

# Pecyn Dogfennau



Wendy Walters  
Prif Weithredwr,  
Chief Executive,  
Neuadd y Sir, Caerfyrddin. SA31 1JP  
County Hall, Carmarthen. SA31 1JP

DYDD IAU, 27 MEHEFIN 2019

**AT: HOLL AELODAU'R PWYLLGOR CRAFFU GOFAL  
CYMDEITHASOL AC IECHYD**

YR WYF DRWY HYN YN EICH GALW I FYNYCHU CYFARFOD  
O'R **PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD**  
SYDD I'W GYNNAL YN **SIAMBR, - NEUADD Y SIR,  
CAERFYRDDIN. SA31 1JP. AM 10.00 YB AR DYDD MERCHER,  
3YDD GORFFENNAF, 2019** ER MWYN CYFLAWNI'R MATERION  
A AMLINELLIR AR YR AGENDA ATODEDIG.

*Wendy Walters*

**PRIF WEITHREDWR**



**AILGYLCHWCH OS GWELWCH YN DDA**

Swyddog Democrataidd:	Emma Bryer.
Ffôn (Llinell Uniongyrchol):	01267 224029
E-bost:	ebryer@sirgar.gov.uk
Cyf:	AD016-001

# **PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD 14 AELOD**

## **GRŴP PLAID CYMRU – 7 AELOD**

- |    |            |                            |
|----|------------|----------------------------|
| 1. | Cynghorydd | Kim Broom                  |
| 2. | Cynghorydd | Karen Davies               |
| 3. | Cynghorydd | Tyssul Evans               |
| 4. | Cynghorydd | Jean Lewis                 |
| 5. | Cynghorydd | Emlyn Schiavone            |
| 6. | Cynghorydd | Gwyneth Thomas [Cadeirydd] |
| 7. | Cynghorydd | Dorian Williams            |

## **GRŴP LLAFUR – 4 AELOD**

- |    |            |            |
|----|------------|------------|
| 1. | Cynghorydd | Rob Evans  |
| 2. | Cynghorydd | Amanda Fox |
| 3. | Cynghorydd | Gary Jones |
| 4. | Cynghorydd | Ken Lloyd  |

## **GRŴP ANNIBYNNOL – 2 AELOD**

- |    |            |                                 |
|----|------------|---------------------------------|
| 1. | Cynghorydd | Sue Allen                       |
| 2. | Cynghorydd | Ieuan Wyn Davies [Is-Gadeirydd] |

## **GRŴP ANNIBYNNOL NEWYDD – 1 AELOD**

- |    |            |                 |
|----|------------|-----------------|
| 1. | Cynghorydd | Louvain Roberts |
|----|------------|-----------------|

# AGENDA

1. YMDDIHEURIADAU AM ABSENOLDEB
2. DATGANIADAU O FUDDIANNAU PERSONOL GAN GYNNWYS UNRHYW CHWIPIAU PLEIDIAU A RODDIR MEWN YMATEB I UNRHYW EITEM AR YR AGENDA
3. CWESTIYNAU GAN Y CYHOEDD (NID OEDD DIM WEDI DOD I LAW)
4. ADRODDIAD BLYNYDDOL DRAFFT CYFARWYDDWR STATUDOL Y GWASANAETHAU CYMDEITHASOL YNGHYLCH PERFFORMIAD Y GWASANAETHAU GOFAL CYMDEITHASOL YN SIR GAERFYRDDIN YN 2018/19 5 - 78
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6. ADRODDIAD BLYNYDDOL YNGHYLCH DIOGELU OEDOLION A THREFNIADAU DIOGELU RHAG COLLI RHYDDID (2018-19) 157 - 240
7. ADRODDIAD MONITRO CYLLIDEB CYFALAF A REFENIW 2018/19 241 - 262
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10. EGLURHAD AM BEIDIO Â CHYFLWYNO ADRODDIAD CRAFFU 303 - 304
11. EITEMAU AR GYFER Y DYFODOL 305 - 322
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Mae'r dudalen hon yn wag yn fwriadol



**DYDDIAD: 3 GORFFENNAF, 2019**

**Y PWNC:**

**ADRODDIAD BLYNYDDOL DRAFFT CYFARWYDDWR STATUDOL Y  
GWASANAETHAU CYMDEITHASOL YNGHYLCH PERFFORMIAD Y  
GWASANAETHAU GOFAL CYMDEITHASOL YN SIR GAERFYRDDIN YN  
2018/19**

Mae'n statudol ofynnol i Gyfarwyddwr y Gwasanaethau Cymdeithasol gyflwyno adroddiad blynyddol i'r Cyngor ynghylch darpariaeth a pherfformiad, yn ogystal â chynlluniau ar gyfer gwella holl ystod y Cyfarwydddebau Gwasanaethau Cymdeithasol.

Hwn yw'r drafft adroddiad blynyddol gan Gyfarwyddwr y Gwasanaethau Cymdeithasol ar perfformiad ein Gwasanaethau Gofal Cymdeithasol yn y sir, ac mae'n cyflwyno'r cynnydd a wnaed yn y meysydd gwella a nodwyd yn adroddiad y llynedd ac yn amlygu'r meysydd sydd i'w datblygu eleni. Mae'n ymwneud a pherfformiad ar gyfer y flwyddyn 2018/19.

Mae'r adroddiad hwn yn rhoi cyfle i'r Aelodau cwestiynu'r cynnwys ac yn rhoi cyfle i'r Cyfarwyddwr Statudol i ystyried unrhyw sylwadau gan aelodau etholedig. Dylid nodi bydd yr adroddiad yn cael prawf darllen pellach ac ailfformatio cyn cwblhau.

**Ystyried y materion canlynol a chyflwyno sylwadau arnynt:**

Cynnwys yr adroddiad er mwyn i'r Cyfarwyddwr Statudol y Gwasanaethau Cymdeithasol ystyried eu barn.

**Y RHESYMAU:**

Mae'r Cyfarwyddwr yn ystyried bod craffu gwleidyddol o'r adroddiad i fod yn elfen bwysig yn y broses ddatblygu, a bydd yn cael i ddiwygio drwy'r camau gwahanol cyn cyhoeddi'r adroddiad terfynol yn ystod haf 2019.

Llunio barn am faterion sydd i'w cyflwyno gerbron y Bwrdd Gweithredol / Cyngor i'w hystyried

Angen ymgynghori â'r Pwyllgor Craffu perthnasol - Oes –

Pwyllgor Craffu Cymdeithasol ac Iechyd – 3 Gorffennaf, 2019  
Pwyllgor Craffu Addysg a Gwasanaethau Plant - 4 Gorffennaf, 2019

Angen i'r Bwrdd Gweithredol wneud penderfyniad:

OES – 29<sup>ain</sup> Gorffennaf, 2019

Angen i'r Cyngor wneud penderfyniad:

OES – 11<sup>eg</sup> Medi, 2019

**Yr Aelod o'r Bwrdd Gweithredol sy'n gyfrifol am y Portffolio:**

Y Cyng. J. Tremlett (Deiliad y Portffolio Gofal Cymdeithasol ac Iechyd)

Y Cyng. G. Davies (Deiliad y Portffolio Addysg a Gwasanaethau Plant)

<b>Y Gyfarwyddiaeth</b> <b>Cymunedau</b> <b>Enw Pennaeth y Gwasanaeth:</b> <b>Jake Morgan</b>	<b>Swyddi:</b> <b>Cyfarwyddwr y Gwasanaethau</b> <b>Cymunedol (Cyfarwyddwr</b> <b>Statudol Y Gwasanaethau</b> <b>Cymdeithasol)</b>	<b>Rhifau ffôn:</b> <b>01267 224698</b> <b>Cyfeiriadau E-bost:</b> <a href="mailto:JakeMorgan@sirgar.gov.uk">JakeMorgan@sirgar.gov.uk</a>
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# EXECUTIVE SUMMARY

## SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

DATE: 3<sup>RD</sup> JULY, 2019

### ANNUAL REPORT OF THE STATUTORY DIRECTOR OF SOCIAL SERVICES ON THE PERFORMANCE OF SOCIAL CARE SERVICES IN CARMARTHENSHIRE 2018/19

The Annual Report examines each Service area within Social Care and shows how service strategies, actions, targets and service risks will be addressed and delivered operationally by the service this year based on the approved budget.

The Annual Report (attached) comprises an overview provided by the Director of Social Services, which provides information on how we have performed in 2018/19 and an assessment on the future, together with our strategic priorities for 2019/20.

The Report links closely with the Directorate Business Plans for Community Services and Education & Children's Services departments.

Following publication of the report to the public (after it has been presented to full Council), Care Inspectorate Wales (CIW) and Welsh Government will complete their analysis and review of the report. There will be a formal meeting with CIW in October to discuss their analysis and proposed plan. This will be followed by an Annual Letter to Council in late November/early December, confirming their analysis and inspection plan. The process will link in closely with the Wales Programme for Improvement and the Annual Letter from the Wales Audit Office.

DETAILED REPORT ATTACHED?	YES – Annual Report 2018/19
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# IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

**Signed: Jake Morgan**

**Director of Social Services**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>

## 1. Policy, Crime & Disorder and Equalities

The Annual Report will be an important contribution to the Council's Improvement Plan

## 2. Legal

The Annual Report forms an important part of the statutory duties of the Director of Social Services:

*"The Director will present to Council, publish and report on an annual statement of plans for performance and improvement"*

## 3. Finance

The financial implications are included in the report. Budget pressures are identified clearly.

## 4. ICT

The PIMS system will be used to provide evidence of the Annual Report. Comment is made in the body of the report as to the need to better integrate Health & Social Care IT.

## 5. Risk Management Issues

Key risks have been addressed in this report with a link to the departmental and corporate risk register.

## 6. Physical Assets

Physical assets are included in this report in relation to service delivery

## 7. Staffing Implications

Workforce is a critical element included in the report. In particular, the development and retention of social workers to ensure that they continue their professional development and remain with Carmarthenshire.

## CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Jake Morgan                      Director of Social Services

**1. Local Member(s)**

Not applicable.

**2. Community / Town Council**

Not applicable

**3. Relevant Partners**

Not applicable

**4. Staff Side Representatives and other Organisations**

Not applicable

**Section 100D Local Government Act, 1972 – Access to Information**

**List of Background Papers used in the preparation of this report:**

**THERE ARE NONE.**

Title of Document	File Ref No.	Locations that the papers are available for public inspection

Mae'r dudalen hon yn wag yn fwriadol



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- 1- Introduction by Director of Community Services**
- 2- Summary of Performance**
- 3- What do others tell us about our services / How People are Shaping our Services**
- 4- Promoting and improving the well-being of those we help**

Standards 1- Helping people achieve the well-being outcomes they want.

Standards 2 - Working with people and partners to protect and promote physical, mental and emotional wellbeing.

Standards 3 - Safeguarding people from abuse, neglect or harm.

Standards 4 - Helping people to learn, develop and participate in society.

Standards 5 - Helping people maintain healthy domestic, family and personal relationships.

Standards 6 - Helping people achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.

## **5- How we deliver for our citizens**

- a) Our workforce and how we support their professional role
- b) Mwy na geiriau / More than Just Words
- c) Our financial resources and how we plan for the future
- d) Our Partnership Working, Political and Corporate leadership, Governance and Accountability

## **Management Structure**

## **Appendix 1- Key Priorities for 2019/20 Adult and Children Services**



## 2 Introduction by the Statutory Director of Social Services



*As the Council's Statutory Director of Social Services, it is a requirement by Care Inspectorate Wales (CIW) and the Social Services and Well-being (Wales) Act 2014 to report annually on the performance of social services for adults and children. This is my fourth report as a Director for Carmarthenshire and my sixth as a Statutory Director of Social Services.*

I am pleased to be able to report that whilst there is increasing demand for services Carmarthenshire County Council continues to provide a range of good quality Social Care Services. This is a draft report for consultation with a final version presented to full Council in the coming months.

As we move through a new financial year we are facing an unprecedented level of pressure on budgets and services. In the last four years we exceeded all expectations in managing demand across children and adult social care with budgets underspending over the last two years and only a very small overspend highlighting key pressure points.

In Children's Services investment in prevention and innovation in Social Work practice have reduced the total number of looked after children to amongst the lowest in Wales. This management of demand is even more impressive as the rest of Wales has seen significant growth in both costs and numbers related to this client group. The service continues to aim for a further reduction in numbers although this is unlikely to deliver cashable savings as alternative preventative options cost more to maintain. The relative base budget in Children's services remains low and inflation in the care sector gives few places to go for further savings without difficult decisions that would risk costing more in the long term. Thus being creative to reduce demand and costs will be critical over the coming years.

In adult social care our primary pressure is in containing demographic growth of 3.4% in need and high levels of inflation in the care sector. Most spend is in the residential and domiciliary care sector. Demographic growth is primarily from a growing population of older people, in particular those over 85 living with chronic illnesses. Despite this demographic growth the number of hours of domiciliary care has reduced by 4.5% since 2015. Had the service provision grown by population demographics we would require estimated additional funding of £2.5 million a year. When put together with the effect of our new more efficient commissioning model (introduced in 2015) the service would require an additional 5 million a year were it to commission the same number of hours as it did in January 2015. Beyond this year there are only limited savings to be taken from this area. A priority will be to make our in house service more efficient as its proportion of the overall domiciliary care market grows.

We have been less successful at the reduction in residential care but growth in the last two years of approximately 5.1% compares well against population growth of 6.8% in the same period. However, inflation costs in the sector remain challenging as minimum wages continue to grow at a high annual rate. My view is that our overall numbers have some scope for further reduction as we improve systems that support people at home. A key priority will be to improve occupancy in our in house services to further contain costs.

Whilst there is room for some improvement the educational attainment of looked after children in Carmarthenshire has been consistently above the all Wales average for a number of years. In 2018 Welsh Government indicated that Carmarthenshire achieved many of the best educational outcomes for looked after children and care leavers in Wales.

We have a long term commitment and focus on family support which has served the authority well. This approach has seen 82% of children in the service supported to live at home and 19.8% of children returned home from care, nearly double the rate of the Welsh average.

Our Youth Offending Service continues to perform well with very low custody rates for young people, and a good partnership with the police that has reduced custody demands and created more effective innovations for lower level offences. The service has been served well by a restructuring that aligns it with the counties youth service.

Foster carer recruitment has been a focus and we will need to continue to improve this area if it is to give us the placement choice we need.

We have prided ourselves on our ability to manage data with the WAO audit office commenting last year that:

*“the authority has experienced benefits of making data-led decisions – live modelling of “real time” adult social care activity, costs and service demand within the budget consultation process.” Further development of this work will help the authority and extend the benefits of data-led decisions to all service areas.”*

However, our systems must modernise and in the next year we will implement our new software for our domiciliary care service improving the effective deployment of care workers to become more efficient.

In December, Allied Care, who provided more than 10% of our service, collapsed. Through good planning and some additional investment, we acted decisively by bringing the service in-house to provide vital stability to the workforce and service users. We now have an in-house service that serves close to a third of the market. Moving forward, we will have to consider very carefully how we partner with the best of the private sector to bring innovation and efficiency, whilst ensuring that our in-house services are well-placed to provide stability and quality in an unstable market. A new framework for domiciliary care provision will be a priority in the next 18 months. A part of this we will have a dialogue within the council as to what proportion of care should be delivered directly by the local authority.

During 2019-21, our now outdated management information database will be upgraded and implemented across children and adults social care which will deliver a substantial change for us in terms of technology. The new system upgrade, Eclipse will enable increased efficiency for workers and closer integration with our partner agencies. It will also enable us to demonstrate better management oversight of casework and crucially to be able to demonstrate this on the case record. We are not yet implementing the national WCCIS system as our analysis shows key shortfalls in the governance and functionality of this nationally procured system. We will keep a watching brief on this.

Performance management remains strong across adults and children's with the WAO commenting in 2017 *"that the Authority has well established and accessible performance management monitoring arrangements in place, mainly through its performance management systems PIMS which is used to track and assess service changes and evaluate their impact."*

**Wales Audit Office December 2018**

*Identified that "the authority has experienced benefits of making data-led decisions – live modelling of "real time" adult social care activity, costs and service demand within the budget consultation process." Further development of this work will help the authority and extend the benefits of data-led decisions to all service areas."*

We have been innovative within our prevention services which support recovery and rehabilitation. The creation of the unique Llesiant Delta Wellbeing, our arm's length (wholly council owned) Telecare Company, was initiated to protect jobs and services. As the model for Telecare changed we, as a local authority were unable to trade and faced the very real prospect of the service declining and ultimately being provided by call centre services that are usually located outside Wales. The success of the first year has exceeded all expectations, as the service is not only financially self-sustaining but is also expanding and now employing an additional fifteen people. It has done this whilst protecting all terms and conditions of staff resulting in the better retention of staff than ever before. As a result of this investment, we can compete with the private sector on quality, not cost and we are demonstrating innovation in the use of technology. It is a service that is wholly bilingual and is now truly able to provide an active offer to Wales's most vulnerable service users. Plans in the coming months will include opening a second office in Carmarthen, as the benefits of what is becoming a thriving business are spread throughout the county. A wide range of services, information and advice for carers is now in place. However, feedback from carers indicate that there is much more to be done and this will be a priority in the coming year.

The development of initiatives such as "Carmarthenshire is Kind" and "Dementia friendly Communities", is also beginning to make a difference, as many of our communities seize on these initiatives to enhance their community's resilience. However, the evidence of these initiatives reducing statutory demand is not yet evident.

Domiciliary care, when delivered efficiently, supports vulnerable adults to live independently at home for as long as possible. This saves money in hospital and residential care costs.

**A National review of Domiciliary Care in Wales carried out in the summer 2016.  
David Francis, Assistant Chief Inspector quoted.**

*“Carmarthenshire in our view were the most advanced in taking forward sustainable, outcome focussed approaches to commissioning” “It’s not revolutionary but it is innovative and progressive”*

Within Mental Health and Learning Disabilities, demand continues to grow. There is an increasing number of children and adults with a disability who are living longer as health services support people with chronic health conditions or disabilities better than ever before. Service users’ expectations of independence have rightly grown; many of our building-based residential and day services have become increasingly outdated as families and service users demand services to maximise their independence.

Historically, Carmarthenshire has spent too great a proportion of its budget on residential care for adults with mental health and / or learning disabilities. We have had more than 100 people in residential care placements over many years because of their inability to communicate which services would meet their needs. We now have a programme in place to provide tailored community services to the most vulnerable adults with a disability. Through this development of high support levels in the community, we have seen a reduction of 8% amongst the number of adults in a residential care setting. We expect several other high support community-living projects to be developed in the coming year. These will both reduce spend in out of county residential care and release funding for further investment in community support.

We have continued our transformation programme of day provision across mental health and learning disabilities. This has involved re-designing the service’s purpose to fulfil peoples’ wishes, whilst diverting from traditional care and activity to community engagement and independence and support more people than ever before with innovative programmes of care and activity. The increase in spend on direct payments, whilst challenging for our budgets, allows many users to make choices about what services they want, when they want it. In doing so, we meet need earlier, prevent crisis and support carers to continue their vital work.

I am the Chair of the Mid and West Wales Regional Safeguarding Children’s Board (CYSUR). This is a strategic partnership that consists of statutory and non-statutory agencies who have the responsibility to ensure the people and citizens of Mid and West Wales are appropriately safeguarded. The CYSUR Safeguarding Board works very closely with the Mid and West Wales Safeguarding Board for Adults (CWMPAS).

The board has continued to mature in the last year with the all age agenda of adult and child safeguarding now firmly established and embedded into the board’s structure and governance processes at an executive and sub group level.

Effective co-operation and challenge are part of everyday business. The year has seen the completion and launch of a number of key projects including the regional VAWDASV strategy Safer Lives, Healthier Relationships, the Regional Threshold Document for Adults at Risk and the Regional Training Strategy. All of these are now starting to directly impact upon safeguarding professional safeguarding practice.

Identifying and disseminating lessons learned from case reviews has been a key focus for the board in the last year. The publication of further child practice reviews and the development and implementation of a regional forum for the undertaking of multi-agency professional forums has helped develop a culture of learning amongst our multi-agency safeguarding practitioners.

As a board we have continued to champion the agenda for children who are electively home educated and welcome government proposals to strengthen safeguards via the introduction of statutory guidance although are keeping a watching brief as to the governments approach in this area.

Lessons on how sensitive services are managed, the critical need to retain frontline staff and for agencies to avoid disproportionate and unrealistic budget cuts are all lessons that Carmarthenshire and the region has taken from the experience of Powys. I am confident that the safeguarding board is now in a stronger position to challenge partners.

I am proud to be leading a committed and motivated workforce and management team who make a difference to the lives of people in Carmarthenshire. It has been a challenging year, as we have undertaken reviews in several areas of the service, and I have been impressed by the commitment of the staff to engage in this work in addition to managing the “day job “.

I would like to thank all staff and services for their excellent contribution, often under challenging circumstances. The work by Social Services is critical in supporting the most vulnerable people in society.

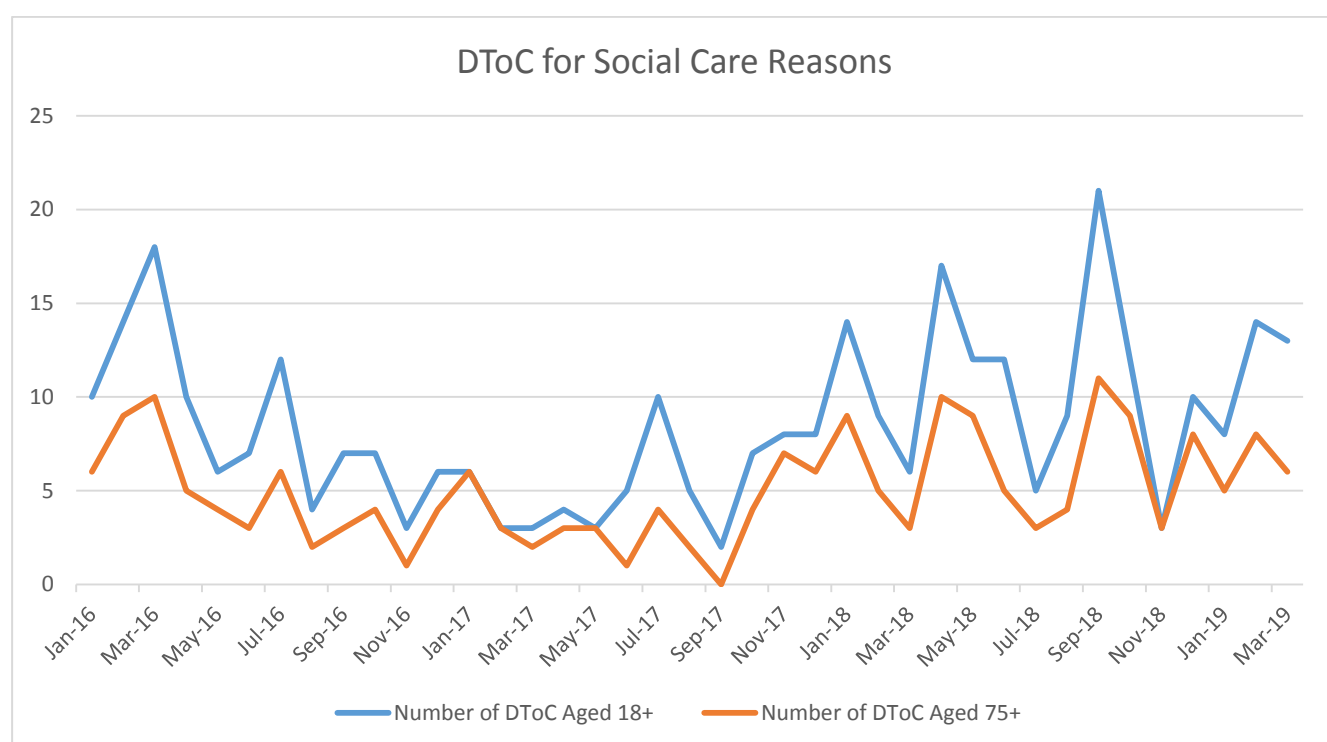
***Jake Morgan, Statutory Director of Social Services***

## 2. Summary of Performance

### Adult Services Performance

The total number of people we supported during the year was 5,189 (Adults aged 18+) with a total number of 7,658 (Adults aged 18+) commissioned services.

The graph below is a demonstration of the rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over within Carmarthenshire.

