792 637314  
*Line:*  
*Llinell*  
*Uniongyrchol:*  
*e-Mail* [scrutiny@swansea.gov.uk](mailto:scrutiny@swansea.gov.uk)  
*e-Bost:*  
*Date* 28 September 2017  
*Dyddiad:*

**Summary:** This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Service Transformation & Business Operations following the meeting of the Panel on 20 September 2017. It concerns access to Social Services pages on the Council website.

Dear Cllr Lloyd

This letter is about the Adult Services Scrutiny Performance Panel meeting held on 20 September 2017.

Alex Williams attended to outline Adult Services' approach to Prevention in line with obligations set out in the Social Services and Wellbeing (Wales) Act and the Adult Services Improvement Plan.

We are writing to you following the discussion to raise an issue of concern to the Panel for your consideration and response.

The Panel discussed the Information, Advice and Assistance Strategy and heard that Adult Services pages on the Council's website are clear about where to go for information. However, the Panel was concerned to hear that it is not obvious from the front page of the Council website how to access Social Services pages and that upon raising this issue with officers the department was told that the Council's front page cannot be changed from the current format.

It is vital that users can easily find their way from the front page of the Council's website to the Social Services pages in order to obtain information and advice. The Panel is writing to you as Cabinet Member for Service Transformation and Business

**OVERVIEW & SCRUTINY / TROSOLWG A CHRAFFU**

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Operations for clarification as to why adjustments can't be made to the website to improve the visibility of Social Services pages.

### **Your Response**

Please note that in this instance, a formal response is required. Please could we have your response by 19 October 2017.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter Black', written in a cursive style.

**PETER BLACK**  
**CONVENER, ADULT SERVICES SCRUTINY PANEL**  
**[CLLR.PETER.BLACK@SWANSEA.GOV.UK](mailto:CLLR.PETER.BLACK@SWANSEA.GOV.UK)**