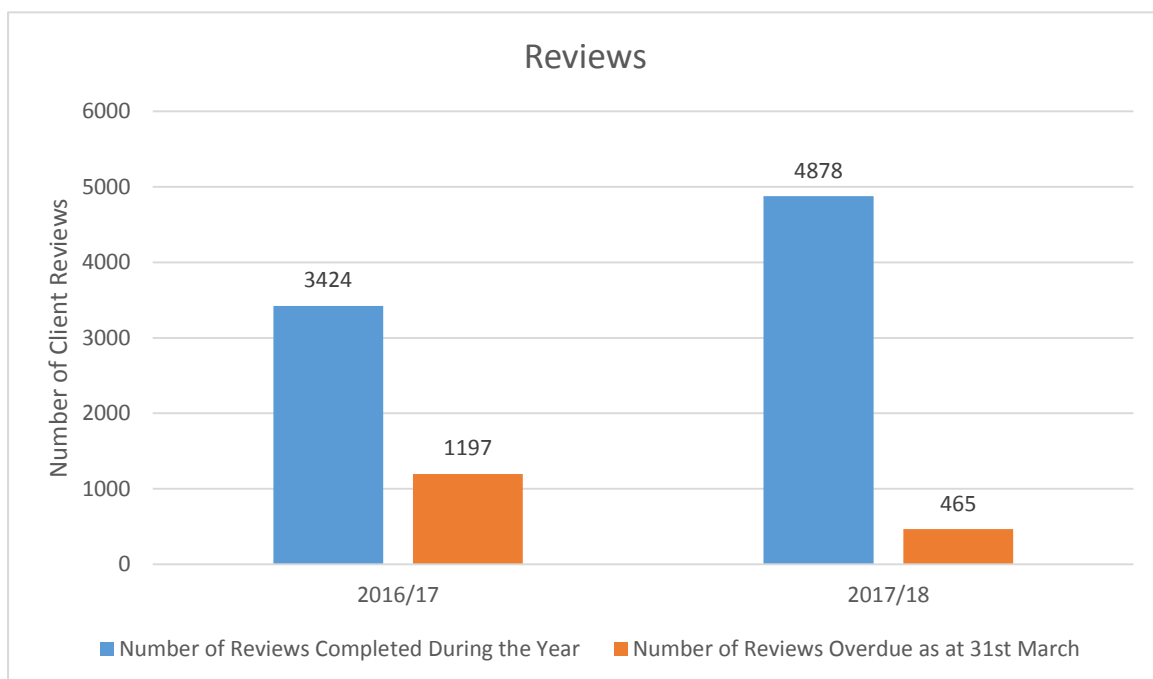


There has been a slight increase in delayed transfers of care for social care reasons, although numbers remain the same as the previous years. The primary reasons are the increased complexity exacerbated by the conditioning of the elderly when in hospital and the overall under-supply of domiciliary care. The number of older people delayed in hospital for social care reasons is a very small proportion of those overall delays within the health system. A key improvement needed to reduce delays in hospital is to improve nursing and therapy practice in hospital to improve the mobility of individuals when they are admitted thus reducing the need for care.

## Reviews

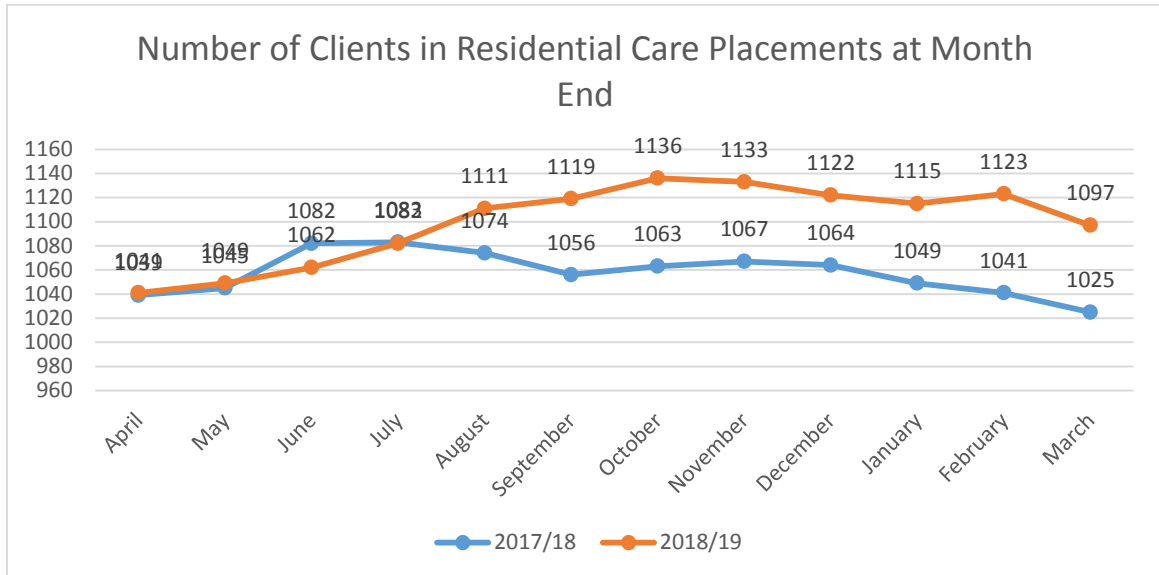
At the end of the financial year the number of outstanding statutory reviews requiring completion are low across the department, with data showing a significant improvement in performance compared to 2016/17.

The Older Adults division have completed a total of 3,251 reviews, with 465 reviews outstanding as of the end of March. The Mental Health, Learning Disabilities and Complex Needs division have undertaken a total of 1,627 reviews, with 3 reviews outstanding at the end of the financial year. This is the best it has been for many years.



## Residential Care

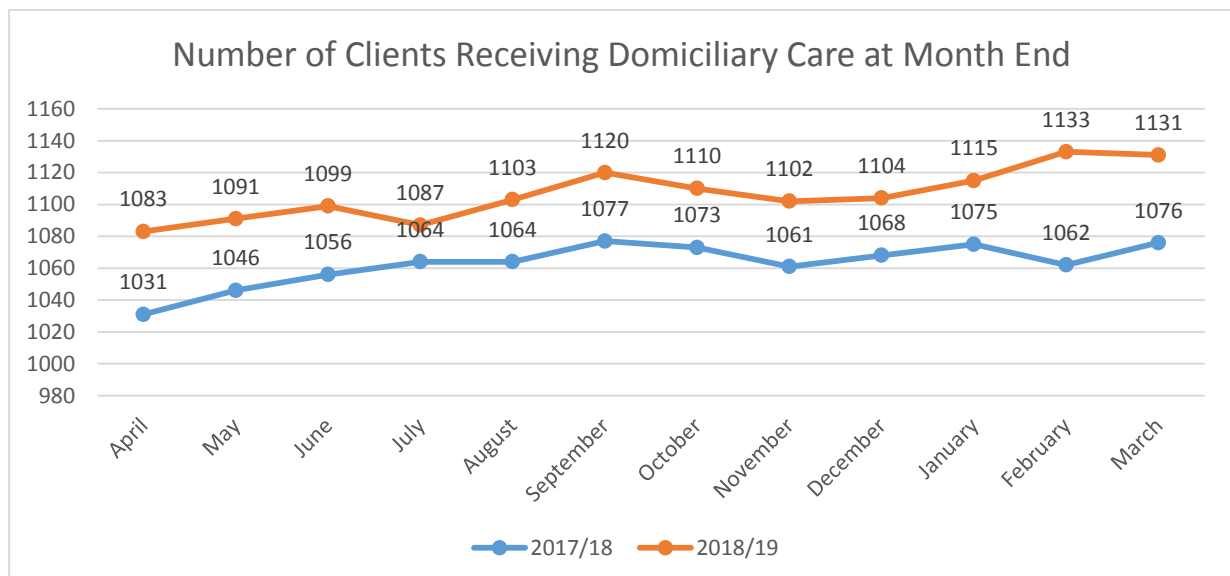
Increased admissions to long term residential care from 1041 to 1097. This year's data depicts an upward trend in number of admissions when compared to 2017/18's data.



Average length of stay in residential care was 912 days in 2018/19, up from 860 days in 2017/18.

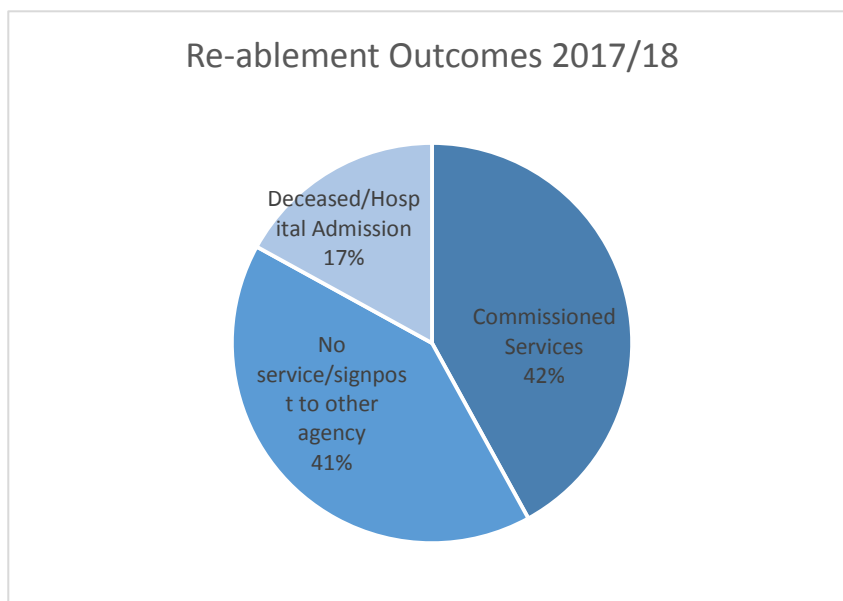
## Domiciliary Care

2017/18 showed a rise in commissioning of domiciliary care from 1031 to 1076 clients. This increase was continued in 2018/19 with a rise from 1083 to 1131





## Re-ablement



Following a re-ablement intervention, 41% of service users were successfully discharged with no service needs. 42% progressed to receive a care and support plan for long term services although domiciliary care was provided the number of commissioned hours were reduced. Whilst this is positive there is scope for improvement.

## Assessments

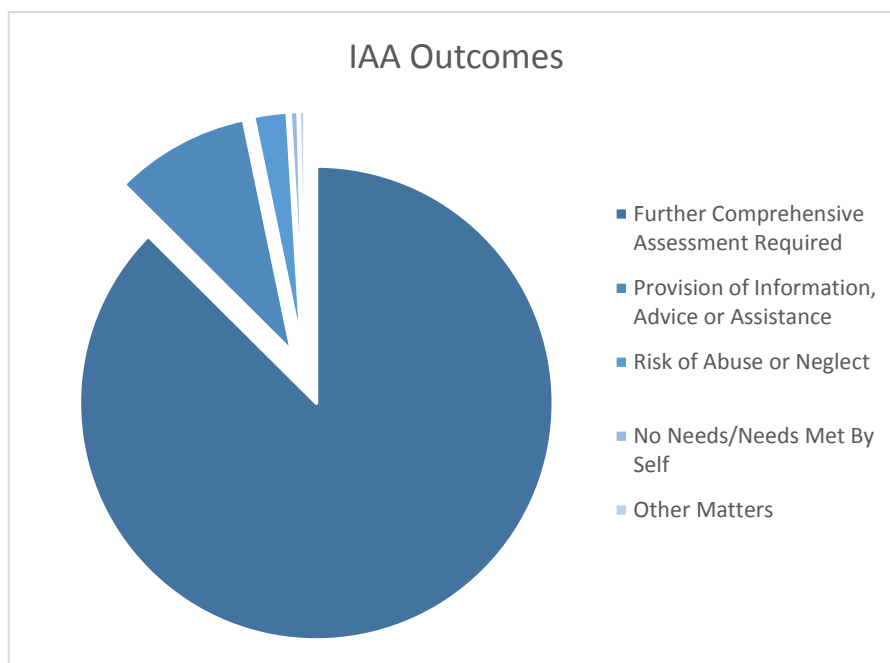
We completed more assessments this year than last. The number of assessments completed for adults/carers were:

Adult SSWBA assessments completed = 5,147

Carers SSWBA assessments completed = 387

## Information Advice and Assistance

The IAA service took a total of 10,565 calls, assisting and advising 6,244 people.

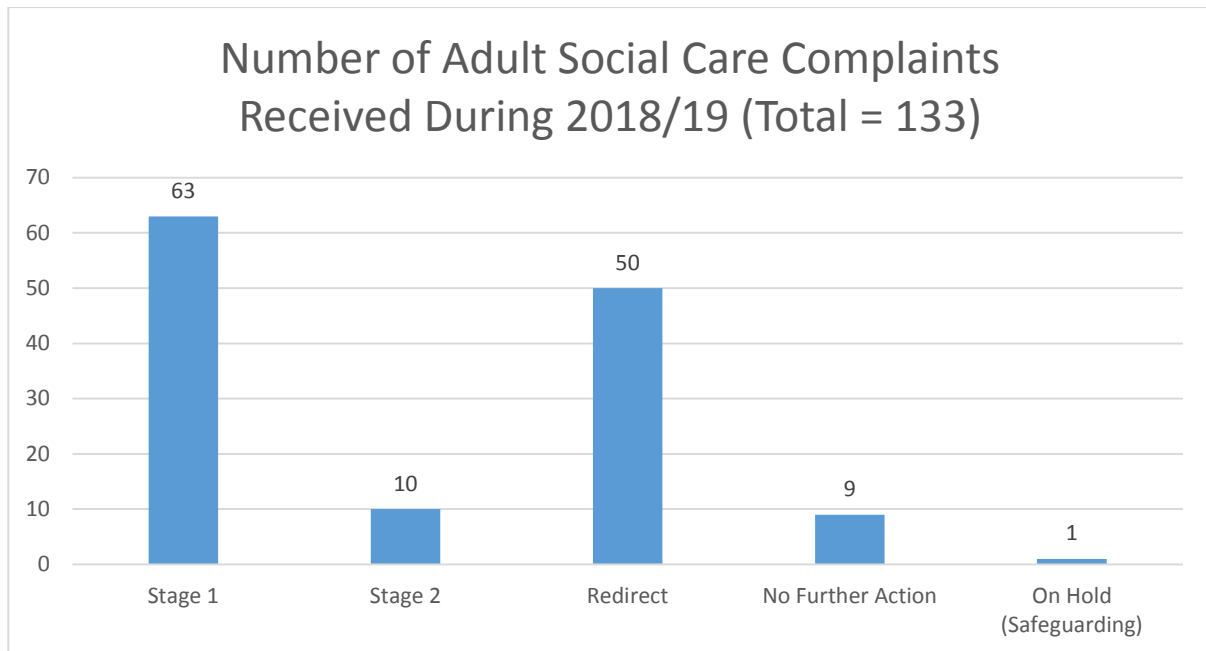


12 % of assessments conducted by the IAA service resulted in information and advice. Improving this rate so that people get the right advice at the right time with appropriate management oversight will be a priority in the coming year. Thus in the coming year we will review this new service to ensure we have sufficient management oversight and that it delivers good value for money. In Children's service our centralised assessment team for the county continues to deliver a timely response to the public.

## Complaints and Compliments

We always strive to resolve complaints at an early stage ensuring face-to-face meetings with complainants. When a new complaint is received, service managers are informed at an early stage to help them identify any issues, and this provides us with useful feedback. The complaints and compliments received from service users and their families help us determine areas in which we could improve and areas in which we are performing well.

During 2018/19, the number of individuals who received a service was 5,189 (Adults aged 18+). The number of complaints received in regards to adult social services were 133 and the number of compliments received was 152. Of these complaints 47% were investigated at the local resolution stage 1, and 8% proceeded to a stage 2 formal investigation. 38% of complaints received were logged as redirected either as the complainant did not wish to go through a formal complaints procedure or as the complaint did not fall under the statutory requirements. 7% were logged under the category of no further action.



## **DOLS**

Performance in relation to Deprivation of Liberty Safeguards has improved significantly over the year. The Supreme Court Judgement lowering the threshold for DOLS in 2014 has had a significant impact on the social work teams with the number of referrals increasing tenfold in Carmarthenshire. As of March 31<sup>st</sup>, the current waiting list figure for a DoLS assessment is 386, this is down from 623 the previous year and reflects the national position.

## **Safeguarding**

Safeguarding processes have been streamlined and new systems introduced to monitor performance more effectively and to enable more informed and timely decisions. The percentage of adult protection enquiries completed within the 7 day timeframe has increased from 75.3% in 2016/17 to 92.54% in 2017/18 95.47% in 2018/19

## **Adult Care Survey Results**

Following implementation of the Social Services and Well-being Wales Act, Local Authorities are required to collect information about people who use their Social Care Services via an annual questionnaire.

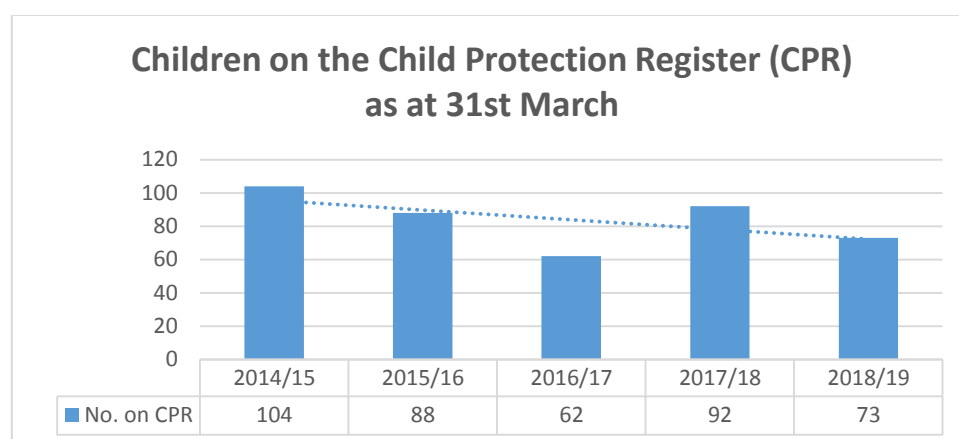
The survey was conducted between November 2018 and January 2019. Recipients received the questionnaire via post after being randomly selected from our CareFirst system. All recipients had a support plan or were receiving services from the local authority.

The number of responses to the survey was 634. We received 608 surveys in English and 26 responses were received in Welsh.

- 89% felt that they live in a home that best supports their well-being
- 49% answered 'Yes' they could do the things that were important to them.
- 53% felt that they were part of a community.
- 86% were happy with the support they received from family, friends and neighbours.
- 83% stated they felt safe from any kind of abuse, physical harm or from falling both inside and outside their home.
- 79% of people stated they thought they had the right information or advice when needing it.
- 78% of respondents were involved in decisions.
- 93% felt they were treated with dignity and respect.
- 85% were happy with the care and support they had received
- 70% made their own decision to live in the Care Home.

## Children Services Performance

The number of children on the **child protection register** has continued to fluctuate with this year having **reduced significantly** to 73 (as at 31/3/19) compared to last year at 92. This is an excellent result and evidences the work undertaken with children and families to reduce risk and ensure safety plans are being managed effectively across the Signs of Safety model or working together with systemic practice and family network meetings at an early stage. The process is more interactive and enables families to participate in an open and honest manner, building on strengths.



- ✓ **84.6%** of children were satisfied with their care and support (compared to 80.7% 2017/18)

**Reviews undertaken** during 2018/19:

- ✓ **98.7%** Child Protection Reviews were completed in timescales (compared with 95.7% during 2017/18)

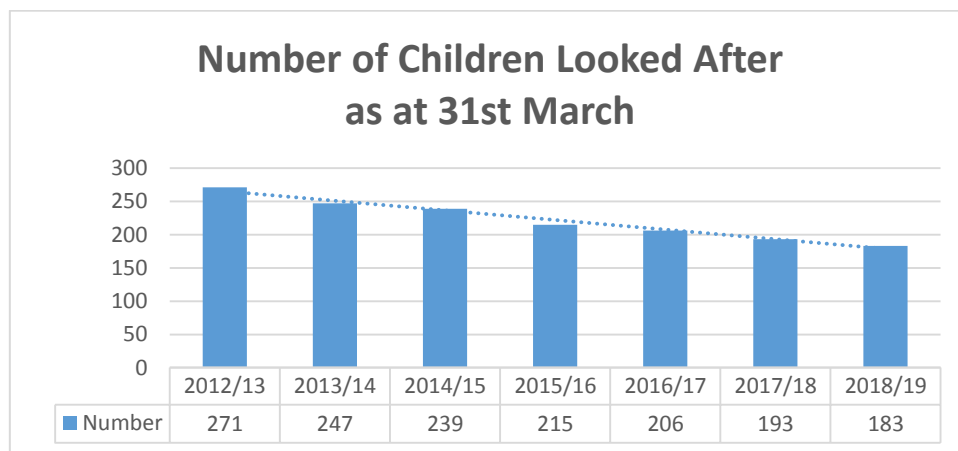
- ✓ **90.6%** of Looked After Children Reviews were completed in timescales compared with 88.9% in 2017/18
- ✓ **80.8%** of Care & support Reviews were completed in timescales compared with 71.2% in 2017/18

All of the above are multi-agency reviews. They may need to be cancelled at short notice due to numerous reasons e.g. insufficient agency attendance, sickness – parent/child/other agency/childcare worker etc. The reviews are no longer a Welsh Government measure therefore non-comparable nationally but we feel they are important measures and are kept locally by us.

Visits to children on the child protection register are monitored closely with a new system in place to ensure compliance with agreed timescales. Our new system Eclipse will serve us well in ensuring management monitoring systems are in place.

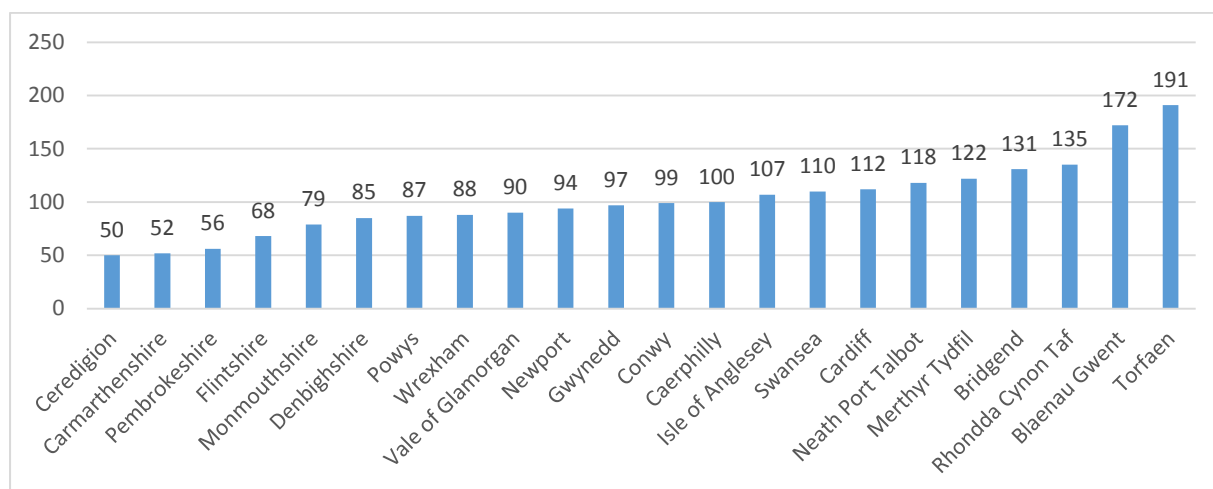
### Looked After Children:

We have continued to see **reductions in the number of looked after children** year on year with **183** children looked after as at 31<sup>st</sup> March 2019 which is one of the lowest in Wales and one of the best figures per head of population. The numbers of looked after children have been declining since 2012 when Carmarthenshire numbers were at their highest at 271 (a 32% reduction), despite a 15% increase nationally since 2010.



As at 31/3/18 (*latest comparable WG data*) Carmarthenshire had the second lowest number of looked after children per 10,000 population at 52. Since then this has reduced further to 50 (as at 31/3/19).

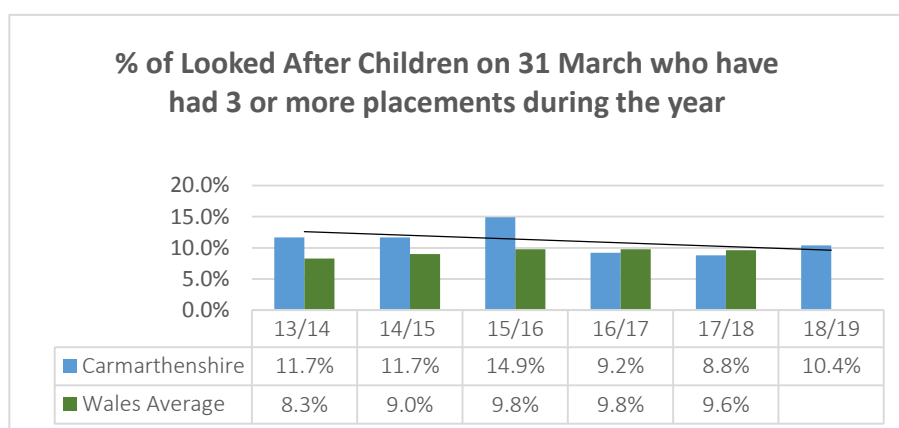
## Children looked after at 31 March 2018 per 10,000 population aged under 18 by local authority



Published November 2018

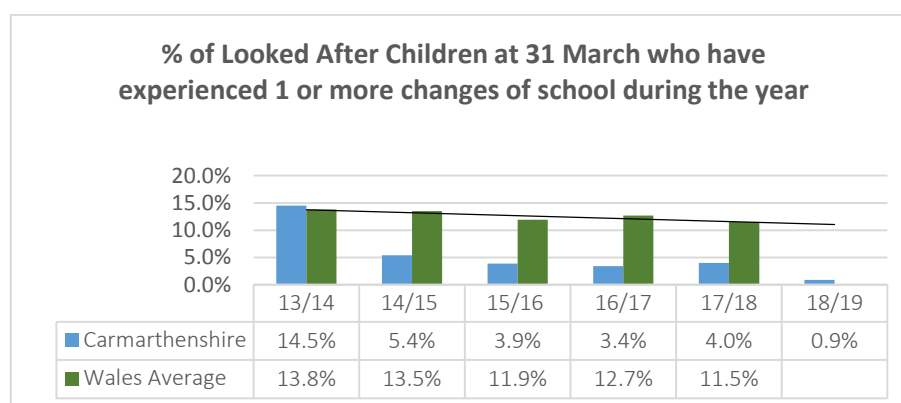
The number in Carmarthenshire has continued to fall since 2012 where we had 72 in care per 10,000 of the population. Our overall position is amplified as many authorities experience out of control rises. It should be noted that our admissions to care remain relatively stable but we have seen children and young people coming out of the care system faster either through care proceedings or a return to family members. When compared to English levels of children in public care our rate is less of a feature. This reflects our commitment and investment in family support which is a considerable investment to maintain but saves in the long run. We will continue a process of review, audit and reflection to ensure we get the correct balance between family support and intervention in public life. Whilst many authorities have sought to defend the position of high levels of children in the care system from the first ministers reduction and target setting initiative we have maintained a position that we should do all we can to support families with admission into the care system being a last resort but one that we will not hesitate to make to protect children if necessary.

## Stability for Looked After Children:



We have seen a slight dip in performance this year in respect of **3 or more placement moves**, with 19 children having moved 3 or more times (10.4%) compared to 17 children (8.8%) during 2017/18. However, the number of looked after children has decreased to 183 and is one of the best in Wales. LAC declining, however, has affected and impacted on our baseline figures. This is something we are continuing to monitor closely.

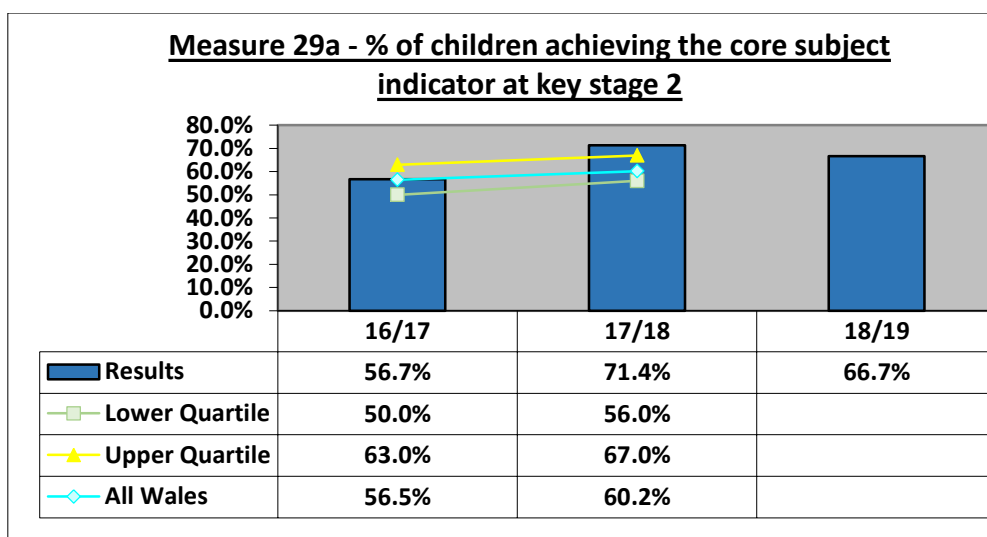
School stability is also an important factor in improving outcomes, and it is therefore important to note that Looked After children in Carmarthenshire experience significantly fewer school moves than anywhere else in Wales – **0.9% during 2018/19** (better than Wales average 11.5% 2017/18).



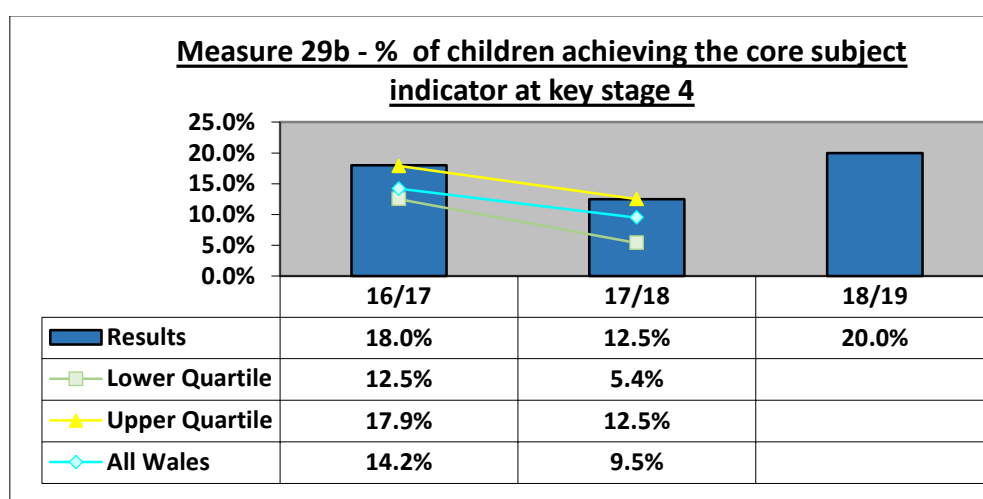
### Attainment of Carmarthenshire looked after children & Care Leavers

The educational attainment of looked after children in Carmarthenshire has been consistently above the all Wales average for a number of years. In 2018 Welsh Government indicated that Carmarthenshire achieved the best educational outcomes for looked after children and care leavers in Wales.

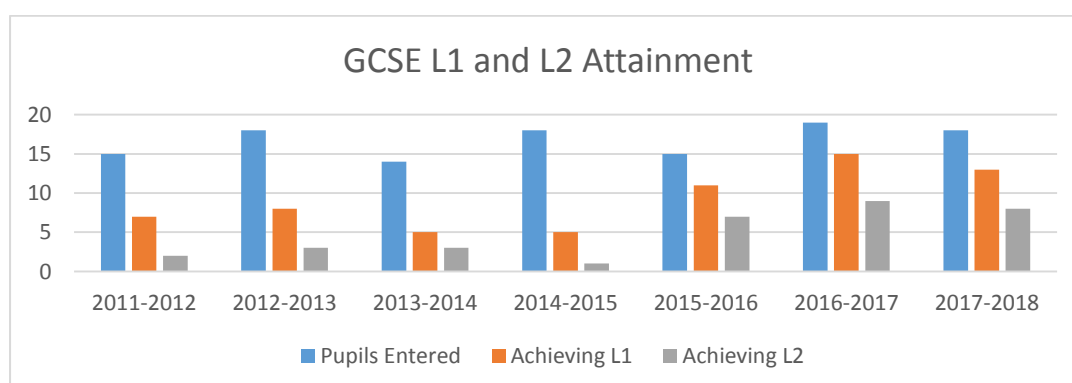
- 66.7% children received the core subject indicator at Key Stage 2. We are pleased to have exceeded our target of 64.1%, and the Wales average of 60.2%.



- 20.0% children received the core subject indicator at Key Stage 4. We are pleased to have exceeded our target of 15.0% and are well above the Wales average of 9.5%.



## GCSE Results 2018





Year	Pupils Entered	Achieving L1	Achieving L2
2011-12	15	7	2
2012-13	18	8	3
2013-14	14	5	3
2014-15	18	5	1
2015-16	15	11	7
2016-17	19	15	9
2017-18	18	13	8

L1 = 5 GCSEs or equivalent A\*-G; L2 – 5 GCSE's or equivalent A\*-C; L2+ - 5 GCSEs or equivalent A\*-C incl. Maths & English or Welsh 1<sup>st</sup> Language. Of the 18 pupils who were entered for GCSEs this year 5 had a statement of Additional Learning Need

### Care Leavers

- ✓ 64.7% of those who became care leavers during 2017/18 remain in education, training or employment 12 months after leaving care (11 out of 17 young people). (SCC/34a). *Better than the Wales Average of 51.4%*
- ✓ 61.1% of those who became care leavers during 2016/17 still remain in education, training or employment at 24 months after leaving care (17 out of 18 young people). (SCC/34b). *Better than the Wales Average of 51.4%*

Corporate Parenting Next Step team provide a range of training and support for care leavers helping to reduce the number that become NEET.

As at 31/3/19 Carmarthenshire Care Leavers:

- 59 in Further Education
- 11 Enrolled on Undergraduate university Courses
- 1 undertaking Post Graduate qualification
- 14 in Full Time Employment
- 8 in paid work experience
- 12 undertaking work based Learning/Apprenticeships
- 16 Gained a work related qualification
- 8 completed the 'Star' programme
- 3 completed Pre Tenancy training course
- 1 Young Person selected to train with Women's GB rowing team
- 5 attended 'Challenge Wales' sailing adventure training – completed Level 3 leadership
- 11 Passed theory or Driving Test
- 33 young people living independently
- 10 taken part in community Volunteering days
- 2 Young People volunteering with MWW fire Service and Dyfed Powys Police

- Mid & West Wales Regional Adoption Service (MWAS) continues to perform well despite the challenges of the size and diversity of the region. Demand locally, regionally and nationally for adoptive placements continues to grow. In line with the national picture it remains a challenge to meet the demand for adoptive placements. There have been increased requests for adoption support this year as awareness and expectations grow. MWAS and Adoption UK continue to work with schools, fostering teams and corporate parenting teams across the region to improve support for adoptive families.

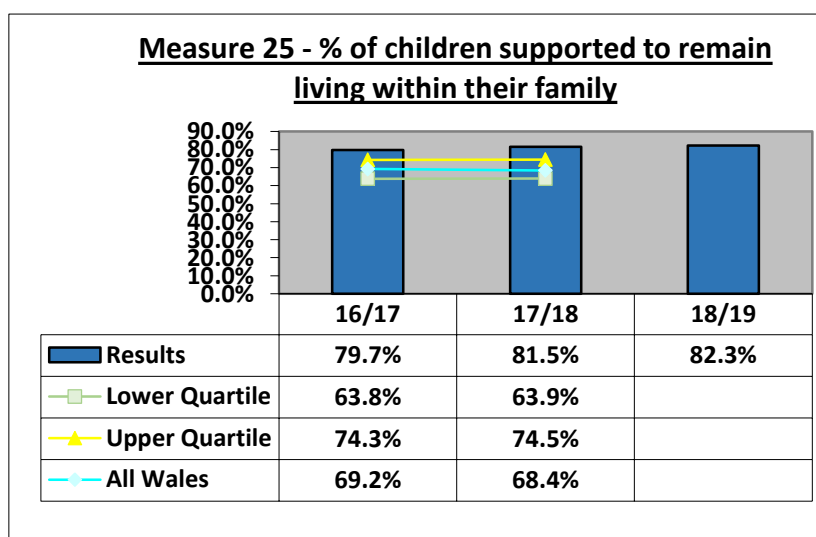
During 2018/19 (MWAS):

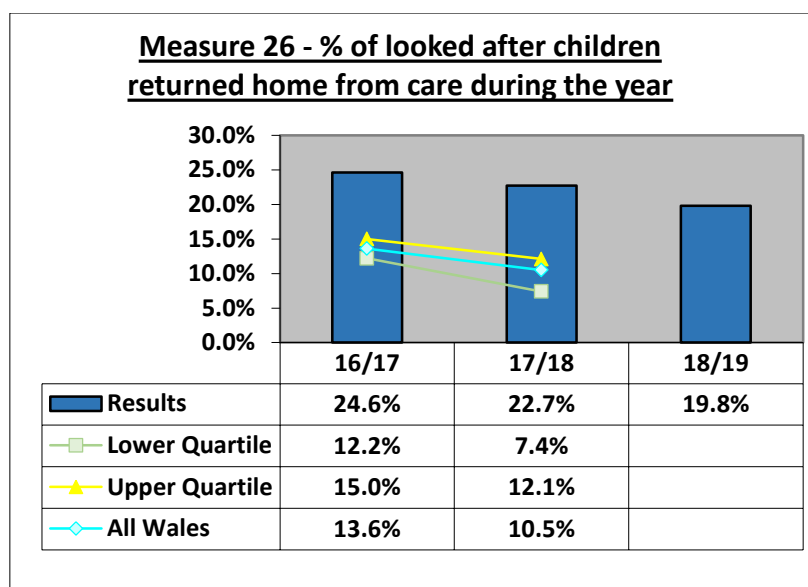
- 35 children were 'placed for adoption' in the region
- 31 'should be placed' for adoption decisions made
- 36 Placement Orders made
- 30 Adoption Orders granted
- 35 children matched with adopters

### Preventative services:

In the long-term our focus is on prevention and maintaining children at home with families and out of the care system wherever possible, as well as providing extra resources for foster carers to support the children in their care to avoid the need to move wherever possible.

- During 2018/19 **82.3% of Children were supported to remain living with their family** which is higher than the Wales average 68.4% (2017/18), and **19.8% of children were returned home from care during the year 2018/19** compared to 10.5% Wales's average.





### **Play Sufficiency consultation:**

Work has been completed on our 3<sup>rd</sup> statutory Play Sufficiency Assessment for submission to Welsh Government on 31<sup>st</sup> March 2019.

- 2096 surveys were distributed to all year 5 pupils across all primary schools
  - 987 questionnaires returned with feedback.
- 4000 surveys were distributed to parents and carers of all years 6 & 8 across Carmarthenshire
  - 316 were returned
- Young people questionnaires were distributed to all year 8 pupils across all secondary schools.
- Web-links to the questionnaires were placed on websites and social media

£130K was allocated to Carmarthenshire via the Welsh Government All Wales Play Opportunities Grant in mid-December 2018.

- The roll out of the childcare offer **30 hours of free education and child care** for all working parents commenced in Carmarthenshire from January 2019. This offer is excellent news for eligible working parents and carers throughout the County
  - ✓ Up to 2,735 - 3 and 4 year olds in Carmarthenshire will be eligible for the offer.
  - ✓ Briefing sessions have been very successful attended by over 110 childcare providers
  - ✓ Over 220 on-line applications have been received to date.

- The revised **Families First** (FF) programme commenced in April 2018 comprising 13 projects, eight delivered by the LA and five delivered by the third sector and Hywel Dda University Health Board. The projects have continued to work towards preventing, and mitigating the effects of Adverse Childhood Experiences (ACEs). During 2018/19:

- 9291 individuals received support from Families First (FF) during 2018/19
- 6591 new individuals were supported.
- 1005 new single agency JAFFs were undertaken, of which 51 escalated to TAF.
- 144 TAF Plans were worked with by FF projects
- 699 JAFFs were closed, with a forward movement of 548 (78%) on the distance travelled tool.
- 58 cases were stepped up to children's services and 110 cases were stepped down to Families First.
- The majority of TAF plans were Key Worked by a Families First commissioned project.

As of April 2019 the **Families First** programme will be included with six other funding streams under the Children and Communities grant. An indicative allocation of £6.4 million for 2019-20 has been received from WG. The rationale behind merging the grants is that it will allow for greater flexibility between programmes to meet the demands. The aim is that this new grant will help to improve and integrate service delivery to better support vulnerable families.

Families' first projects have engaged with the four primary schools participating in the SHEP programme that provides healthy meals, food and nutrition education, physical activity and enrichment sessions during the school holidays to children in areas of social deprivation.

- The **Flying Start** Service is now being fully delivered across 18 areas within Carmarthenshire covering a total of 768 postcodes.
- ✓ 1832 children (0-3) living in deprived communities are able to benefit from Flying Start services
- 79.2% child attendance at an allocated Flying Start free childcare placement for eligible 2-3 year olds to prepare for school readiness. Although we have just missed our target of 80.0% it has improved on 2017/18 results of 77.0%. We have recently reviewed our attendance policy and de-registration processes in childcare settings, and work will continue alongside childcare providers and health visitors to increase attendance rates
  - 94.7% of families with additional social welfare needs linked to poverty, living in a Flying Start area receiving time specified interventions from the wider Flying Start Team. Pleased to have exceeded our target.

- 2.5% unauthorised absence at an allocated Flying Start free childcare placement for eligible 2-3 year olds to prepare for school. Pleased to have exceeded the target of 3.5%. We will continue working with childcare providers and health visitors to maintain/improve unauthorised absences.
- We are continuing to develop the **Team Around the Family** (TAF) approach across the county for 0-25 year olds. The Eligibility document regarding thresholds and access to TAF services has been completed and the new JAFF is operational from 1<sup>st</sup> April. The new TAF-in-Schools team have commenced induction. We continue regular liaison with Central Referral Team and other children's childcare teams, as well as Education Welfare, head teachers, ALN's and other teaching staff, and Flying Start in order to enable families to access to the right help at the right time. Firmer links are being established with health as part of this extension of our approach and will be a key focus for the coming year.
- Tim Camau Bach have extended their remit and are now providing services to children from birth to 16 years.
- There are currently 107 registered childminders within Carmarthenshire with a total of 767 registered childcare places

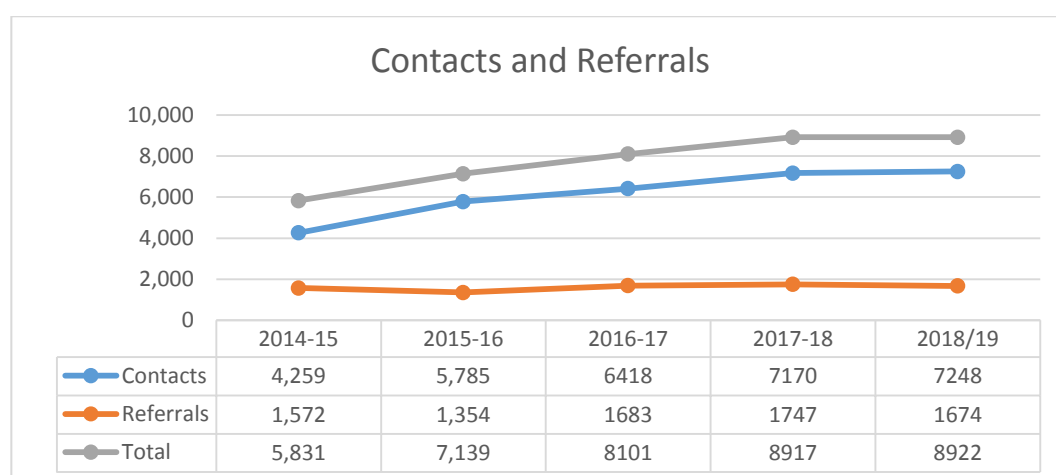
During 2018/19:

- 9 childminder briefing sessions (inc. 1-1) have been held
  - 23 attendees
  - 12 from the targeted areas
- 24 candidates attended childminder CYPOP5 course
  - 9 from targeted areas
- 6 new childminders have been registered
  - 2 Welsh speaking
- We have continued exploring the potential of utilising school grounds outside of teaching hours to enable children greater access to play opportunities. All new schools are being designed to enable this. Play training is being delivered to childcare and play settings along with primary schools across the county to raise the quality of play experiences for children.
- The LAC Well-being Team delivered Attachment awareness training to schools to better equip them in being able to meet the emotional, social and behavioural needs of vulnerable children. All 73 schools with looked after children have accessed this training, and it is being embedded as part of the 'behaviour transformation programme' in schools. The Well-being strategy for looked after children outlines the approaches and training available.
- Preventative teams such as the Family Support Service and **Edge of Care** Team have been re-designed to focus on working intensively with families and children at risk of becoming looked after, to enable them to remain within their families whenever possible, utilising an integrated approach in collaboration with others.

- The **Young Carers service** delivers a range of initiatives for young carers, and work collaboratively with schools, health, and voluntary sector, to ensure they are 'young carers aware'. Schools are engaging in the Young Carers Awareness Award.
- We have been reviewing our **disability service** to ensure seamless transition and pathways from children to adults. From the 1st of May 2018 all referrals for Autism/Disability aged 0-25 are managed through our Children's Central Referral Team. This has streamlined our process for children and families ensuring that they get the help they need, when they need it avoiding families being passed between services when children reach adulthood.
- In order to improve accommodation options a 16-25 Housing Forum has been established and a 16-25 pathway developed in line with Supporting People's strategic plan for the next three to five years, and funding has been approved. Supported Lodgings 'Plus' has been successfully tendered and recruitment commenced November 2018. The aim is to increase supported lodgings provision for vulnerable young people 16-25, enabling them to stay in their own locality, and providing additional support in gaining life skills to become confident young adults. A training flat is also being developed to assist young people who are almost ready to move onto independent living.

### Information, Advice and Assistance (IAA):

We have continued to see an increase in the number of contacts received by our children's Central Referral Team, although the number of referrals for assessment has reduced slightly. From the 1st May 2018 all referrals for Autism/Disability aged 0-25 are also managed through our Children's Central Referral Team. This has streamlined our process for children and families ensuring that they get the help they need, when they need it.

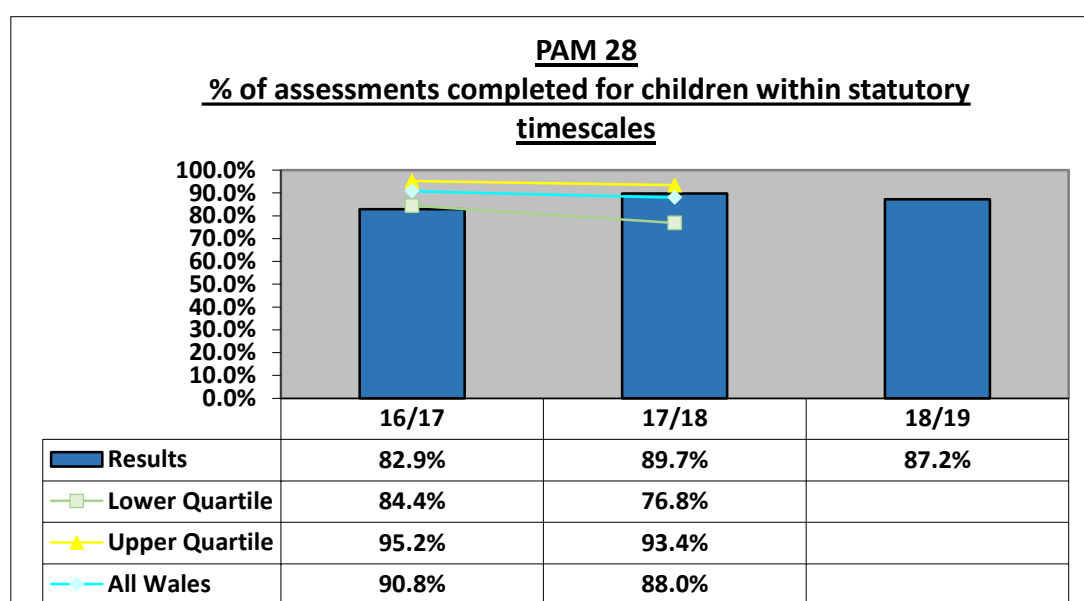


We have seen a reduction in compliance with timescales for **initial child protection case conferences** with 79.0% of initial child protection conferences being held within 15 working days of the strategy discussion during the year (compared to

86.2% last year). Six conferences (11 families) were not held within timescales due mainly to the demand on the service and/or no other chairperson available. We hope to see improvements in this in future as training in Signs of safety chairing has been implemented to Independent Reviewing Officer to support the main chair.

6.3% (8 out of 126) were **re-registered on the Child Protection Register**. We have narrowly missed our target of 6.0% and the Wales average of 5.4%. Previous performance has proved quite extreme with 2016/17 end of year result at 10.4% and 2017/18 at 0.7%. Reasons for re-registrations included deterioration in parental mental health, and substance misuse. Average time spent on the Child Protection Register during 2018/19 was 262.4 days. This measure looks at those children who were removed from the child protection register during the year which has gone up from 108 (at end of year 2017/18) to 145 (at end of year 2018/19) which is positive. However this has an impact on the number of registration days as 35 extra children are included in the cohort compared to the same period last year.

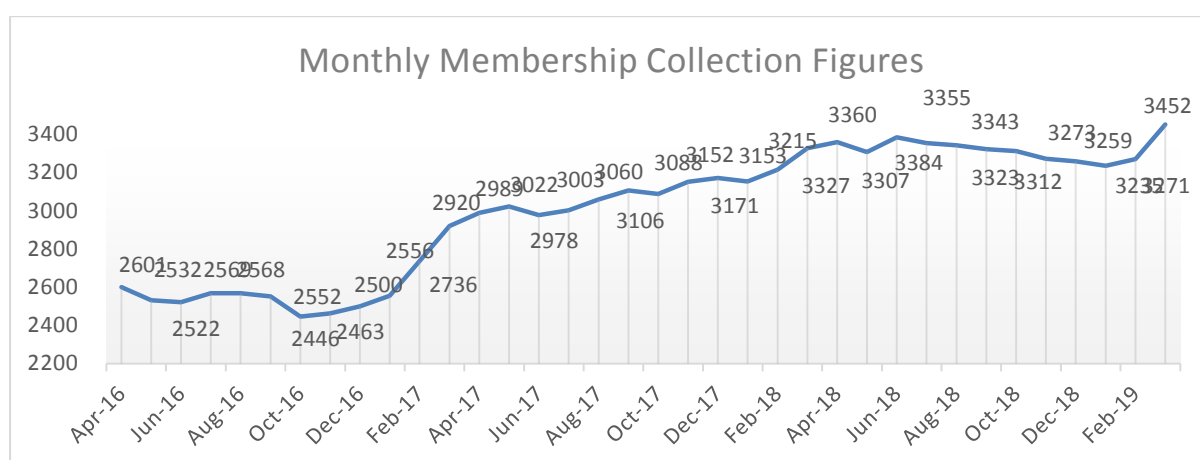
87.2% **Assessments for Care and support** were completed in statutory timescales (compared with 89.7% during 2017/18). Although we have seen an improvement compared to the first three quarters of the year, unfortunately we have missed our target of 90% and just missed the Wales average of 88.0%. Staffing issues in one of the assessment teams during the year has influenced the number completed within timescales, which has now been resolved.



86% reviews of mainstream foster carers were carried out in timescale (95 out of 100), and 77% of kinship (10 out of 13). Unfortunately we did not meet our target of 100% target. There are robust systems in place by managers to monitor progress.

## Health and Wellbeing Performance

Following a million pounds of investment to enhance the county's Health & Fitness offer, creating more space and bringing in brand new state of the art fitness equipment, the impact has been extremely well received by new and existing customers transforming the environments and workouts. This has resulted in a dramatic improvement in gym membership and use. Our service now seeks to improve connectivity to social media and fitness apps, allowing personalisation of settings and a huge range of TV/radio channels and streams, providing capability to exercise 'virtually' in a range of engaging locations across the world and so much more.



The biggest growth has been in family membership as we see children from the age of 11 now using gyms and attending classes.

## The National Exercise Referral Scheme

The Exercise Referral Scheme seeks to reduce those at risk of developing Coronary Heart Diseases, increase physical activity, and improve mental health and wellbeing. The Local Authority takes an innovative and effective approach to GP referrals referred for physical activity intervention (based on function rather than their condition), while upskilling mainstream leisure fitness staff in order to keep these referrals active throughout the life course. We had 1446 referrals in 2018/19, 58.7% of these engaged with the scheme (4.9% increase on 2017/18) and 55.1% of these completed the 16 week programme (9.5% increase on 2017/18).

We have increased and further developed our Community provision within the scheme by adding an additional community venue to better target our rural populations, which has increased participation to more than 7500 attendances for the year whilst more than covering its own costs through increased gym membership.



Participants reported health improvements after completing 16 weeks of the programme. A 13.3% improvement in health was measured via the EQ5 Visual Analogue Scale, which asks referrals to rate their health on that given day (we then compare measures before and after completion of the 16 week programme). Falls prevention remains a key priority for the scheme but despite a slight decrease in referrals compared to 2017/18 the 16 week completion rate has increased by nearly 5% (from 73.47% to 78%).

### **Referral Case study**

*Mrs N was referred through Physiotherapy after suffering a stroke for strength and balance exercises to improve her confidence. Mrs N had experienced numerous trips and slips due to her left side weakness and poor eye sight. Mrs N used a walking aid on to attend the sessions and to transfers from one exercise to another. After completing the 16 week programme Mrs N recorded improvements in her mobility and doing usual daily activities.*

*She showed a 43% improvement in lower limb strength and a 25% improvement in motor ability and dynamic balance. Mrs N mobility has increased to the point where she no longer needed to use her walking aid during the sessions.*

*Quote from Mrs N*

*"I have increased my confidence and didn't realise how much I was able to do. I feel happier. I come in with my stick and forget about it now"*

## **3. What do others tell us about our services / How People are Shaping our Services**

### **Wales Audit Office May 2017**

*Good Governance when Determining Significant service Changes – highlights the council has well developed processes in place to seek the views of stakeholders, including councillors and citizens regarding proposed service changes.*

*"The Council regards engagement and consultation as an ongoing process and continues to consult and involve on how the standard could be maintained within the restructuring of Social work practice which aimed to place the family at the heart of the service, in depth ongoing engagement is an essential part of the service change process, producing essential information and views from service users and families to help directly shape the changing service formats going forward."*

**Complaints** are now coordinated by the performance team and robust systems are in place to have robust data in relation to complaints. Complaints are used as feedback to improve performance. Some of the positive comments received over the last year have included:

*Dear Mark, I felt compelled to contact you to compliment you on your professionalism and efficiency in dealing with my complaint from 21st Dec 2018 onwards. As first point of contact for your department, I could not have asked for better. You were timely in your despatch of*

*letters, and always polite and professional on the telephone. Thank you very much for making a difficult situation so much easier.*

A parent of a young lady who recently attended her person centred review;

*"Following L's recent review, I would like to say I was impressed by the way the meeting was held. It was organised and professionally presented and conducted by Linda, totally different to other years. I have been to a number of these reviews over the past years, but this was different."*

*"A grateful thanks to your marvellous team who over the past week attended to my husband with great care and compassion, they were absolutely wonderful putting my husband at ease, chatting to him while they did their duties on him, which made him very relaxed. What would the world be like without your carers"*

Thank you message to Rapid response team

*"You are an amazing guardian angel. Thank you ever so much for all your hard work with regards to arranging the care plans for my Mum. I have never known such sincere and dedicated care, as well as such a prompt response"*

Thank you message to Social Worker

*"Thank you ever so much Mark you have been extremely helpful. It is lovely to have spoken to someone who understands the situation"*

Thank you message to complaints

*"Diolch o galon am dy help a'th gefnogaeth drwy gyfnod hunllefus i ni"*

Neges o ddiolch i Weithiwr Cymdeithasol

*"She has constantly impressed me with her professionalism, compassion, understanding and focus. It may well be that her exemplary standards are representative of the entire department. If so there is much to be proud of"*

Thank you message to Social Worker

***"You and your team have sometimes gone above and beyond what you need to do to help us. We really appreciate all the help we have received + can't thank you enough! Social services deserve much more praise considering outside circumstances at the moment. Thank you so much"***

Thank you message to Social Worker

***"#1 Social Worker in Wales! ...I cannot put into words how appreciative I am for your support...You've been there every step of the way, you are one in a million."***

Thank you card from a Care Leaver

***"Extensive and comprehensive assessments..... Open minded manner, with the children's interest at the heart of each decision"***

Comments made by the Judge during a complex case

***"Just wanted to thank you for all your hard work and your intervention...Thanks for your perseverance - just wanted to let you know that we have come a long way"***

Thank you message to a Childcare Assessment Team

**A person with lived mental health experience sharing her thoughts on her recovery and the support received in a poem:**

This poem is especially for you  
A bit about my life and how I've pulled through  
The darkness, the light, the battles I've won,  
Now I'm moving forward, the best is yet to come  
I've been through the worst, when I wanted to give in  
The voices were unbelievable, I thought they would-win  
I looked around and I saw no light  
But I said to myself, I need to win this fight!  
So here I am now, I'm well on my way  
I'm getting better and better every day!  
The struggles are stiff there but I can fight them away  
I am stronger now, no matter what they say  
I can't wait for this chapter and the adventures it holds  
Working with you, my future unfolds  
So thank you Marie for all that you do  
And letting me share my journey with you

SE

## Analysis of Outcomes for Children and Young People 4 to 5 years after a Final Care Order

Children services participated in an independent review by the Institute of Public Care (IPC) on behalf of the Welsh Government on the outcomes for children 4-5 years after Carmarthenshire secured a care order. The results were published in May 2018.

### Key findings

- Generally **good outcomes** in Carmarthenshire.
- When placement disruptions occurred in Carmarthenshire, we were much more proactive compared to other LA's. As a result; even where a child had a series of moves the **final outcome was positive**.
- **60%** of our children that came into care at that time, were adopted. This is compared to the **32%** adopted across Wales. This again is a high number and a positive feature.
- We had some really good foster placements that saw the children through into their teenage years.
- There were also good examples of children benefitting from **therapeutic support**.
- Impressive work by the therapeutic Social Worker that is described as a really good role.
- Evidence of really good **Life Story Work** and some stand out outcomes for children.
- **16** out of our **17** children at the end of the five years covered by the research were shown to be **stable, happy and attached**. All were either in education or training; 13 achieving well, 3 achieving particularly well and only 1 child struggling.
- Children in Carmarthenshire had **much better outcomes** due to the level of planning and support they were receiving at the time of breaking down and post break down in settling in a new placement.

## 2018/19: Well-being of Future Generations:

### An examination by Wales Audit Office - of 'Start Well' – Help children to live healthy lifestyles'

*"Our examination found that the Council has acted in accordance with the sustainable development principle in setting the 'step' and has effectively taken account of the five ways of working in the actions it is taking to deliver it".*

(Wales Audit Office – issued January 2019)

### Celebrating Success Event:

Consultation and feedback is undertaken with young people as part of the annual event to **celebrate the success of our looked after children and care leavers**. At the 2018 event in November (\*see 'Awards' section for further details of event) the event provided opportunity for young people to express their views in respect of leaving care services:

"Good Social workers  
who have taught me  
well " (17 years)

"Help, support and  
a lot of caring"

(16 years)

"Being in college and  
the ambition for  
university" (21 years)

"They give us the help  
we need" (16 years)

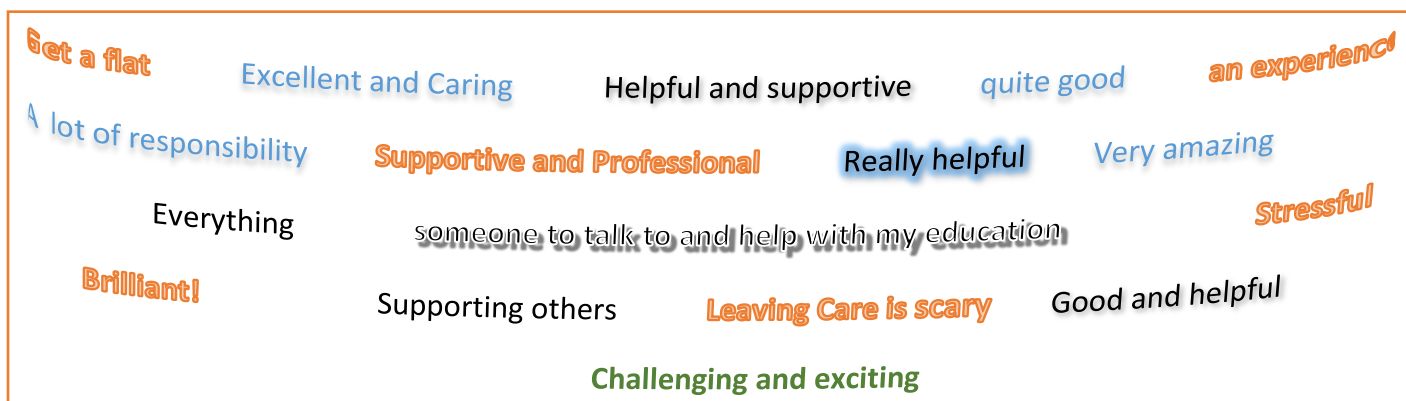
"They guide us to  
a good future"

(17 years)

.....and to describe Leaving care services in one or two words:

"Helping to plan my  
future" (16 years)

Being well  
informed



## SPEAKING WITH THE EDUCATION AND CHILDREN'S SERVICES SCRUTINY COMMITTEE



A group of young people, who were in care, have recently been very brave by attending a meeting with Elected Members as part of the Education and Children's Services Scrutiny Committee.

Thanks to Tyler, Joshua, Shannon, Jo-Anne and Rhian Thomas for expressing their views clearly about their experiences as young people who have left care. Your comments will be taken into account as we refresh our Corporate Parenting Strategy.

The group had the opportunity to share their experience of taking part in **Challenge Wales**. *Wales' Tall Ship* and *Adventure Wales* provides adventure residentials and day voyages to young people to help broaden their horizons enabling them to reach their potential.



## **The Voice of Young People**

**There is an active consultation group for care experienced children called ECHOES which is run jointly with Voices from Care (national charity) and Children's Services. They meet monthly and are busy developing the 2019 Corporate Parenting Strategy. They have been part of Welsh Government Consultation Group at the Senedd and the NSPCC consultation on wellbeing. The Echoes group regularly contribute to local and national participation events.**

**Last year young people told us they wanted to communicate with us in a different way. As part of the IT transformation programme a Care Leaver has developed a secure communication system that will function on children and young people's phones. This should be launched later in April 2019.**

**4 of our young people have completed a leadership course with Challenge Wales. The challenge involves being part of a yachting crew out of Cardiff Bay. They are planning an overnight trip this year.**

**A group of young people volunteer at the Botanic Garden and engage in planting and clearing areas. They have achieved community volunteering awards.**

**Young people tell us that generally they are happy with the quality of care and support they receive from social workers, teachers and foster carers. Where improvements were highlighted young people indicated that:**

- They would like more housing options.**
- They would like more wellbeing support at school but not to be singled out as different.**
- They would like to keep in touch with their foster carers post 18.**
- They would like to communicate with staff using mobile phones.**
- They would like more work placement opportunities.**
- They would like more help in understanding why they are in care.**
- They would like more information about what services are available to help them.**
- They would like more help preparing for parenthood.**
- They would like their LAC reviews to be less formal.**



## Sons and Daughters (of foster carers) Event October 2018

A successful consultation event with the sons and daughters of foster carers was held on Saturday 6<sup>th</sup> October at the Ski Centre in Pembrey Country Park. The event was organised by Fostering Network so that the children could have the opportunity to contribute to the magazine THRIVE. Following the consultation the children had lunch before having the opportunity to go skiing and tobogganing.



## ☆ Awards and Recognition

### ☆ Outstanding Contribution Award

**Ellie (18) and Maisy (17)** from Carmarthenshire were awarded the **Fostering Network's Outstanding Contribution by Sons and Daughters Award**, as part of the charity's annual Fostering Excellence Awards. Ellie and Maisy, along with four other young people collected their trophies at The Fostering Network's annual Fostering Excellence Awards in London on 24 October.

Ellie and Maisy were nominated for the award as a result of the excellent support they have given many children and young people over the years, playing an active role in fostering since their parents were approved as foster carers seven years ago. Ellie said: *'Fostering has allowed me to meet so many amazing children. I am so thankful for the memories I have been able to make through fostering.'*

Kevin Williams, chief executive of The Fostering Network, said:

*"These six outstanding young people exemplify the empathy and commitment to fostering that many sons and daughters of foster carers have, as well as the positive impact fostering can have on those sons and daughters. It's impossible to overstate the role that the children of foster carers play in a fostering family, welcoming fostered children into their homes and ensuring successful fostering placements. Many people say that the potential impact on their birth children is one of the major barriers to becoming a foster carer. The reality is that seeing life from another's perspective can be an enriching experience and can help a child learn and develop as an individual". With over 8,000 more foster families needed this year to meet the needs of children coming into care, recognising the positive impact fostering has on the whole fostering family is absolutely vital for recruitment."*

*Maisy & Ellie are on the right, receiving their award from children's author Jacqueline Wilson*



CELEBRATING SUCCESS  
LOOKED AFTER CHILDREN AND CARE LEAVERS

# FESTIVAL OF CELEBRATION



A good crowd came together at XCel Bowl, Carmarthen to celebrate the success of our **Looked After Children and Care Leavers**.

In the company of Adam Price AM, Cllr. Emlyn Dole, Leader of the Council and Cllr. Glynog Davies, Executive Board Member for Education and Children, a number of children and young people were awarded for their academic success, artwork, sporting and volunteering contributions. A young person compered the event very effectively and a special talk was given.



## ☆ Best Educational Outcomes for Looked after children and care leavers



Through the dedication of the teachers, foster carers, Next Step Team, Education and Emotional well-being service who have supported our care experienced young people to achieve the best educational outcomes in Wales, through their nurture, care and tireless support we have helped to achieved some of the best outcomes for looked after children and care leavers.

CIW have undertaken a thematic review of safeguarding and have commented positively on the new systems and structures in place to improve performance and in particular timescales.

Scrutiny has noted progress during 2018 in relation to the transformation of mental health services, carer support and progress in relation to DOLS.

Audit committee has received reports on progress regarding accommodation and commissioning for individuals with a learning disability.

A social worker has recently commented on the person centred reviews undertaken in our day services

***" I wanted to say I felt both these reviews were very positive and it was evident that Tanya had put a great deal of thought and preparation in to the PCP reviews for each of these individuals. Tanya made everyone feel so welcome and her lovely positive personality helped put everyone at ease and it was a pleasure to be involved in these meetings. Tanya's genuine affection and dedication to those in her care was really reassuring to me and I know the families were also very positive about the new format for reviews. It has also made me reflect on the way I have done reviews over the years. I think if Tanya can continue to do what she is doing it will reap no end of benefits to the service as a whole, individuals, families and staff included. Well done Tanya"***

**Carers** A number of initiatives in relation to carers have been introduced:

Identifying carer's champions in all social work teams

Establishing a carer's information and assessment post

Collaborating with the Mental Health Carers Network to develop an information-sharing leaflet and protocol.

Coleshill Craft Fayre and Carers Rights Day was a successful event at the end of 2018. Carers were given the opportunity to discuss the support available to people who work tirelessly caring for friends and family in an unpaid capacity and gain more information. This will be an annual event held at Coleshill Centre.

[www.coleshillwales.org.uk/whats-on](http://www.coleshillwales.org.uk/whats-on)



Collaborating with the Cares Information Service to plan a conference in carer's week (June 2019)

***Three day centres have received the Investors in carers Bronze award; Staff at the centres, along with all relevant services in the area, have been involved in the scheme, which is designed to help health, social care, 3rd sector and other organisations focus on, and improve, their carer awareness and the help and support they give to carers.***



**Engagement** As part of the Mental Health Transformation led by Hywel Dda Health Board, officers have contributed to a number of engagement events in order to consult on a new model of service. Feedback from those who use services and their carers has been a critical element of this programme, which has now moved to implementation stage.

Officers regularly attend service user and carer forums in order to ascertain the views of those who use our services, with the aim of continuously improving services. For example, a number of meetings were held with parent carers, Mencap and People First in order to ascertain their views on the remodelling of day services.

Service users and carers have contributed to the TIC review of residential commissioning and highlighted the need to ensure the process becomes more person-centred.

Co-production has been a critical element of the disability review. Listening events with young people and their families in respect of transition have been a regular feature which has informed the development of a through age model. Consultation

with colleagues in education, health, third sector, children's and adult services has also been a critical element of this project.

**External Awards** Carmarthenshire LA was an active partner in contributing to the Transforming Mental Health Programme which led to HDUHB receiving a National Health Service award for the collaborative effort and also receiving an award from the National Psychiatric awards at a ceremony in London in November 2018.

***The TIC awards 2018 held at the Fwrness Theatre recognised the achievement of Learning Disability services in the changes brought about over the past 18 months. The Learning Disability Day service was one of 5 services recognised for their innovative and improved service delivery***

One of our initiatives is creating dementia friendly Carmarthenshire. Carmarthenshire County Council, Hywel Dda Health Board and Dyfed Powys Police together with local GP surgeries, Town Councillors, local businesses, voluntary groups and community members have worked together to support the Alzheimer Society's Dementia Friends initiative. The program aims to provide dementia awareness sessions to local businesses, organisations, public sector employees and members of the public to become dementia friends and to pledge actions so that people living with Dementia feel empowered to access their communities. This work is currently being undertaken in Llanelli, Pontyberem, Ammanford, Llandovery, Laugharne, St. Clears, Whitland and surrounding areas, Llandeilo and Carmarthen Town.



## Internal Audit March 2018 - Adult Safeguarding Referral Process

*'The audit review confirmed that, from the sample of cases tested, there were good procedures in place with many expected key controls having been established and operating to an appropriate standard. A new safeguarding enquiry process has been developed over the last 12 months which, from the results of the audit testing, is working very well.*

*The decision to place the Duty Officer in Delta Wellbeing has proven to work well. During the audit it was evident that there is regular dialogue between the Duty Officer and other Social Care Professionals / Careline Agents which assists the Duty Officer in the enquiry / determination role.*

*All the cases reviewed had sufficient detail on CareFirst to substantiate the determinations made.*

*All but 1 of the sample were determined within the approved 7 days. The 1 that wasn't was because of the requirement of an interpreter. This was appropriately recorded, as required by the Social Services and Well-being (Wales) Act 2014*

## 4. Promoting and improving the well-being of those we help

The Mental Health, Learning Disability and Safeguarding Division is striving to deliver an approach that supports and enables people to remain in control of their lives and the solutions that best meet their aspirations and wishes. We want to focus on people's strengths and abilities and support them by using family, friendship and community networks alongside services. This culture change is at the heart of the Social Services and Wellbeing (Wales) Act 2014, which places an emphasis on community models of care and support. The Act requires us to focus on accessible services, information, advice and support, prevention and maximising the potential of the community as a resource. Person-centred planning is at the heart of this legislation and real engagement with those who use our services is paramount.

Since 2014, we have been engaged in the implementation of the Act, raising its profile amongst staff and partners. It has afforded us with the opportunity to collaborate extensively with colleagues in the statutory and voluntary sectors with the common aim of re-aligning and modernising services to respond to the new requirements, so that we promote wellbeing and independence which can significantly improve outcomes for those who use our services. This has presented us with a challenging time, against a climate of financial austerity and rising demand, however it has been necessary to establish a sustainable future position for our services.

We have introduced a project management approach to performance management in the division, interlinking the information requirements to provide sound data. Managers are required to provide robust evidence relating to their individual projects.

This approach is driving improvement and will ultimately result in improved outcomes for service users. Overall performance in relation to performance Indicators over the last year is positive and I am pleased to report significant improvement in the timeliness of safeguarding investigations, a significant reduction in the backlog of Deprivation of Liberty Safeguards applications (DOLS) and much improved performance in relation to reviews.

The division is represented on several projects and programmes associated with the Regional Partnership, integrated boards and health led transformation programmes. Our relationship with the Mental Health Directorate of Hywel Dda, Dyfed Powys Police and with Third Sector partners has been very positive and we are collaborating on numerous projects including the development of a crisis service in Llanelli.

The following joint projects are also well established following successful bids to the Intermediate Care Fund:

- Carers Information and Assessment Post
- A team which focuses on behavioural interventions for those individuals with challenging behaviour
- The provision of sensory equipment in several day centres
- ICF capital bids to develop supported living projects

### **Transformation, Innovation and Change (Tic) Reviews During 2018**

In response to the requirements of the 2014 Act, and as part of the Accommodation and Efficiency Project, we have established a new structure to focus on reducing the number of residential placements, by developing the market to increase the range of alternative supported living projects. We are collaborating with housing colleagues and independent housing providers to develop these projects which includes the utilisation of ICF capital funding. These projects will include local and regional initiatives to create services for older people, adults with a learning disability and children.

As a part of this work, the reviewing team (Accommodation and Efficiency) is working with providers to scrutinise and tailor individual packages of care. Work is progressing with providers to de-register those individuals from residential placements with a view to transferring them to supported living which will encourage their independence. This project is worth highlighting, as not only will the de-registration from residential to supported living afford those Service Users many benefits such as assured tenancies, more disposable income and increased opportunities, but will also provide significant savings to the budget position.

Similar work is being undertaken in conjunction with Housing colleagues to enable individuals to have access to a wider range of accommodation opportunities, again alleviating the reliance on residential placements and at the same time improving performance in relation to voids. As an example, two individuals with a learning disability who were likely to move into residential placements, are now living in an



extra care scheme. Seven individuals have transferred from a residential project to a supported living arrangement.

One of the social workers attached to the team has developed a high level of knowledge and experience around Continuing Health Care (CHC) eligibility and processes. This has enabled us to access funding where appropriate to the individuals health needs. However significant planned reductions in spend in this area by the health board continues to create a challenging dynamic that has to be managed.

A review of the disability service was undertaken during 2017. Streamlining and improving access to services has been a priority over the last year, during which time workshops have taken place with stakeholders, parents, carers and service users to consult on the proposals. A single point of contact for all referrals for individuals aged 0-25 has been established and feedback from those who use the disability and advocacy services has been very positive.

A co-produced model initially for 0 to 25 is currently being worked up with a view to establishing a new model of service during 2019 this is a priority for the coming year as we seek to create a service designed with people rather than for people.

**Supported Living** (Group Homes): Capped Rate Supported Living Officers have undertaken a detailed analysis of provider costs and engaged in a series of negotiations with the supported living providers. These negotiations were successful and have also led to improved provider/commissioner relationships. This has enabled officers to maintain the current fee levels.

The Substance Misuse Team has received excellent feedback from service users who value their support. The team has agreed a business plan to provide specialist support and advice to social care services concerning the impact of drug and alcohol misuse. The team is also undertaking research and development in relation to specific substance misuse conditions such as alcohol related brain injury and the correlation between substance misuse and falls in older people.

During Safeguarding week, the team launched their regional threshold document which details when and how we intervene to safeguard individuals. The team has also been instrumental in developing, implementing and training staff to use a new enquiry process. As part of the training, staff have become familiarised with the Handling Individual Cases guidance. The whole system has been streamlined following the permanent recruitment of a Safeguarding Officer at Llanelli IAA office. This post has had a positive impact on the volume of enquiries directed to the Safeguarding Team which has enabled them to focus on more complex cases.

Timescales for responding to safeguarding referrals have significantly improved; 96% of referrals are responded to within seven days.

The Head of Service chairs the regional domestic violence strategic group; the regional strategy was launched during safeguarding week and work around the six delivery plan priorities is progressing. A regional adviser who is managed by the

Senior Manager for Safeguarding was appointed in December and is beginning to have an impact.

**Community Inclusion.** During 2018, the Transformation, Innovation and Change (Tic) Review of **day services** moved into implementation stage and work is progressing well as part of the remodelling day service provision. The following is a summary of developments:

- Person centred reviews have taken place for a second year and have resulted in significant changes to service timetables and community inclusion. All services now have new timetables to reflect this and staff have received new training in areas such as, solution focussed interventions, sensory processing, setting targets and business planning.
- We are very proud of the diverse sports and leisure projects that we have undertaken over the last year and which are scheduled for the forthcoming year to improve health and wellbeing within the county. Examples of what we have achieved are as follows:
  - A new walking group was formed at Llyn Llech Owain not only to improve people's health and well-being but improve social inclusion. This group was inspired by Llanelli Run Wales group. Many of the participants achieved massive personal gains.
  - On September 16th a running group from Coleshill, put on their trainers and braved the elements to line up with thousands of other people to participate in the Swansea Bay 10k. They had been preparing for the race for months by attending two running sessions a week, to get in the best shape possible for the big day which gave them a tremendous sense of achievement.
  - Pembrey Country Park has a new all-inclusive cycle hire scheme, namely 'Cycle for All'. Thanks to the Integrated Care Fund, there are 38 new cycles ranging from hybrid bicycles, wheelchair transporters, twin bikes, tricycles adult and child size, 4-seater family bikes and recumbents. This improves access to all areas of the park for people who have disabilities.
  - Monday July 16th saw the start of the unforgettable "Go Wild" ECO taster experience. These sessions helped to raise awareness through the senses. It was run weekly for five weeks and was a sensory delight for the participants (from within and outside of the service) who had a variety of needs and a diverse range of abilities. Each week, a different activity was presented using a variety of items from the outdoor environment e.g. leaves, flowers, stones, twigs, herbs and spices.
  - A supplier's event at Dinefwr House, Llandeilo, was attended by three individuals who use the Cam Cyntaf pottery and who, as a group have produced ceramic Welsh and Cockle ladies. The pottery agreed to supply these iconic figures to the National Trust-run Powis Castle and Garden shop and the first delivery has been

made. The pottery group were also commissioned to make figurines representing the Gorsedd Y Beirdd for the 2018 National Eisteddfod in Cardiff Bay. These were exclusive to Bodlon in Cardiff and were on sale at their stall along with the Welsh Ladies figures.

- Johnstown Centre hosted a course through the medium of music, aimed at developing confidence, self-esteem and team work. The course was delivered for one day a week over a period of 5 weeks.
- The Integrated Care Fund has funded the Positive Behaviour Support Scheme (PBS) project which is now active within our learning disability services in Carmarthenshire. The PBS Service will offer pro-active preventative interventions to help avoid placement breakdown and escalation into specialist, out of county or hospital settings.

*The Prevention, Early Intervention and Promoting Independent Living Strategy (PEIPIL).* This strategy emphasises the importance of embedding early intervention services to maintain independence and help people to remain connected to the community.

Work has been undertaken to develop Dementia Friendly Communities across the county. Over 50 organisations from the public, private and third sector, were part of the Laugharne, St Clears and surrounding communities' event as they celebrated the launch of their Dementia Friendly Communities on 29 January 2019. Now, the baton has been handed to Carmarthen Town and Llandeilo as they prepare to increase awareness and support for people living with dementia within their communities.

Continuing with our strong commitment to prevention, our 'Carmarthenshire is Kind' work has been well recognised. In September 2018, over 800 people attended an event held in the Botanic Gardens to encourage this work. Likewise, we have continued to work closely with GP surgeries to support social prescribing, an approach designed to provide people with access to services that support their health and wellbeing preventing or delaying the need for statutory services or set up support from within their local communities. This has tremendous potential and something we will be expanding over the coming years.

It has been a challenging but productive year for the staff of children services, but there have been a considerable number of successes. Within Children Services, management oversight and challenge of assessments, plans and reviews is on-going. Monthly audits of assessments and reviews continue to be undertaken by senior management, and feedback is provided to respective managers and staff.

IAA: The Family Information Service (FIS) signposts people in the right direction for information on a wide range of family-related issues, including parenting support, staying safe, health and well-being, as well as the 30 hours free "childcare offer". It provides a host of information about family support services such as Flying Start,

Families First, Team Around the Family, Integrated Children's centres and Tim Camau Bach.

Not only has the FIS website (<http://fis.carmarthenshire.gov.wales/>) "gone live" at the beginning of June 2018, but we have made inroads into creating a social media presence with the development of a Facebook page which is live. Both sites are being closely monitored and continue to develop and grow, reaching an ever-increasing audience and we are promoting our online presence through events and roadshows. We work closely with DEWIS, an information resource for well-being which provides information that helps people think about what matters to them. All our childcare providers are now included on the DEWIS information register. We are working closely with DEWIS, to develop a National FIS (Wales) website which will provide a portal to direct families and professionals to local FIS websites and make the service more accessible. We are also holding regional FIS meetings with Powys, Pembrokeshire and Ceredigion to share ideas and best practice.

Our on-line work has also extended to the Corporate website for Disability and Autism which has been reviewed and updated in consultation with families. We have adopted a through-age approach in line with our service configuration / referral pathways. The website clearly signposts to FIS / DEWIS for more information, and to Central Referral Team for referrers.

We are very proud that one of our care leavers has agreed to design an app for Care Leavers. It is hoped that the app will encourage engagement with post-18 young people. The app, which will be safe and secure, will enable funds to be transferred, information to be recorded, links for Services to be sent and forms for consultations for young people can be shared.

The Signs of Safety model, is used at our multi-agency case conferencing to assist with the decisions made about children being placed on the child protection register. The process has become much more interactive, as it enables families to participate in an open and honest manner. It is also being used to build upon strengths and using the family network to reduce risk and promote the development of good safety plans, to enable children to either remain at their home or live with alternative family members wherever possible. The manager of the Integrated Family Support Team (IFST), has been working alongside the assessment teams supporting, developing and strengthening this model of practice and assisting lead practitioners to work in partnership with parents and families. We will continue to monitor this through our robust reviewing processes with the Independent Chairperson and through the audit and evaluation multi-agency group. A new practice development group has been formed, led by the conference chair with representation across the teams to support staff. A regional forum is also being set up to promote the model across the West Wales region to ensure a consistent approach.

We have actively engaged in producing a personalised approach towards allocating resources for disabled children by establishing a steering group to drive the implementation of a Resource Allocation System (RAS). This will ensure firstly, that families receive the support they require based on their need, secondly, that we are making best use of our resources and services. The result should guarantee that respite care is allocated fairly and equitably. We are considering the opportunity to

introduce the model on a regional basis for children's services. We plan to pilot this approach in Carmarthenshire from June 2019 which will allow us the time to test it with families before its implementation.

**Management Oversight and challenge of assessments**, plans and reviews is undertaken by senior management via monthly audits and feedback provided to managers and workers about strengths and areas for improvement. Where themes are identified in terms of the quality of assessments actions are agreed on a team or service basis. One example of this is from January 2019 an Assistant Team manager in one of the assessment teams took responsibility to ensure social workers enter assessments on our electronic system in a timely manner. Training is being held to improve the quality of chronologies, which inform assessments. Both assessment teams have had access to additional consultation in order to develop their use of family network meetings which also contribute to more effective assessments. Audits indicate that assessments now provide a clearer focus on the child and a positive shift in thinking in terms of outcomes rather than outputs.

Several new tools and frameworks aimed at improving services are currently in the process of being developed or implemented. Amongst these are:

- Continuing to implement the Team Around the Family (TAF) approach across the county for 0 to 25-year olds. The eligibility document regarding thresholds and access to TAF services has been completed and is currently being embedded into practice. The TAF approach has been shared with other grant aided programmes for the purpose of alignment and has enabled close working together.
- The 'TAF in schools' model, where development has continued in primary schools and is allowing families to access support earlier, preventing the need for statutory services by supporting schools to work with parents in holding those difficult conversations. Initial feedback from schools has been positive as it is part of the inclusion agenda, tackling adverse childhood experiences (ACEs), as well as family well-being outcomes. Firmer links are being established with health and will continue as one of our key actions for the coming year.
- The new JAFF (Joint Assessment Family Framework) tool has been successfully developed. It was piloted amongst Family First key workers prior to launch in April 2019. It encapsulates the spirit of co-production with families.

Children and young people were consulted on the Corporate Parenting Strategy and their feedback was incorporated into a draft strategy which is now in place. We have already met with Directors, Heads of Services and Elected Members and further dates are scheduled with them to capture each department's promise. We have been ensuring the Council fulfils its Corporate Parenting role by enabling our looked after children and care leavers to take full advantage of opportunities available to them to reach their full potential.

Our aim is to continue to reduce the number of care proceedings that are initiated resulting in children subsequently becoming Looked After. All requests for children

to become looked after are channelled through the accommodation panel, and our preventative services are involved to help ensure children are maintained within their families wherever possible. Where children currently become looked after, this is normally due to complex family issues where children are unable to safely return home to parents. Alternative care within extended families is being explored throughout the court process and robust assessments. The re-launch of the Integrated Family Support Team (IFST) and the new “Edge of Care” Team are focusing on working intensively with complex families and children on the brink of care to maintain those children within the family and in their own community wherever this is possible.

**Children with disabilities** – An area for concern has been those children who have reached adulthood and with their families have had challenges transferring between services. To address this situation, we are developing proposals to bring together our specialist disability services for children and young people into one service for 0 to 25-year olds. We have agreed a shared vision with education, further education providers, health, adult and children’s social care through our ‘Realising the Potential’ work. This vision advocates that children and young people with disabilities should remain in Carmarthenshire, living in their communities when they leave school. Options for a remodelled service have been jointly considered, with a view to implementing any changes from April 2019. A ‘Working Together’ group has been established with parents to co-produce service solutions. This model has been used to deliver summer schemes this year, which have proved successful. We are initiating the tendering process for the service and several parents are involved with the project team in the design, commissioning and evaluation of the service which will be operational from April 2019.

The Resource Allocation System (RAS) as described previously, is being introduced for disabled children and their families.

The service manager and lead officer for Autistic Spectrum Disorder (ASD), has been a member of the local strategic group responsible for delivering the Integrated Autism Service in West Wales, (which is hosted by Hywel Dda university Health Board) and supports the implementation group. Our existing services for autism are being reviewed to ensure they complement the development of the Integrated Autism Service for Wales. This has facilitated an increased developmental role in supporting our staff through training and advice in relation to autism. An additional social worker post within our Transition service has also helped us cope with the increased demand for assessment for young people with High Functioning Autism/Asperger’s. A series of consultation events is taking place for parents, carers and autistic individuals to consult about the new service which will be launched during 2019.

We have utilised the “Week 6” development sessions as well as the pod leader’s forum to contribute towards the development of systemic practice in the social work teams. All four childcare teams are now working systemically within pods. The psychologists have met with the fostering team to discuss systemic practice. Managers from the Disability service have observed pod meetings as well as exploring other versions of systemic practice and pod working in neighbouring authorities.

### **Child Sexual Exploitation (CSE)**

This is an area of concern which is a major priority across the region. We have set up an agency so that we can effectively deal with this issue not just in Carmarthenshire, but across West Wales. Multi Agency Child Sexual Exploitation (MACSE) meetings have commenced and are continuing to develop. Our aim is to consider children and young people who are deemed to be at moderate or significant risk of CSE. One area that we have covered this year is to ensure that all unqualified staff have received basic safeguarding training, so they have a broad understanding of the issues. Carmarthenshire actively engages in all the regional events concerning CSE and ensures that CSE is on the agenda of local meetings with Team Managers and for the Local Operational Safeguarding Group. We are working with the Barnardo's pilot scheme for CSE and are contributing to the regional action plan.

Regional working within Mid & West Wales Adoption Service (MWAS) continues to improve despite the size and diversity of the region. However, MWAS continues to use its resources as effectively as possible. With guidance from the marketing department of University of Wales Trinity St. David, funded by a small grant from WG, MWAS has been reviewing our approach to marketing and recruitment since the demand for adoptive placements has grown and the need to attract more adopters. 35 children were placed for adoption in the region during 2018/19 and 21 new adopters were approved. After a dip in enquiries during the first part of the year, we have welcomed a much-needed rise in the number of people enquiring about becoming an adopter. Additional preparation training has been arranged to avoid delay in the assessment of prospective adopters.

The four local authorities in the region have agreed to share the cost of increasing a social worker's part time post to a full-time post, to increase capacity in the service to respond to demand. The post holder will undertake solely adopter assessments to maximise the number of assessments that can be completed.

Assessing and approving adopters who live within the region is a far more cost effective for the authority and beneficial for the children as they are not placed so far away from their communities; it also makes it easier to support the placements if necessary.

Implementation of the National Adoption service (NAS) support framework for adopters has placed additional demands on MWAS to provide support services and undertake the necessary review of support plans. Social workers in the service continue to support children to make the transition from foster care to their adoptive families as well as undertaking a range of other tasks such as adoption support, family finding and intermediary work.

### **Recruitment and retention of foster carers.**

Nationally, Wales continues to experience problems recruiting foster carers. Despite this, we are having some success by implementing our Recruitment and Retention Strategy to attract foster carers into the service. Carmarthenshire's Fostering Service is also directing its focus on this issue by raising awareness through the new website <http://fostering.carmarthenshire.wales/> along with other events, to meet need and

match the more challenging and complex placements. The new Mid & West Wales regional website has also gone live. <https://foster.midandwest.wales/>

It is anticipated that a national campaign for marketing and recruitment which is developing will assist recruitment across Wales and for each local authority. More regional working has assisted placements becoming more available and harmonisation of fees across the region is now more comparative.

Foster Care payments – the department (Children and Adult Social Care Services) are currently implementing a new database / case management system known as 'Eclipse' which will be introduced by 2020. This will improve how we record payments electronically at source.

**The Permanency Panel** monitors the care planning for looked after children to ensure care plans are not allowed to drift. This is achieved by supporting how we discharge care orders and make Special Guardianship Orders wherever appropriate for long term planning. This helps not only to reduce the looked after population but also to assist the interests of the child to be supported outside the statutory service whilst receiving ongoing support to ensure stability on a long-term basis.

The guidance for the new 'When I am ready' arrangement is in place and used as a regional document to support young people over 18 to live with their foster carers until they are ready to leave and be supported into independent living arrangements.

Our most recent Childcare Sufficiency Assessment (2017-2022) revealed gaps in childcare which we have been working at addressing by distributing leaflets and posters as well as undertaking other promotions in targeted areas of unmet need in order to try and attract potential new childminders. Advertisements were aired on Carmarthenshire radio during April, June, September and December, and published in local papers. Drop-in sessions at the Integrated Family Centres (ICC's) plus monthly childminder briefing sessions in targeted areas have been held throughout the year. Individual and group support to help towards submitting applications is offered; following that, on-going support is provided following registration.

The roll-out of the **childcare offer** has commenced in Carmarthenshire from January 2019. Extensive publicity and promotions have continued (in line with our marketing and communications plan) to ensure maximum awareness and take-up. This offer is excellent news for eligible working parents and carers throughout the County as up to 2,735 - 3 and 4 year olds in Carmarthenshire will be eligible for the offer. Briefing sessions have been very successful attended by over 110 childcare providers. **557** applications from Carmarthenshire parents/carers have been received to date – of which 467 have already been successfully processed. **180** Carmarthenshire Childcare providers have completed their on-line registration form and signed and returned their Contracts with Ceredigion to deliver the offer on behalf of Carmarthenshire.

A formal Partnership Agreement is in place confirming Ceredigion's Delivery authority lead role.



The LAC Well-being Team delivered Attachment awareness training to schools to better equip them in being able to meet the emotional, social and behavioural needs of vulnerable children. All 73 schools with looked after children have accessed this training, and it is being embedded as part of the 'behaviour transformation programme' in schools. The Well-being strategy for looked after children outlines the approaches and training available.

Further investment has been allocated to upgrade the existing accommodation at **Garreglwyd** and the team have been involved in supporting a young person through their transition to adult services. The service was registered with CIW (Care Inspectorate Wales) in December 2018. Staffing levels are being reviewed to ensure the service is resilient for the future. The building at Garreglwyd continues to be adapted to meet the needs of the children who live there. The regional guidance on commissioning for children with complex needs may provide further opportunities to develop this provision.

In order to support the psychological wellbeing of looked after children, we provide a high level of support and training for our adopters, foster carers, school staff and social workers that promotes and supports person centred, relational, trauma informed and attachment aware practice and models of engagement across home and school. We have piloted Mindfulness in the classroom and will be incorporated as part of the well-being curriculum. A phone or tablet application for children called 'Speaker' is now being used in 30+ schools to 'check in' on how they are feeling so that a key adult can link with the child if they are feeling unhappy. There are currently 3,000 pupils using it including looked after children.

The 'outreach approach' which is being developed at Garreglwyd, enables working within people's homes and communities wherever possible which helps prevent the need for residential services.

Flying Start continues to build on its previous successes:

- The Flying Start Service is now being fully delivered across 18 areas within Carmarthenshire covering a total of 768 postcodes.
- 1832 children (0-3) living in deprived communities benefit from Flying Start services
- Our health visitors continue to deliver the Healthy Child Wales programme (HCWP), with enhanced home visiting, assessing resilience and co-ordinating packages of support through a multidisciplinary approach. We are working collaboratively with Health internal specialist services such as social care, speech and language and midwifery team within Flying Start.
- The new Flying Start Early Years children's centre located at Trimsaran is building a presence in the community with an interesting and varied

programme of activities including language and play, health clinics, diet and nutrition sessions, walking groups etc.

- The provision in the new Parc-Y-Tywyn School (Burry Port) was due to open at Easter 2019 but due to a delay in the tender exercise, the opening has been postponed until September 2019.

The Speech and Language team (SLT), are currently experiencing staffing issues because of a vacant post and maternity cover. Consequently, there are delays in the time taken for children to be assessed or reviewed by Therapists. However, an attempt has been made to reduce the impact of this by commissioning one day each week from the core SLT service in Hywel Dda University Health Board to try and keep the backlog to a minimum and reduce the time that children wait to be assessed.

The revised **Families First** programme, implemented from 1<sup>st</sup> April 2018, comprises 13 projects, 8 of which have been delivered by the Local Authority and 5 jointly by the third sector and Hywel Dda University Health Board) under three focus areas:

Parenting Support	Support for Young People	Disability Support
<ul style="list-style-type: none"> <li>• <b>Parenting Support</b> (procured - Action for Children)</li> <li>• <b>Domestic Abuse Stops Here!</b> (procured - CDAS)</li> <li>• <b>Volunteering &amp; Community Support</b> (procured - Home-Start)</li> <li>• <b>Family Centres</b> (exempt from procurement - Plant Dewi)</li> <li>• <b>Integrated Children's Centres</b> (make in house -CCC)</li> <li>• <b>Family Support Workers &amp; Psychological Support</b> (make in house -CCC)</li> <li>• <b>Family Engagement Workers</b> (make in house -CCC)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Post 16 Youth Workers</b> (make in house -CCC)</li> <li>• <b>Youth Support 10-18 years</b> (make in house -CCC)</li> <li>• <b>Young Carers</b> (make in house -CCC)</li> <li>• <b>Youth Health Team</b> (exempt from procurement - Hywel Dda University Health Board)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Disability Play Clubs</b> (make in house -CCC)</li> <li>• <b>Tim Camau Bach</b> (make in house -CCC)</li> </ul>

The new programme will contribute towards preventing Adverse Childhood Experiences (ACEs) as well as mitigating the effects of ACEs on those who have already been exposed to them.

The Integrated Children's Centres are venue-based services which provide support to children, aged 0-12 years, and their families in their local communities of Morfa, Llwynhendy and Felinfoel. The centres offer a range of activities for families to help them become positive parents, develop strong relationships and build resilience. The services offered include:

- Bumps, baby and family play sessions (0-3 years),
- Play club sessions (4-6 years);
- Open access play sessions (7-11 years);

The centres have delivered non-accredited LAP/NAP courses. Parenting courses which were co-facilitated, have also been run. Other courses include pre-employment accredited courses, healthy lifestyle sessions, baby massage courses and community consultation events.

There have been 3 significant changes to the Families First 13 commissioned projects:

1. The Disability Play Groups project (CCC), will end 31<sup>st</sup> March 2019.  
This provision will be incorporated into a tender for disability play schemes across the County. The Families First funding which was allocated to the Disability Play Groups will remain ring-fenced for disability support and will be included into Tim Camau Bach project for 2019-20. There continues to be a high-level need to support parents of disabled children and those with additional learning needs. Training has been identified and arrangements have been made to support the non-disability Families First projects to take on a greater inclusion role. Training includes, ASD awareness, Sensory training and Challenging Behaviour.
2. The Psychological Support Project (CCC), ended 31<sup>st</sup> December 2018.  
The funding will be transferred to Home-Start to maintain a community development approach to supporting parents.
3. The Family Support Workers project (CCC) ended on the 31<sup>st</sup> March 2019.  
The project will be replaced by Family Support & School Service Project, commencing from the 1<sup>st</sup> April 2019 and managed by the Team Around the Family Manager

The Families First team has been working in partnership with Supporting People to develop a joint specification for Domestic Abuse, (the Domestic Abuse Stops here! DASH project), which will merge with the supporting people specification. This has been delayed whilst regional commissioning arrangements are clarified. Therefore, the existing DASH contract will continue for a further year while these arrangements are being finalised.

The development focus for Families First during 2018/19 has been to improve the quality and skills of the workforce by providing training to help families build their resilience and improve their relationships. Emphasis has also been placed on projects to refer families into community support services whenever possible.

## 5. How we deliver for our citizens

### (a) Our workforce and how we support their professional role

#### Staff Awards & Recognition



Big congratulations to our **Business Support** Staff, Julie, Stacy, Mel, Claire, Paula and Vicky who all achieved their NVQ Level 4 Diploma in 'Information, Advice and Assistance'. Well Done!

I am writing to congratulate and thank the staff in Coleshill for their achievements in promoting and engaging the clients to participate in more physical activities.

The staff have demonstrated great dedication and determination in successfully setting up physical activities such as the walking groups and ballgames/netball as part of the Centre's programme which are inclusive, fun and enjoyable for the clients. They are also sustainable activities which have become part of the ethos of the service and this is often a challenge to achieve.

Identifying something that people enjoy doing is core to engagement and sustainability.

As a physiotherapist who regularly visits the Day centre, I see the benefit both to the clients' physical wellbeing as well as their mental wellbeing. Many clients are now involved with the activities. They are motivated, enthusiastic and fully supported by the staff which is wonderful to witness. The staff have worked hard to achieve this success.

Please pass on my appreciation and thanks to the staff.

Our children's workforce remains generally stable with social work vacancy levels consistently low.

Keeping vacancies to a minimum is crucial in ensuring all our children in need of care and support, and looked after children are being safeguarded. A regional review highlighted our children's social work service recruits and retains staff well with a very small vacancy rate in teams.

In adult social care there is a higher rate of turnover in social work with retention in the west of the county being a particular challenge. Physiotherapy, nursing and occupational therapy posts have systemic gaps in supply and we are reliant on national training initiatives to fill these gaps. These initiatives are beginning to show early signs of an impact.

As lead agency for child protection it is important to ensure our staff and the systems in place serve to safeguard the welfare of children. We consider it very important to retain social workers trained and experienced in child protection, with caseloads that enable them time to focus on assessment and risk, maintaining and building upon links with other agencies, and driving forward safeguarding throughout the authority. Caseloads are monitored monthly to ensure they are appropriate and manageable. We have a strong commitment to ensuring regular supervision, training and development of staff and new systems are being put in place to enable us to better demonstrate management oversight of case work in adult services.

We value the contribution, dedication and hard work of the workforce in continuing to deliver a high standard of service and ensuring improvements and efficiencies despite the number of recent changes to practice brought about by the implementation of the Social Services and Well-being Act and new models of working.

Quarterly FIG (Feedback Improvement Group) meetings take place with representatives from each of the child care teams. Chaired by the Head of Children's Services it includes worker representatives from each of the teams within children's services. Meetings focus on what's working well, what's not working well, what we could do to improve the service.

In a similar way in adults staff groups meet on a regular basis with the Director to provide service feedback.

**BASW Cymru Awards;**

***'I would also like to recognise Jayne, locality manager for the 3ts Community Resource Team. Jayne was recognised at the British Association of Social Work Cymru social work awards this year for her work on developing dementia friendly communities. Jayne has been involved since with this project its inception and without Jayne's commitment, drive, leadership and passion, I can confidently say that the progress made to date regarding the development of dementia friendly communities in Carmarthenshire would not be where it is. Well done Jayne.'***

The social care workforce in Carmarthenshire is supported by the Social Care Wales Workforce Development Programme [SCWWDP] grant and additional local authority match funding. Workforce plans are developed in consultation with the sector and the strategy is endorsed via the West Wales Regional Partnership Board. The plan is managed by the SCWWDP Team who offer a wide range of learning and development opportunities for the whole sector.

In 2018-19, SCWWDP delivered over 10,425 learning and development opportunities to employees across the whole of the social care workforce which included 1,629 attendances from independent care sector staff.

Training is delivered locally or regionally to help practitioners improve and develop their skills. These included the following programmes:

- 272 training attendances on a range of Dementia programmes
- 1,577 training attendances on a range of Safeguarding programmes
- 1,240 training enrolments across the Council accessing e-learning and booklets on the Violence against Women, Domestic Abuse & Sexual Violence [VAWDASV] Act 2015. This included staff from Community Services, Education & Children Services, Environment, Corporate Services and Chief Executive's.

For 2019-20 the following areas will be key workforce priorities:

- Supporting the domiciliary care workforce to prepare for registration
- Supporting the Safeguarding and VAWSDASV, Dementia and Mental Health training strategies
- Providing Welsh language training to support the 'More thanks just words active offer'
- Support the development and qualification of social care managers
- Working in partnership with Health to deliver the regional Pilot for the new Health & Social Care Induction
- Delivering Qualifying and Post Qualifying programmes for Social Work
- Support frontline social care workers to develop their skills overall in relation to social care
- Support the National campaign 'We Care Wales' to support recruitment into the sector
- Improving retention in adult social care in the west of the county.



Full details of training all events are provided via the Carmarthenshire SCWWDP website:  
<http://www.workforcedevelopmentcarmarthenshire.co.uk/>

Feedback received from some of the programmes include:

Great range and intensity of speakers and topics that enabled a wide participation across the region.  
Enjoyed the mix of groups, participants and variety it is always beneficial to be multi agency. Good to have a mix of workshops and speakers.  
Regional Safeguarding Conference, Nov. 2018.

My Social Work learning experience from start to finish has been excellent, I will be really sorry to say goodbye to the team next week

I am currently training to become a manager of a residential home and this course has had a very positive impact on my learning. I will now deliver this to others in my organisation and review our policy.

## Qualifications in Social Care

The SCWDP Team supported people to undertake range of qualifications for staff working in social care. In 2018-19, 65 social care workers gained QCF's and Units in Health and Social Care, Information, Advice & Guidance, Leadership & Management and Care Units, Certificates and Diplomas. In addition to this, 66 staff achieved a range of qualifications [Certificates, Diplomas, Degrees & Post Qualifying] within Social Care, Social Work, Positive Behaviour Support, and Step Up to Management from Level 2 to Level 7.

In 2018-19 Carmarthenshire hosted & seconded 44 people to train as Social Workers. The training is over 3 years for degree students and 2 years for Masters Students. In 2018-19, 1 Carmarthenshire seconded staff achieved their qualification. The Team also support the delivery of **Continuous Professional Education & Learning [CPEL]** for qualified social workers and during 2018-19, 5 Social Workers commenced CPEL courses.

In addition to these, 25 Social Workers started the **Consolidation Programme** after successfully completing their first year in qualified practice.

We continue to implement our Newly Qualified Social Worker development programme which includes a range of training opportunities and mentoring support extending to their first three years in practice.



## **(b) Mwy na geiriau / More than Just Words**

The aim of the strategy “More Than Just Words” was to strengthen Welsh language services in health, social services and social care.

This has led to a number of initiatives in Carmarthenshire to ensure Welsh speakers receive services in their first language.

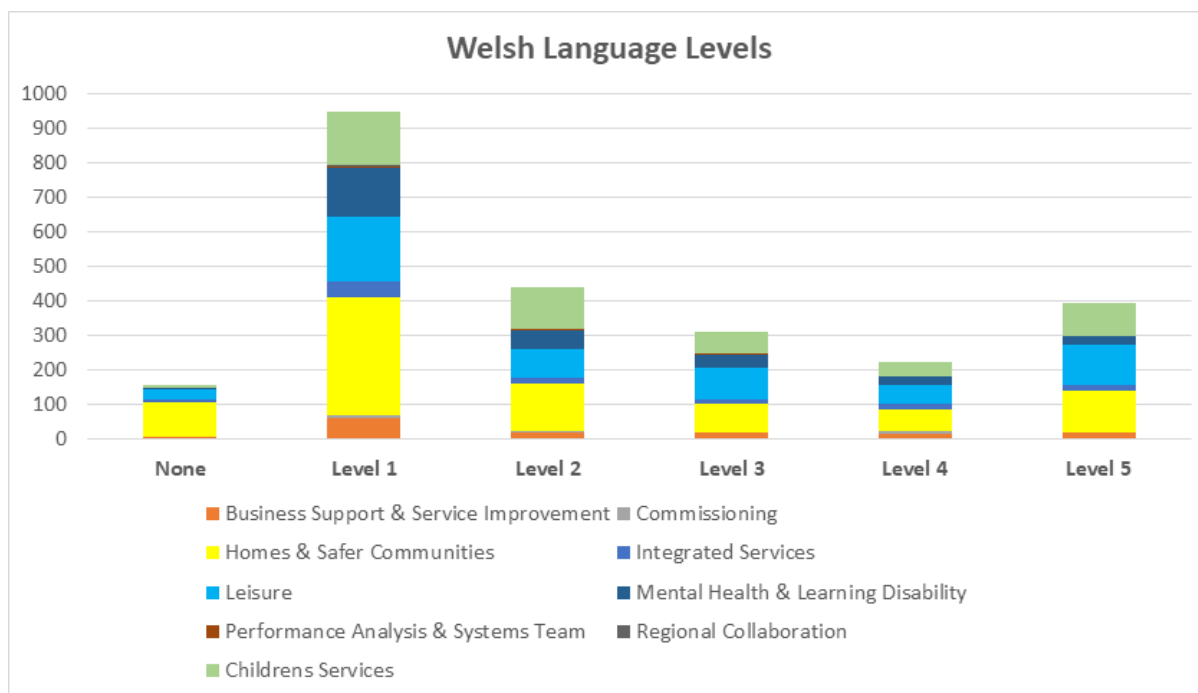
The Active Offer continues to be a core element. It is important that staff offer Welsh language services to people who use our services rather than expect people to have to ask for them. A review of the ability to deliver the ‘Active offer’ across Social Services has been undertaken across the department and found that it is proactively promoted and all documentation identifies language of choice.

Whilst this is based on current skills and experience, the need for further improvement in this area is acknowledged and therefore staff are actively encouraged and supported to develop their Welsh Language skills.

**Welsh language learning opportunities** – staff have taken part in the National Centre intensive courses at Nant Gwrtheyrn. The Centre has also launched new e-learning modules to support people who are at the start of their journey to learn Welsh.

Social care staff have been very motivated over the last year to learn Welsh and have engaged in various learning pathways to improve their language skills, confidence and use of the Welsh language in the workplace. This includes the 10-hour online course to reach level 1; intensive block courses at Entry and Intermediate level; residential courses for intermediate and higher level; mentoring sessions and Welsh for adults’ courses. This year has also seen an increase in staff becoming Welsh language mentors, which as a result provides more support for those learning and using more Welsh in the workplace.

With the introduction of a new 10-hour Online course tailored for the social care sector, and funding provided by Social Care Wales for UWTSD to deliver courses, developing Welsh language skills will continue to flourish within Social Care.



**Recruitment** – the promotion of Welsh Language is an intrinsic part of recruitment with details of Welsh Language requirements specified in every Job advertisement. Currently a pilot recruitment exercise in domiciliary care and social work is being progressed to recruit Welsh Speakers at level 4

**Welsh language Leaders** – The Leaders within the Leisure & Culture Division of Communities are well established and continue to support the implementation of the Welsh language Standards and our responsibilities to promote the Language. They have undertaken internal checks on signage, posters, documentation etc. and have led on various promotional activities such as Diwrnod Shwmae, Sumae, held on October 15. A new cohort of Leaders from within Children’s Services have received the training and will now join the Leaders from within Communities to form one network. The Policy & Partnership Team are currently meeting with the Leaders on a 1:1 basis in order to prepare individual action plans. .

**Welsh Language Board-** the Welsh Language Board meets bi monthly and is actively progressing the objectives of the More Than Just Words Strategy. It is chaired by the Head of Mental Health and Learning Disabilities.

**Council Welsh Advisory Group** chaired by Cllr Peter Hughes Griffiths

“said he was impressed with our approach, the pilot, the staffing levels, the various surveys we have undertaken and the fact there are a whole series of training and staff are taking up.”

Whilst there is more to do in this area good progress is being made.

## (c) Our financial resources and how we plan for the future

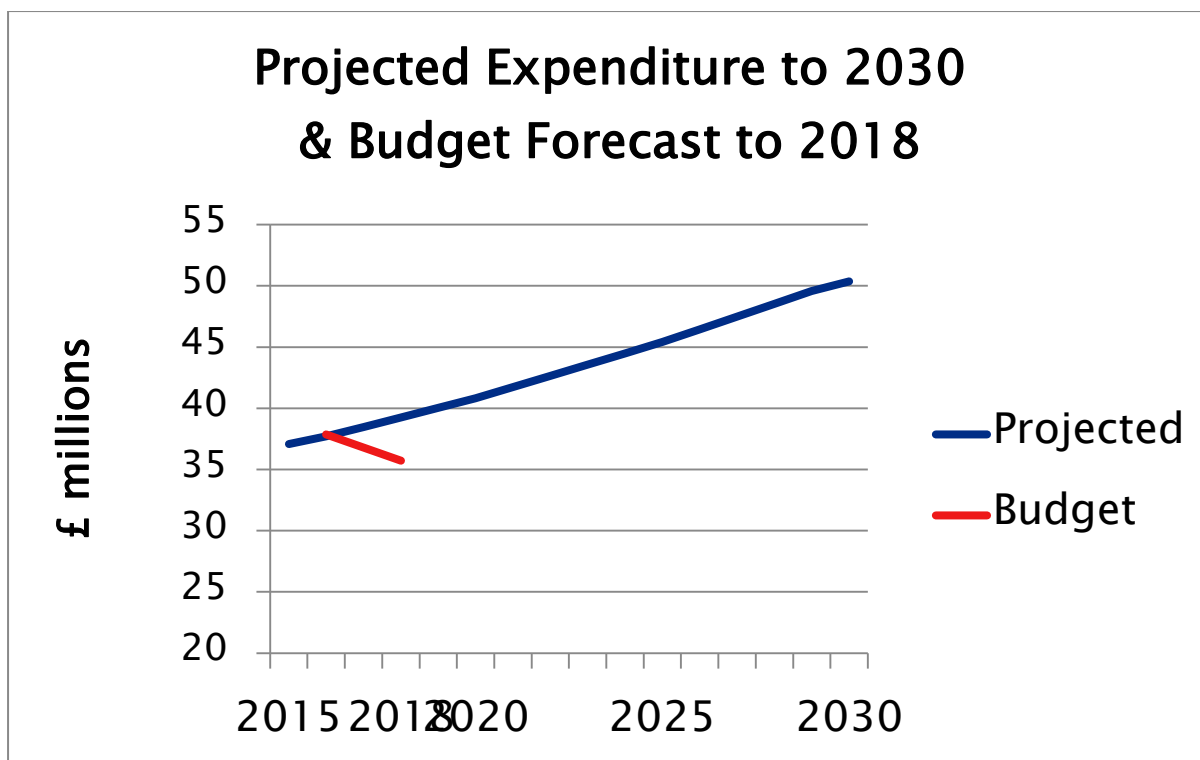
Carmarthenshire, like other councils in Wales, has faced annual reductions in its funding from Welsh Government year on year, whilst having to meet rising costs and increasing demands for services.

Base Budget 2019-2020	Expenditure	Income	Net
	£k	£k	£k
Homes & Safer Communities	20,405	-6,099	14,306
Integrated Services	47,308	-18,408	28,900
Mental Health, Learning Disability and Safeguarding	49,329	-14,182	35,148
Other central	350	-42	308
Support	4,403	-1,996	2,406
Commissioning	922	-19	903
Regional Partnership	1,083	-810	273
Children's Services	19,952	-320	19,632
	<b>143,752</b>	<b>-41,876</b>	<b>101,876</b>

*We estimate that pressures for adult social care services would rise by an average of 4.1% a year in real terms. This is based on modelling by the London School of Economics adapted to the Welsh population. Decisions made over the level of investment in social care in Wales will have implications for the spending pressures on the NHS, although further research is required to understand the true extent of this relationship.*

*\*Toby Watt and Adam Roberts is published by the Health Foundation,*

Over the coming years if there is no national solution the authority will have to have a fundamental debate on how to best meet the needs of the growing number of older people. The service cannot meet the needs generated by the changing demographics without either reducing service provision or funding services at significantly higher rates.



#### **(d) Our Partnership Working, Political and Corporate leadership, Governance and Accountability**

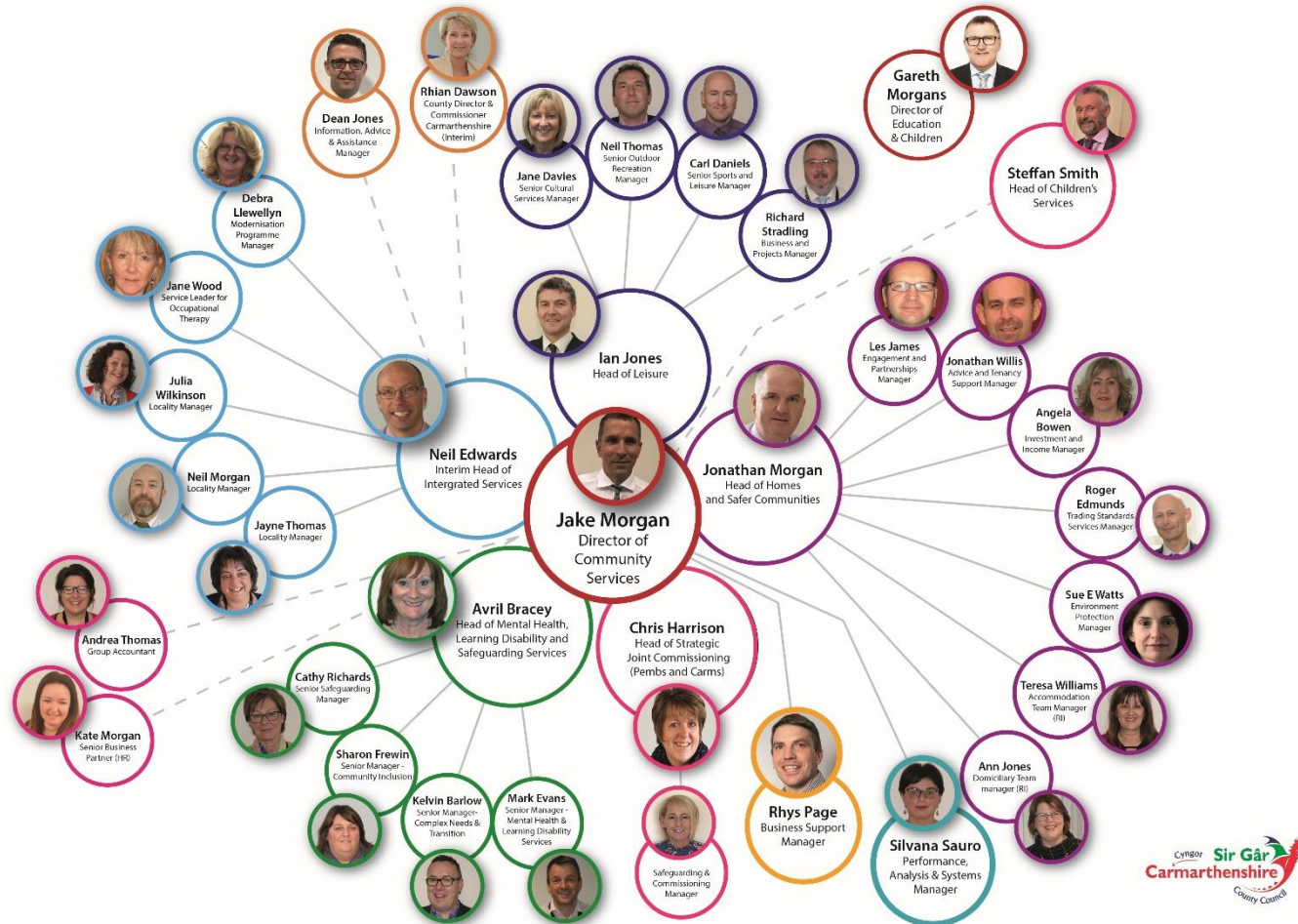
Children's Services Division is located within the Department for Education & Children's which is well embedded and promotes strong links with schools, education welfare and educational psychology services. There is clear strategic direction for the service with a formal protocol in place for social care governance linking children's services with the wider social services, health and housing agenda, and the director of social services has good oversight of children's services issues with regular meetings taking place between the Head of Children's Services and Director of Social Services. The Director of Social Services Chairs Regional Safeguarding Children's Board.

An effective relationship exists between the Executive Board Member and the Heads of Service. The Executive Board Member is supportive of the work of adults and children's services and regularly visits front line teams, service providers and attends appropriate community groups as well as relevant national conferences.

Carmarthenshire County Council has continued to play a significant role in the West Wales Care Partnership (WWCP), which brings together health, local authority, and third and private sector partners in the transformation and integration of health and care in the West Wales area. The Council hosts the regional Partnership Unit, which supports the work of the WWCP and Councillor Jane Tremlett chairs the statutory Regional Partnership Board.

A key focus for the WWCP over the past year has been the development of the 'Healthier West Wales' programme, through which the partnership will deliver the core objectives contained within Welsh Government's national plan for social care, 'A Healthier Wales' (June 2018). The region has already attracted £11.9m from the national Transformation Fund to support our programme. This includes over £7m for the flagship programme 'proactive technology-enabled care' which will provide responsive, proactive support to people within communities, improving wellbeing and reducing demand on statutory services, in which Delta Wellbeing will be a key delivery partner for the region. Other programmes focusing on integrated locality working and development of community support will be informed by existing successful schemes in Carmarthenshire.

Management Team - Department for Communities  
Strucutre Chart 2018





# Appendix 1

## What are our Strategic Priorities for 2019/2020

### **Adult Services**

- 1- We will ensure that we have a through age approach to community resilience, including ensuring vulnerable people have equal access to education, training and employment, will be a key objective of the Learning Disability day service transformation plan. This will include new models for service delivery.
- 2- We will work with partners to contribute to health led transformation programmes in mental health and redesign of services within learning disability ensure appropriate mental health care services and support are available.
- 3- Following the review and consultation of our disability service we are working towards a through age model for disability to ensure seamless transition and pathways from children to adults.
- 4- Develop services to respond to the increased level of alcohol misuse in the Over 50s and the impact upon their health and wellbeing; including Alcohol related Brain Damage, alcoholic dementia and falls.
- 5- We are embedding a culture of "everybody's business", where professionals take ownership of risks. We will ensure the service user is involved by embedding a person centred approach to safeguarding which ensures the service user voice is heard and is central in decision making.
- 6- We will make the Information Advice & Assistant (IAA) service as effective as possible, focussing on prevention and early intervention, working with community and third sector organisations, to achieve better outcomes for individuals. A review in the coming year will take and apply lessons learned from this new initiative.
- 7- We will improve the population health and well-being across the 3 tiers by continuing to implement a preventative framework with clear outcomes of each tier.
  - a. Prevention
  - b. Early intervention
  - c. Promoting Independent Living



- 8- We will work with partners to provide more opportunities for vulnerable and older people to socialise in order to reduce loneliness, tackle inequalities and poverty
- 9- We will continue to develop and improve a more effective re-ablement /rehabilitation service to achieve better personal outcomes.
- 10-We will support people living with dementia and the development of more dementia friendly and supportive communities and provisions across the County
- 11-We will invest in the quality of our social work decision making and practice by providing appropriate guidance and training to ensure compliance with legislative requirements and to improve the way in which we can better demonstrate management oversight on case files.
- 12-We will further strengthen the provision and use of the Welsh language within social care services to be able to provide services in the language of service users' choice and ensure improved compliance with the 'Active Offer'.
- 13-We will bring together a range of local and regional strategies and initiatives into a single county plan for carers.

## ***Children and Families***

- 1 We will continue to transform children's social work practice by embedding and developing the systemic model of working (within Pod's), combining cohesively with Signs of Safety, including Disability and Fostering Services.
- 2 We will implement regional threshold and multi-agency child protection arrangements, and ensuring early intervention, and utilisation of preventative services (including TAF, Flying Start, and Family Support Services) to reduce the need for statutory involvement.
- 3 We will continue effective management oversight and challenge of Assessments and Care and Support plans to ensure they are outcome focused, evidencing the voice of the child, and reflect the underpinning principles of the Social Services and Well-being Act (SSWBA).
- 4 We will continue to develop and improve how Children's Services provide information, advice and assistance (IAA) to support families, ensuring

information is easily available, accurate, accessible in different formats and maintain links with Welsh Government Dewis Team. Continue to strengthen links with community services in respect of children with disabilities.

- 5 We will maintain the focus on placement stability in line with the Carmarthenshire Children's Services Action Plan in respect of Looked After children (LAC) subject to 3 or more placement moves, and participate in the Recruitment and Retention Strategy of the Region.
- 6 We will continue to implement and develop the 'Signs of Safety' model and incorporate into practice in all children's services teams.
- 7 On a regional basis, we will implement a personalised approach to allocating our resources for disabled children, ensuring that services are allocated on the basis of need and focus on meeting outcomes for the family.
- 8 We will review our residential services for children with complex needs.

# PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD

## 3 GORFFENNAF 2019

### ADRODDIAD BLYNYDDOL DRAFFT CYNGOR SIR CAERFYRDDIN AR GYFER 2018/19

- Adroddiad Blynyddol drafft y Cyngor ynghyd ag adroddiadau manwl yr Amcan Lles sy'n berthnasol i'r Pwyllgor Craffu hwn.

#### Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

Adroddiad Blynyddol drafft y Cyngor

#### Rhesymau:

- O dan Fesur Llywodraeth Leol (Cymru) 2009 mae'n ofynnol inni gyhoeddi Adroddiad Blynyddol ynghylch perfformiadau blaenorol erbyn diwedd mis Hydref bob blwyddyn.
- O dan Ddeddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015 mae'n ofynnol inni gyhoeddi Adroddiad Blynyddol ynghylch ein Hamcanion Llesiant.
- Hwn fydd ein hail flwyddyn o adrodd ar ein Hamcanion Llesiant.

#### Angen cyfeirio'r mater at y Bwrdd Gweithredol er mwyn gwneud penderfyniad: OES – 23 Medi 2019

#### Aelodau'r Bwrdd Gweithredol sy'n gyfrifol am y Portffolio:

- Cyng Cefin Campbell (Cymunedau a Materion Gwledig)
- Cyng. Jane Tremlett (Gofal Cymdeithasol ac Iechyd)
- Cyng Linda Evans (Tai)

Y Gyfarwyddiaeth: Cymunedau	Swyddi:	Rhifau Ffôn / Cyfeiriadau E-bost:
<b>Enwau Penaethiaid y Gwasanaethau:</b> Avril Bracey	Pennaeth Iechyd Meddwl ac Anableddau Dysgu	01267 242492 <a href="mailto:abracey@sirgar.gov.uk">abracey@sirgar.gov.uk</a>
Neil Edwards	Pennaeth y Gwasanaethau Integredig	01267 228900 <a href="mailto:nedwards@sirgar.gov.uk">nedwards@sirgar.gov.uk</a>
Jonathan Morgan	Pennaeth Cartrefi a Chymunedau Mwy Diogel	01267 228960 <a href="mailto:JMorgan@sirgar.gov.uk">JMorgan@sirgar.gov.uk</a>
<b>Awdur yr Adroddiad:</b> Silvana Sauro	Rheolwr Perfformiad, Dadansoddi a Systemau	01267 228897 <a href="mailto:ssauro@sirgar.gov.uk">ssauro@sirgar.gov.uk</a>

## EXECUTIVE SUMMARY

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

3 JULY 2019

### Draft Annual Report for 2018/19

- The Council's Annual Report together with the relevant Well-being Objective detailed reports for this Scrutiny
- The following sections within the document are relevant to Social Care & Health Scrutiny:
  - Introduction
  - **WBO 9.** Support good connections with friends, family and safer communities
  - **WBO 10.** Support the growing numbers of older people to maintain dignity and independence in their later years
  - **WBO 11.** A Council-wide approach to support Ageing Well in Carmarthenshire
  - Appendices
- *Please Note: The draft detailed commitment progress updates for **all** the WBOs are available as document links within the document – at the bottom of each Well-being Objective(WBO's).*

The report:-

1. Provides an overview of 2018/19 Performance
2. Provides two page progress reports for all 15 Well-being Objectives
3. Will provide a link to track detailed progress on every specific action and target set for each Well-being Objective.

#### **Note**

- The statutory publication deadline for this report is the 31<sup>st</sup> October.
- It must include other performance information that becomes available throughout the summer, for example:-
  - All Wales Comparative Out turn data
  - National Survey for Wales results

This data will be included before final publication.

DETAILED REPORT ATTACHED?

YES

# IMPLICATIONS

We confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

**Signed:** Avril Bracey - Head of Mental Health & Learning Disabilities

Neil Edwards - Head of Integrated Services

Jonathan Morgan - Head of Homes & Safer Communities

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	YES	No	No	No	No

## 1. Policy, Crime & Disorder and Equalities

To comply with the Well-being of Future Generations (WbFG) Act 2015, we must (in carrying out sustainable development) :-

<ul style="list-style-type: none"> <li>Set and publish well-being objectives</li> <li>Take all reasonable steps to meet those objectives</li> <li>Publish a statement about well-being objectives</li> </ul>	Corporate Strategy update published – June 2019.
<ul style="list-style-type: none"> <li>Publish an annual report of progress</li> </ul>	This will be accomplished by the enclosed Annual Report

Only when a public body can demonstrate it has taken into account the sustainable development principle in the setting, taking steps and meeting of its well-being objectives will it be compliant with the Act. Public bodies may take other matters into account when making their decisions, but in order to comply with the Act they **must** take into account the 5 ways of working.

1. Long term
2. Integrated
3. Involving
4. Collaborative
5. Preventative

## 2. Legal

We have to publish our Annual Report by the 31<sup>st</sup> October to comply with the Local Government Measure 2009

## 3. Finance

Well-being Objective 15 - Building a Better Council and Making Better use of Resources covers financial matters.

# CONSULTATIONS

We confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

**Signed:**

Avril Bracey - Head of Mental Health & Learning Disabilities

Neil Edwards - Head of Integrated Services

Jonathan Morgan - Head of Homes & Safer Communities

**1. Local Member(s)**

**2. Community / Town Council**

**3. Relevant Partners**

**4. Staff Side Representatives and other Organisations** - All Departments have been consulted and have had the opportunity to provide comments on their performance and progress.

Public Consultation:

As in previous years we consulted with the public on the set of Well-being Objectives as part of budget consultation.

Analysis of the results showed agreement for the objectives.

**Section 100D Local Government Act, 1972 – Access to Information**  
**List of Background Papers used in the preparation of this report:**

Title of Document	File Ref No.	Locations that the papers are available for public inspection
The Local Government Measure (Wales) 2009		<a href="#">Welsh Government\Final part 1 guidance</a>
Statutory guidance on the Well-being of Future Generations (Wales) Act 2015. SPSF2:Individual Public Body Role		<a href="#">SPSF2:Individual Public Body Role</a>
Moving Forward in Carmarthenshire: the next five years.		<a href="#">Moving Forward in Carmarthenshire: the next five years.</a>
The Council's New Corporate Strategy June 2018-2023		<a href="#">The Council's New Corporate Strategy June 2018-2023</a>

# Moving Forward in Carmarthenshire

## The Council's Corporate Strategy 2018-2023

# Annual Report 2018/19



The following sections within the document are relevant to this Scrutiny:

- **Introduction**
- **WBO 9.** Support good connections with friends, family and safer communities
- **WBO 10.** Support the growing numbers of older people to maintain dignity and independence in their later years
- **WBO 11.** A Council-wide approach to support Ageing Well in Carmarthenshire
- **Appendices**

*Please Note: The detailed action plans for all the WBOs will be available as document links within the final published document*

## Welcome from the Leader of the Council

To follow ...

**Councillor Emlyn Dole**  
**Leader of Carmarthenshire County Council**

We welcome constructive comments on our strategies and services. Feedback from customers and service users is essential in identifying opportunities for improvement and we hope that if you have any comments or suggestions that you believe would help that you will share them with us. Please contact us at:

**Listening to You**, Carmarthenshire County Council, County Hall,  
Carmarthen SA31 1JP or email at [ListeningToYou@carmarthenshire.gov.uk](mailto:ListeningToYou@carmarthenshire.gov.uk)

**Cllr Emlyn Dole**  
Leader





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<b>Appendix 2</b>	<b>Our Success Measures</b>	<b>not all external data available as yet</b>
<b>Appendix 3</b>	<b>National Survey for Wales</b>	
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<b>Appendix 5</b>	<b>Regulatory Reports</b>	<b>Enclosed</b>

# Introduction

In June 2018, we published a New Corporate Strategy for 2018-23. This document is an Annual Report that examines our progress in the first year 2018/19 of the strategy.

It is produced by the Council because we believe we should provide comprehensive and balanced information to the public about our services, so that they can see how we are performing and the challenges we are facing. It is also a statutory duty under the Local Government Measure (Wales) 2009 and the Well-being of Future Generations Act 2015.

## Working with Partners

As a Council we are not alone in working to improve the lives of Carmarthenshire's citizens. We are collaborating with other public bodies. We have set up a Public Sector Board and this partnership has published a [Carmarthenshire Well-being Plan](#). All the separate public bodies in the partnership published their own Well-being Objectives last year and we will be working to meet many common objectives.

## Equality and Diversity

**Strategic Equality Plans** (SEPs) are important documents that set out how public bodies will consider the needs of groups with protected characteristics, as outlined in the Equality Act 2010. This is intended to ensure that all individuals receive just and equitable treatment in respect of service delivery and strategy/policy formulation. Carmarthenshire County Council's SEP includes three key themes which look at our role as an employer, a service provider and a community leader. Under those three themes are six strategic objectives. A detailed [Action Plan](#) has been prepared to demonstrate how we will meet those Objectives.

During the year, our work with external protected groups has continued to grow and our partnership with community groups has strengthened. The Carmarthenshire Disability Partnership, chaired by the Executive Board Disability Champion has continued to develop, with a key aim of making sure that services delivered by the Council meet the needs of disabled people throughout the county. During the year, we have also worked closely with other public sector organisations to present and discuss key consultations such as the Transforming Clinical Services Programme.

**Welsh Language** (also, please see *Well-being Objective 14*)

We are continuing to implement the Welsh Language Standards across the Council. A great deal of internal communication has been done across the organisation and key messages were conveyed to staff at various opportunities, including the internal staff roadshows. Meeting staff face to face and discussing any issues that arise in their daily work is key in the success of the Standards. The opportunity was also taken to promote the online audio clips, glossaries, videos and new templates as well as promoting the variety of courses available to learn or improve Welsh.









During the year, we have developed a positive working relationship with the National Centre for Learning Welsh and staff have been able to access various opportunities such as Intensive and Residential Courses. Our Learning and Development Advisor (Welsh language) leads on this work and close liaison is maintained with the Policy and Partnership team, Managers, Heads of Service and our learners. The officer has increased the opportunities available to staff by researching and delivering a variety of courses that meet the different needs of our staff.











The County Strategic Forum, which is led by the Council and includes representation from the county's language promotion organisations, as well as public bodies with language policy officers, has also continued its role in developing a programme of promoting the Welsh language in the county and has contributed extensively to the preparation of the Promotion Strategy for Carmarthenshire, in line with the Promotion Standard.

# A summary of our Key Success Measures

See *Appendix 2* for comparative ranking of performance

The Council is working with local, regional and national partners to improve the following measures.  
Key - 😊 Better result than previously / 😞 Worse result than previously

Start Well	1. <i>Help to give every child the best start in life and improve their early life experiences.</i> <i>More detail on page 14</i>	<b>10.4%</b> of children in care who had to <b>move 3 or more times</b> 	😞
	 <b>26.6%</b> of children are <b>overweight or obese</b> <i>More detail on page 16</i>	2. <i>Help children live healthy lifestyles.</i> <i>More detail on page 16</i>	😊
	3. <i>Continue to improve learner attainment for all.</i> <i>More detail on page 18</i>	 <b>363.1</b> is the <b>average score (best 9 exam results)</b> for Year 11 pupils	😊
	<b>1.8%</b> year 11 pupils are <b>Not in Education, Employment or Training (NEET)</b> 	4. <i>Reduce the number of young adults that are Not in Education, Employment or Training.</i> <i>More detail on page 20</i>	😞
	5. <i>Tackle poverty by doing all we can to prevent it, help people into work &amp; improve the lives of those living in poverty.</i> <i>More detail on page 24</i>	<b>35.5%</b> of households living in poverty 	😞
Live Well	<b>419</b> Jobs created 	6. <i>Create more jobs and growth throughout the county.</i> <i>More detail on page 26</i>	😊
	7. <i>Increase the availability of rented and affordable homes.</i> <i>More detail on page 28</i>	 <b>247</b> Additional Affordable Homes	😊
	<b>TBC%</b> of Adults who say their <b>general health is Good or Very Good</b> 	8. <i>Help people live healthy lives (tackling risky behaviour and obesity).</i> <i>More detail on page 30</i>	

Age Well	<p>9. <i>Support good connections with friends, family and safer communities.</i></p> <p><i>More detail on page 34</i></p>	<p><b>TBC%</b></p> <p>Of adults felt they had a <b>sense of community</b></p> 	
	 <p><b>TBC%</b></p> <p>Agree there's a <b>good social care service available</b> in their area</p>	<p>10. <i>Support the growing numbers of older people to maintain dignity and independence in their later years.</i></p> <p><i>More detail on page 36</i></p>	
	<p>11. <i>A Council wide approach to support Ageing Well in Carmarthenshire.</i></p> <p><i>More detail on page 38</i></p>	<p><b>16.6%</b> of people are <b>lonely</b></p>	
In A Healthy, Safe & Prosperous Environment	<p>Our <b>recycle rate</b> is</p> <p><b>58.94%</b></p> 	<p>12. <i>Look after the environment now and for the future.</i></p> <p><i>More detail on page 42</i></p>	
	<p>13. <i>Improve the highway and transport infrastructure and connectivity.</i></p> <p><i>More detail on page 44</i></p>	<p><b>Roads that are in poor condition:</b></p>  <p><b>5.2%</b> of our A Class</p> <p><b>4.2%</b> of our B Class</p> <p><b>12.5%</b> of our C Class</p>	
	 <p>We have <b>TBC%</b> of people who can speak Welsh</p>	<p>14. <i>Promote Welsh Language and Culture.</i></p> <p><i>More detail on page 46</i></p>	
	<p>15. <i>Building a Better Council and Making Better Use of Resources.</i></p> <p><i>More detail on page 50</i></p>	 <p><b>9.8</b> staff <b>sick days</b> per year</p>	

### Citizen Satisfaction



#### [National Survey for Wales](#)

The 2018/19 National Survey for Wales data will be published in June/July 2019



[Link to Welsh Government's National Survey for Wales](#)

DRAFT

## Public Accountability Measures

There is also a **National suite of measures** that all councils in Wales have to collect - [See Appendix 4](#)

There are two main ways of measuring improvement:-

- Year on year improvement
- How we compare with other Authorities in Wales

### Year on Year Improvement

During 2018/19, **36%** of our measures improved while **61%** have declined. It has been increasingly difficult to sustain improvement as measured by these PI due to sustained budget reductions and increased demand and expectations.

The table below shows year on year results

Year	Improved	Constant	Declined	Net Difference (Improved - Declined)
2018/19	36% (12 measures)	3% (1 measure)	61% (20 measures)	-25%
2017/18	64% (16 measures)	0% (0 measures)	36% (9 measures)	28%
2016/17	65% (17 measures)	4% (1 measure)	31% (8 measures)	34%
2015/16	57.5% (23 measures)	17.5% (7 measures)	25% (10 measures)	32.5%
2014/15	56% (24 measures)	14% (6 measures)	30% (13 measures)	26%
2013/14	59% (26 measures)	11% (5 measures)	30% (13 measures)	29%

### How we compare with other Authorities in Wales

This data will be available in September 2019



WALES AUDIT OFFICE  
SWYDDFA ARCHWILIO CYMRU

**The 2018/19 Annual Improvement Report is expected in June 2019.**

During the year the Wales Audit Office issued a number of reports on Council Services and these are listed in **Appendix 5**

During the year there was also a report on one of our Well-being Objectives. It found:-

***'The Council has acted in accordance with the sustainable development principle in setting the 'step' and has effectively taken account of the five ways of working in the actions it is taking to deliver it'***

*Wales Audit Office – Feb. 2019*

Well-being of Future Generations An examination of 'Start Well-Help children to live healthy lifestyles'

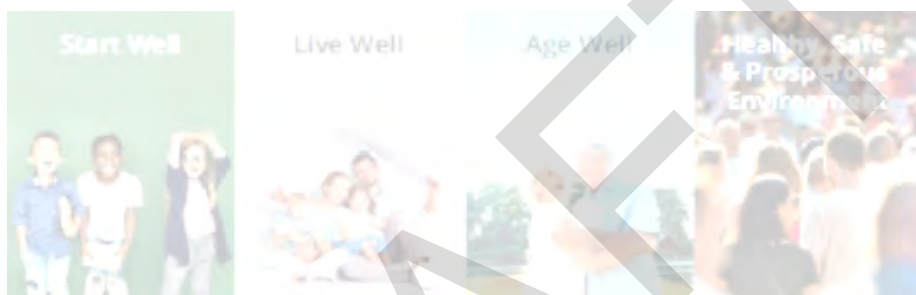


TBC



TBC





# Life is for living, let's start, live and age well in a healthy, safe and prosperous environment

## Start Well



## Live Well



## Age Well



## Healthy, Safe & Prosperous Environment



## Well-being Objectives

**1.** Help to give every child the best start in life and improve their early life experiences.

**2.** Help children live healthy lifestyles.

**3.** Continue to improve learner attainment for all.

**4.** Reduce the number of young adults that are Not in Education, Employment or Training.

**5.** Tackle poverty by doing all we can to prevent it, helping people into work & improving the lives of those living in poverty.

**6.** Creating more jobs and growth throughout the county.

**7.** Increase the availability of rented and affordable homes.

**8.** Help people live healthy lives (tackling risky behaviour & obesity).

**9.** Supporting good connections with friends, family and safer communities.

**10.** Support the growing numbers of older people to maintain dignity & independence in their later years.

**11.** A Council wide approach to supporting Ageing Well in Carmarthenshire.

**12.** Looking after the environment now and for the future.

**13.** Improving the highway and transport infrastructure and connectivity.

**14.** Promoting Welsh language and culture.

**15.** Building a Better Council and Making Better Use of Resources

# Start Well





## Well-being Objective 1

Start Well - Help to give every child the best start in life and improve their early life experiences

### The number of children Looked After has continued to reduce

We have one of the lowest number of Looked After Children in Wales. Preventative teams such as Family Support service and Edge of Care Team have been re-designed to focus on working intensively with families and children to try and avoid the need for statutory intervention whenever possible. Systemic practice incorporating Signs of Safety model is embedding in our child care teams. The revised Families First programme, comprising 13 projects, has been delivering a range of activities in partnership with other agencies with an aim of preventing, and mitigating the effects of Adverse Childhood Experiences (ACEs). Full roll-out of the 30 hours of free childcare offer commenced in January 2019.

### Why it is important

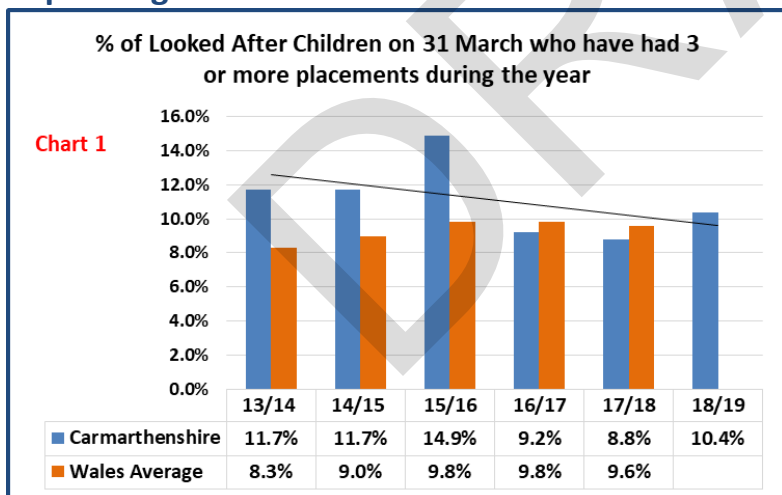
- Because giving every child the best start in life is crucial to reducing inequalities across the life course
- Early intervention is key to long term health and well-being. What happens during these early years has lifelong effects on many aspects of health and well-being – from obesity, heart disease and mental health, to educational achievement and economic status
- Because Looked After Children (LAC) are more likely to have been exposed to multiple risks associated with poor long term outcomes before entering care

### Success Measure

**10.4%** of children in care who had to move 3 or more times

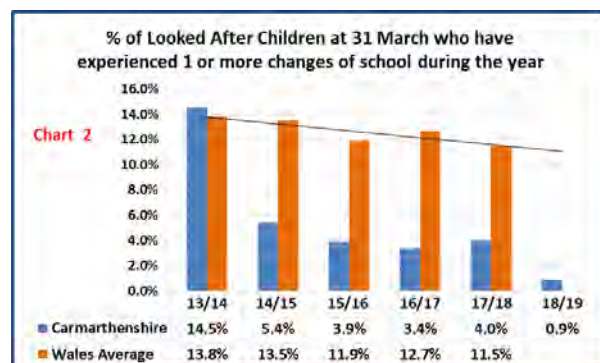


### Explaining the Results



We have seen a slight dip in performance this year with 19 children having moved 3 or more times compared to 17 during 2017/18. However, it shows an overall improvement of 4.5% since 15/16. *(See Chart 1)*

School stability is also an important factor in improving outcomes, and it is important to note that Looked After children in Carmarthenshire experience significantly fewer school moves than anywhere else in Wales – 0.9% during 2018/19 (better than Wales average 11.5% 2017/18) *(See Chart 2)*



In the **long-term** our focus is on prevention and maintaining children at home with families and out of the care system wherever possible, as well as providing extra resources for foster carers to support the children in their care to avoid the need to move wherever possible.

Tudalen 96



## Progress Made

- ⦿ **30 hours free childcare offer** will be a significant savings for many Carmarthenshire families. To date **557** applications received from Carmarthenshire parents/carers, **180** Carmarthenshire Childcare providers have signed contracts, and **£172,640.25** in payments has been administered to local childcare providers since implementation.
- ⦿ We are continuing to implement the **Team Around the Family (TAF)** approach across the county for 0-25 year olds. The Eligibility document regarding thresholds and access to TAF services has been completed. The new JAFF, and the new TAF-in-Schools project have also commenced implementation since April 2019.
- ⦿ **9291 individuals** received support from **Families First (FF)** projects during 2018-19. From April 2019 FF programme will be included with 6 other funding streams under the Children & Communities Grant (CCG).
- ⦿ **Flying Start** service is being fully delivered across 18 areas, covering 768 postcodes within Carmarthenshire. FS Health Visitors are delivering the healthy child Wales Programme (HCWP) through a multi-disciplinary approach.
- ⦿ **Attachment awareness** training has been provided to all 73 schools that have looked after children, and is being embedded as part of the core training within the 'behaviour transformation programme' in schools.
- ⦿ An active consultation group for care experienced children called ECHOES, run jointly with Voices from Care and Children's Services have developed the 2019 Corporate Parenting Strategy.

## CELEBRATING SUCCESS: LOOKED AFTER CHILDREN AND CARE LEAVERS FESTIVAL OF CELEBRATION

In the company of council officers, a number of children and young people received an award for their academic success, artwork, sporting and volunteering contributions. A young person compered the event very effectively and a special talk was given.



Executive Board Member  
For Education & Children  
Cllr Glynog Davies



View our [detailed progress here](#) against this objective



## Well-being Objective 2

### Start Well - Help children live healthy lifestyles

#### Obesity in children in Carmarthenshire is reducing

The obesity rate in Carmarthenshire is at its lowest point for four years. This remains a long term invest to save objective ensuring the long term health of children.

#### Why it is important

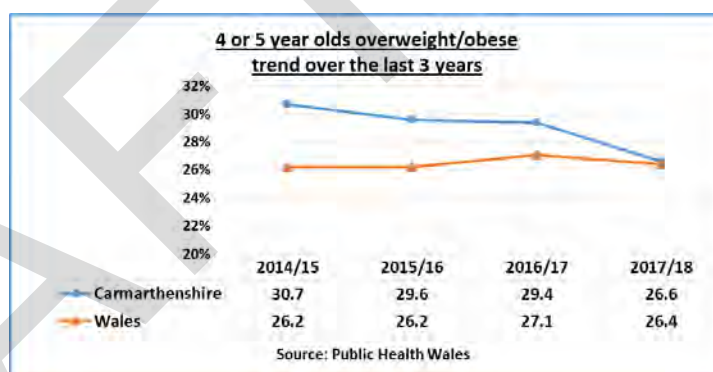
- The [Play Sufficiency Assessment](#) identified playing outside as the most popular setting for children but also found that 32% of parents worried about their child's safety.
- Assessment engagement activity with primary school children showed being physically active to be the second most important factor for the positive well-being of children.
- Living healthy lives allows children to fulfil their potential and meet education aspirations.
- Habits established early in life remain with people to allow them to play a full part in the economy and society of Carmarthenshire.

#### Success Measure

**26.6%** of children are overweight or obese



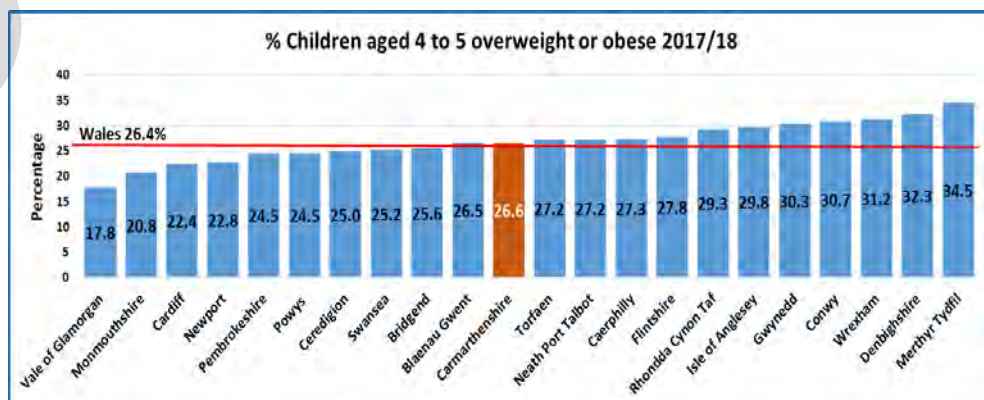
(An improvement on the previous year)



#### Explaining the Results

[Public Health Wales](#) (PHW) NHS Trust published its data on the 2017/18 Child Measurement Programme (CMP) for Wales which contains findings of the programme of child measurements carried out with children attending reception class in schools in Wales. 93.2% of eligible children participated in the programme in Carmarthenshire with 94.1% in Wales.

- There has been a downward trend in the **% of overweight or obese** children aged 4 to 5 in Carmarthenshire over the last 4 years. From **30.7%** in 2014/15 to **26.6%** in 2017/18 and moved from 3<sup>rd</sup> highest to 11<sup>th</sup> highest in Wales. The gap between us and the Welsh average has closed and currently just above the figure of 26.6%.



- The proportion of children who are **obese** has reduced slightly from 14% in 2016/17 to **13%** in 2017/18.
- Obesity in childhood often persists into adult life, leading to related health problems like type 2 diabetes, liver disease, higher rates of heart disease, and some cancers.



## Progress Made

- ⦿ The **Healthy Schools Scheme** is now in its 15th year with 100% of schools now on board with the scheme. During this academic year a total of 9 schools were successful in completing another phase of the scheme and were presented with their awards at the Annual Healthy Schools Award Ceremony. 109 schools have achieved phase 1; 106 schools have achieved phase 2; 101 schools have achieved phase 3; 72 schools have achieved phase 4; 37 schools have achieved phase 5; 2 school, Parc y Tywyn and Nantgaredig, has achieve Phase 6; 2 schools, Nantgaredig and Peniel, have achieved the National Quality Award.
- ⦿ Training delivered to pupils includes; 70 Year 12 pupils attended the 2 day Sexual Health and Relationships Educator training course which is delivered annually by the Healthy Schools team in partnership with the Local Senior Sexual Health Nurse; 145 Year 5 and Year 6 pupils were trained as Playground buddies during this academic year by the Healthy Schools Team. As a result 2 schools within the Authority were commended by ESTYN in their inspection reports for implementing the scheme due to its positive impact on the well-being of its pupils. The Playground Buddy Scheme continues to work very well in schools by reducing levels of loneliness, low level conflict and increased levels of feeling safe amongst pupils.
- ⦿ 104 delegates attended a Well-being Conference delivered by the Healthy Schools Team in order to raise awareness on the importance of **Mental & Emotional Health** of both pupils and staff and its impact on performance.
- ⦿ Actif Sport & Leisure view the Sports Ambassador programme as key way of developing **physical activity** opportunities in schools and the community investing time to encourage young people to be 'Hooked on Sport for Life'. Offering the full ambassador pathway from bronze to platinum, Actif Sport & Leisure increased the number of participants from 75000 in 2016/17 to 107615, with 2000 active hours increasing to 3045 active hours in 2017/18. 95 Primary schools out of 98 and all 12 secondary schools are currently delivering the ambassador programme and each year the success of the programme is celebrated with all volunteers

### Carmarthenshire's Outdoor School Scheme



Executive Board Member  
For Education & Children  
Cllr Glynog Davies



View our [detailed progress here](#)  
against this objective



## Well-being Objective 3

Start Well - Continue to improve learner attainment for all

### Examination outcomes continue to Improve

Carmarthenshire's performance at GCSE continued to improve with 58.2% of our learners achieving the Level 2 Inclusive indicator (at least 5 number GCSE passes at grade A\* to C including mathematics and language). This result places us comfortably above the Wales average of 55.1%.

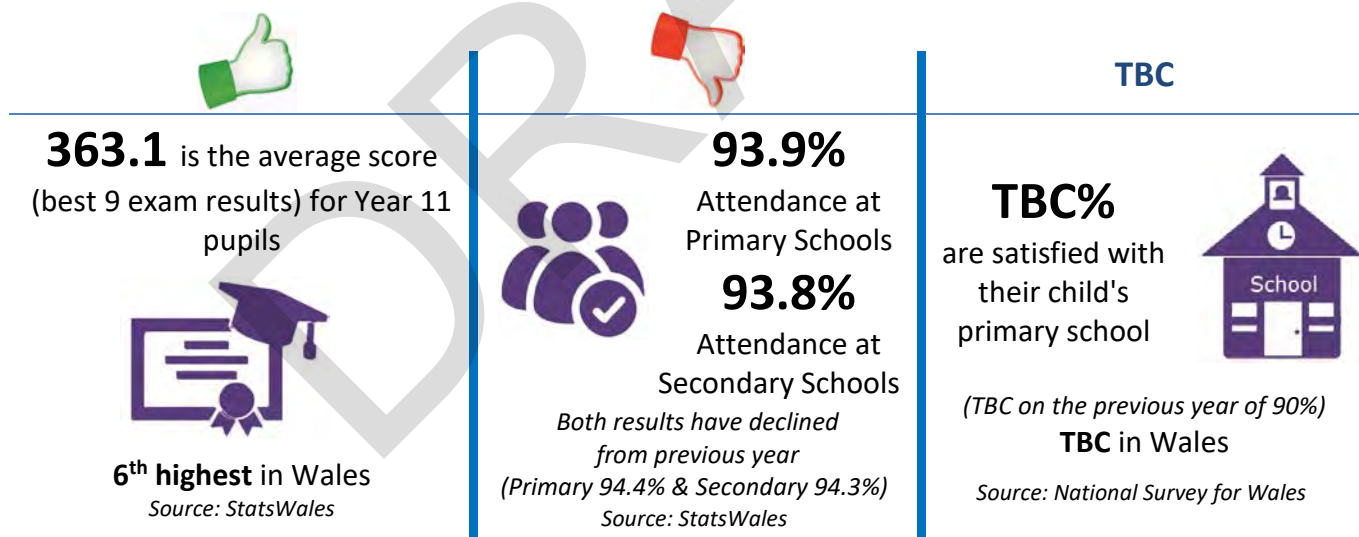
At a national level, this year's GCSE results have hit the headlines with the impact of issues such as revised examination specifications triggering levels of variance in outcomes across Wales. We have to be cautious when considering any comparisons with the performance trends from previous years' data.

Within Carmarthenshire, we continue to emphasise and focus on the progress our learners achieve from their individual starting point and firmly believe that this is the true measure of success and celebration.

### Why it is important

- We all want all of our children and young people to have the best possible start in life by supporting them to gain the skills and knowledge they need to lead happy, healthy, fulfilling lives.
- We want to improve outcomes for all ages through lifelong learning, to enable them to thrive in 21<sup>st</sup> Century living and the world of work.
- Research by *The Institute of Education* suggests that attending a good pre-school and primary school can have more impact on children's academic progress than their gender or family background (Taggart, 2015)
- Our service remains committed to both the principles and priorities as outlined in the Welsh Government's most recent strategic document '[Education in Wales: Our National Mission.](#)'

### Success Measures



### Explaining the Results

- The average score based on the **best 9 exam results** for Year 11 pupils during 2018/19 (2017/18 Academic Year) is 363.1 where girls had an average score of 375.2 and boys 352.5. This is an improvement on the previous year and well above the Welsh average of 349.5.
- **School attendance** in both Primary and Secondary schools in Carmarthenshire *declined* during 2018/19 (2017/18 Academic Year). Primary school attendance reduced from 94.4% to 93.9% and from 21<sup>st</sup> to 22<sup>nd</sup> position and worst in Wales. Secondary school attendance reduced from 94.3% to 93.8% and from 9<sup>th</sup> position to 11<sup>th</sup> position. There will be robust consultation with Governors, Headteachers, Educational Welfare Service and related professionals to develop an action plan to improve school attendance moving forward.

• The [National Survey for Wales](#) data will be published **late June/July.**



## Progress Made

- ⦿ An impressive 72.1% of our Carmarthenshire GCSE entries were graded A\* to C, remaining well above the Wales average of 61.6%. In addition, performance at the highest end of awarded grades witnessed an encouraging 18.1% of our pupils achieving grades A\* to A compared to 18.5% across Wales.
- ⦿ Further success has also been gained by our pupils within the National Welsh Baccalaureate with 62.9% of pupils achieving this award, compared with 57.6% achieving nationally.
- ⦿ At Key Stage 5, the commitment and dedication shown by our students and their schools resulted in nearly 78% of students achieving A\*-C grades (an increase of 1.8% in comparison to results in 2017) which witnessed Carmarthenshire remaining comfortably above the Welsh national average of 73.8%. Almost a quarter of the grades awarded (24.8%) were at the A\*- A level. Improved outcomes were also reflected in the AS Level grades with 91.8% of entries being awarded an A - E grade. An increasingly effective range of learning opportunities on offer to our AS students has ensured a 4.6% increase in the A - E pass rate over the last three years.
- ⦿ During the academic year 2017-18, Estyn inspected 16 primary schools and one Pupil Referral Unit. These schools were inspected under the new inspection framework. Most schools inspected received 'Good' or better in all 5 inspection areas. An encouraging number of our schools received judgements of 'Excellent' against specific areas within the Framework and were invited to provide 'Good Practice Case Studies' to support the work of other schools. This is cause for much recognition and celebration and builds well on our previous year's performance. Indeed, our schools and services have continued to work hard through effective partnership to achieve such pleasing and encouraging outcomes.
- ⦿ The Modernising Education Programme continued apace benefitting thousands of our learners with the completion of major projects, valued at over £20 million, at Ysgol St. John Lloyd, Ysgol Parc y Tywyn, Ysgol Pontyberem and the completion of the phase 1 at Ysgol Llangadog.

### OFFICIAL OPENING OF YSGOL GYMRAEG PARC Y TYWYN

To commemorate the occasion local bard and national Chair winner Rev. Meirion Evans wrote an *englyn* (a traditional Welsh short poem form)



*This is our garden, this is our old language's oasis  
between the barren dunes;  
and after sowing from this grows  
the green shoots of our scholars.*



Executive Board Member  
For Education & Children  
Cllr Glynog Davies



View our [detailed progress here](#)  
against this objective



## Well-being Objective 4

### Start Well - Reduce the number of young people that are Not in Education, Employment or Training (NEET)

#### The number of NEET has risen for the first time in 3 years

The number of Year 11 NEET young people in Carmarthenshire has risen slightly for the first time in three years. The figure of 1.8% however remains below that of 2016/17. Disappointingly we have also seen an increase in Year 13 NEET young people. We will continue to work to ensure that all our young people will remain in Education, Employment and Work Based Training

#### Why it is important

- Reducing the number of NEET young people reduces the effects of poverty and the wider cost to society of support services, reliance on benefits and offending.
- It is essential to maximise the life opportunities of children, ensuring that as many young people as possible are able to progress to school 6<sup>th</sup> forms, Further Education Colleges, apprenticeships, training provision or work.
- It enables young people to contribute positively to their local communities.

#### Success Measures



**1.8%** year 11 pupils &  
**4.9%** year 13 pupils  
are Not in Education, Employment or Training (NEET)  
(Previous year - Yr 11: **1.4%** & Yr 13: **3.0%**)



Year 11

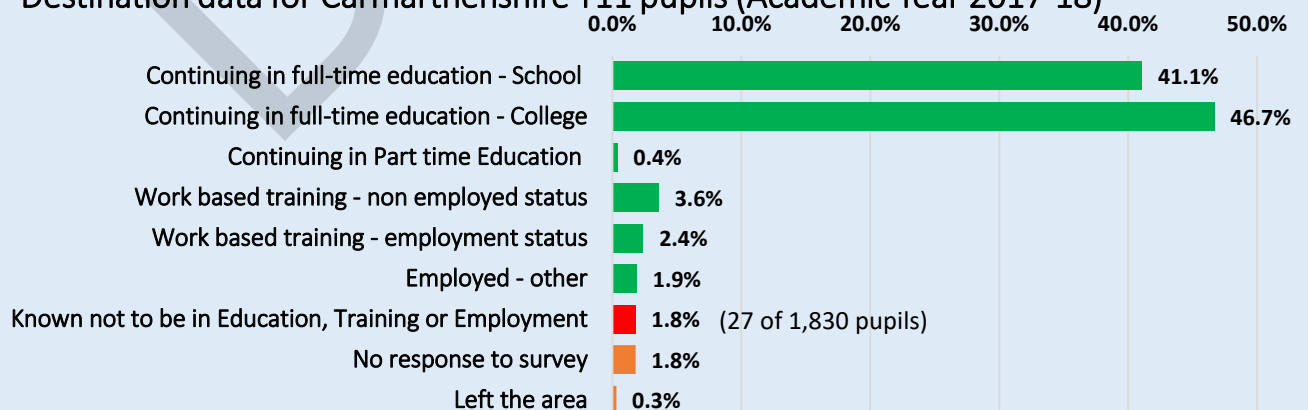


Year 13

#### Explaining the Results

- 1.8%, or 32 of **Year 11** pupils becoming NEET equated to 96.1%, or 1,743 pupils remaining in Education, Employment or Training. A small number of pupils (38), either did not respond to contact or were known to have left Carmarthenshire. The result ranked 14<sup>th</sup> in Wales and above the Welsh average of 1.6%.

#### Destination data for Carmarthenshire Y11 pupils (Academic Year 2017-18)



- 4.9%, or 33 out of 673, **Year 13** pupils were known to become NEET, with 41 pupils either not responding to contact or being known to have left the area. Factors previously affecting the result include the rising cost of higher education, young people's awareness of training and employment opportunities and limited identification of this group of young people by schools following the A Level results. We will seek qualitative data to improve on this situation.



## Progress Made

- ⦿ We have continued to deliver the local elements of the Cam Nesa and Cynnydd European Social Fund (ESF) projects, providing support services for young people at risk of becoming NEET. Funding for Cynnydd has been confirmed until 2022 while we await an announcement about continuing Cam Nesa funding. In seeking alternatives beyond ESF Funding we have used the Alternative Learning Company to deliver provision for 33 Key Stage 4 learners. This initiative is now being evaluated.
- ⦿ We are working in collaboration with the Regeneration department and Secondary Head Teachers to align learning pathways with the City Deal. The soon to be launched local curriculum will help to embed these pathways.
- ⦿ We have continued to discuss opportunities for apprenticeships within the county with Coleg Sir Gar including a heightened vocational offer for young people in the Llanelli area.
- ⦿ We have increased participation with young people, such as involving them in recruitment off staff and gathering their views and opinions to influence business planning and setting of priorities within our Youth Support Service, in order to effectively engage with those children and young people who are NEET. As a Council we employed 15 Apprentices 2017-19 and 18 Graduates.
- ⦿ Carmarthenshire's delivery of the Welsh Government Youth Engagement and Progression Framework includes identification of young people most at risk of disengagement, brokerage and co-ordination of support, tracking and transition of young people through the education system, provision to meet identified needs and developing the employability skills and opportunities for employment. This work is delivered primarily by the County Council's Youth Support Service, together with schools, Coleg Sir Gar, training providers, voluntary organisations and Careers Wales.

**A group of young people volunteering to transform the area around the reservoir in Tanerdy**

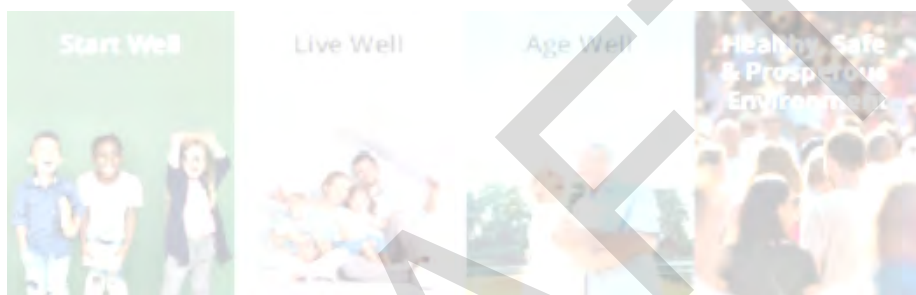
**This will support their job prospects in the future, have a huge impact on their own skills development, self-esteem and confidence**



Executive Board Member  
For Education & Children  
Cllr Glynog Davies



View our [detailed progress here](#)  
against this objective



Live Well







## Well-being Objective 5

Start Well/Live Well - Tackle poverty by doing all we can to prevent it, help people into work & improve the lives of those living in poverty

### 650 more households living in poverty (up from 35% to 35.5%)

Welsh Government defines poverty as when a "household income is less than 60% of the GB median income". This means a household where income is less than £18,868 a year (i.e. 60% of £31,446).

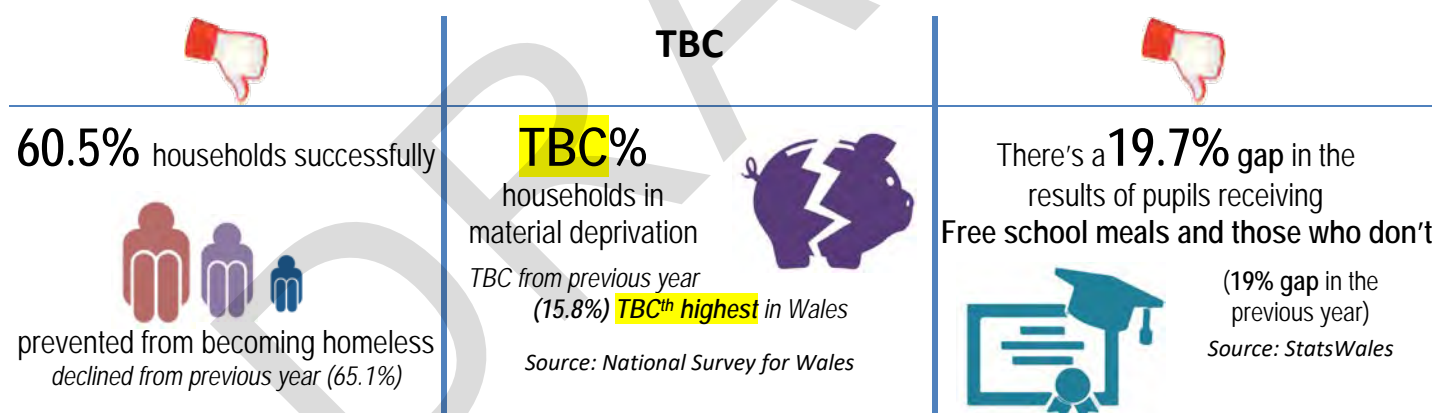
Therefore, 35.5% can be defined as living in poverty in Carmarthenshire which is above the Welsh average of 33.6% and has moved from 8<sup>th</sup> to 13<sup>th</sup> worst in Wales.

Household Income Figures Source: CACI's 'PayCheck' data										
Households Living in Poverty	2014		2015		2016		2017		2018	
	Carms	Wales	Carms	Wales	Carms	Wales	Carms	Wales	Carms	Wales
	29,956 (37.1%)	446,586 (33.6%)	29,086 (36.3%)	459,283 (35%)	29,020 (35.9%)	460,322 (34%)	28,223 (35.0%)	450,616 (33%)	28,881 (35.5%)	456,971 (33.6%)

### Why it is important

- Poverty and deprivation have serious detrimental effects across all aspects of well-being. It limits the opportunities and prospects for children and young people, damages the quality of life for families and communities
- Poverty can be a barrier to full participation in society and is too often an intergenerational experience which poses a significant threat to experiencing positive well-being both now and in the future
- Two Carmarthenshire wards (Tyisha and Glanymor) were in the top 20 worst wards for childhood poverty in Wales (both at 41.3%) Source: End Child Poverty, Loughborough University, 2019 - commissioned by the End Child Poverty Network

### Success Measures



### Explaining the Results

- Of the 413 households **threatened with homelessness** during 2018/19, **250 were successfully prevented from becoming homeless – 60.5%**. There were 120 unsuccessful preventions. The introduction of Universal Credit is beginning to have an impact with some private landlords being reluctant to continue with benefit claiming tenants. We have also identified that private sector tenants tend to approach the service at the point of eviction rather than at the point of receiving notice, this then reduces the time to engage with the landlord to prevent or relieve the situation.
- According to the 2018/19 [National Survey for Wales](#) ..... **Data will be published June/July 2019**
- There's a **19.7%** gap between the average score based on the best 9 **exam results** for Year 11 pupils receiving **Free School Meals (FSM)** and **those who don't (Non-FSM)**, this has increased slightly from a 19% gap in the previous year. This is the 7th smallest gap in Wales (previously 6<sup>th</sup>). However the FSM score has increased from 307.6 to 308.1 (but the score for Non-FSM has also increased by more, from 360.8 to 375.5).

## Progress Made

- ⦿ We have developed a new homelessness action plan that will provide more focus on prevention and making people aware of the need to contact us at an earlier stage should they be experiencing housing problems.
- ⦿ A newly formed team also provides a package of advice and support to all prospective tenants to discuss their responsibilities as part of the tenancy agreement. This includes: how to pay their rent and make a benefit claim. Training sessions have been initiated where prospective tenants on our Housing Choice Register undertake a 1 day course which provides information on tenancy issues in far more detail.
- ⦿ After receiving Communities 4 Work and Communities 4 Work Plus programmes,
  - 589 adults received employability support - 100% felt more confident about seeking work.
  - 418 received digital inclusion support with 100% feeling more confident in using the computer.
  - 402 residents gained accredited qualifications in employment related courses.
- ⦿ We now pay our staff the equivalent of the Foundation Living Wage (a voluntary living wage level). This impacts the lowest paid staff who will receive the equivalent of £8.75 per hour (April 2018) which is higher than the National Living Wage (statutory requirement) of £7.83 (April 2018).
- ⦿ The Community Bureau has helped community, voluntary and charitable groups and social enterprises in Carmarthenshire to access support, advice and grants quickly. . During the year 5 enterprises have been created, 25 jobs have been created, 50 jobs safeguarded and 350 individuals have gone into training/education and we have supported, working with CAVS, 450 people into volunteering.
- ⦿ We have carried out extensive engagement in the Tyshia ward to listen to the needs and concerns of its residents. We are in the process of implementing an ambitious master plan that will address the areas needs in terms of housing mix, the environment and general community safety and facilities as well as specific issues such as antisocial behaviour, fly tipping and litter.

### Customer service Hwb in Ammanford gets the thumbs up!



**People can make payments, get job and training support, access digital facilities, find out about volunteering opportunities and more**



Executive Board Member  
For Communities and Rural Affairs  
**Cllr Cefin Campbell**



View our [detailed progress here](#)  
against this objective



## Well-being Objective 6

### Live Well - Create more jobs and growth throughout the county

**Regeneration is the Councils' number one priority - during 2018/19 we created 419 jobs**

These jobs were created through:-

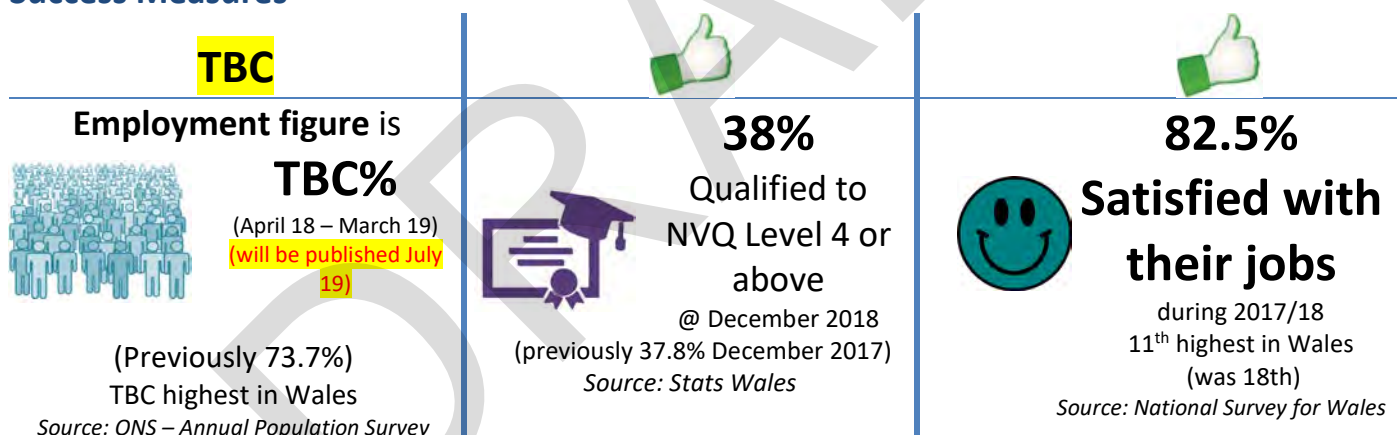
***Business Development and Engagement; Beacon Bursary and Incubation; Llanelli Town Centre Schemes; Carmarthenshire Rural Enterprise Fund and Community Bureau***

In addition through specific world of work schemes, **951** people were supported to volunteer and **137** were supported into jobs. We secured **£16.2m** private sector and external funding investment. We accommodated **111** Jobs as a result of 5 Transformational Commercial property development fund projects.

### Why it is important

- Increasing employability is fundamental to tackling poverty, reducing inequalities and has a dramatic impact on our health and ability to function in everyday society.
- We must tackle a GVA (gross value added) gap that is widening between UK GVA & Wales GVA; *GVA is the measure of the value of the wages and profits from goods and services produced in an area.*

### Success Measures



### Explaining the Results

- ....Comment to follow when employment figure is published in July 19.
- 38%** of working age adults living in Carmarthenshire are **qualified to NVQ Level 4 or above** in 2018, this is up slightly on the previous year of 37.8% and just above the Welsh average of 37.8%. We are 9<sup>th</sup> highest in Wales moving up from 10<sup>th</sup> the previous year.
- According to the [National Survey for Wales](#), **82.5%** of those participated were moderately or very **satisfied with their jobs**, this is above previous year's result of 80%. We have moved up from 18<sup>th</sup> to 11<sup>th</sup> position in Wales
- Median Gross Weekly Pay has reduced by 1.2% (from £517.8 to £511.4) Carmarthenshire has gone down from 5<sup>th</sup> highest wage in Wales for 2017, to the 11<sup>th</sup> highest in 2018. This is below the Welsh average of £518.6



## Progress Made

- ⦿ Delivery of the project plan for the **Llanelli Wellness and Life Science Village**:-
  - Continued with the development of the detail for phase 1 plus energy and infrastructure. Works are now completed to the end of the Royal Institute of British Architects (RIBA) Stage 2 requirements and a tender for ground investigation works has also been undertaken.
  - The Outline Planning application for the Wellness Village has been approved and the Natural Resources Wales flood risk requirements have been met.
- ⦿ **Carmarthenshire Business Fund** was launched in July 2018, to support the set-up of local businesses. It has proved popular with the business community.
- ⦿ Development continues for many of the initiatives and projects which are helping to deliver and support the **Carmarthen, Ammanford & Rural transformational plan**, for example :-
  - The third party led Yr Egin project successfully opened its doors in late summer which has facilitated the relocation of S4C's headquarters in Carmarthen along with a number of related businesses
  - Pendine Attractor Project - work has commenced on the £7m Pendine Attractor project which will see on completion in summer 2020 a new sands of speed museum, 42 eco hostel, external exhibition area, events area, beach sports area, adventure playground, museum gardens and improved parking facilities.
- ⦿ To date, from the initial £2m allocation from the **Rural Enterprise Fund**, 16 businesses have benefited and fourteen of those businesses are now operating in their new or improved premises. This has resulted in an investment in excess of £3m and the creation of 64 jobs in rural Carmarthenshire.
- ⦿ We have continued to deliver the Countywide **Tourism** Destination Management Plan 2015-2020 to support the promotion of Carmarthenshire as an attractive and quality place to visit and stay.
  - 41 major articles on Carmarthenshire were generated by the Council in the media with an equivalent advertising value of £186,000
  - New campaigns of 'Set Jetters' taking advantage of the TV series Keeping Faith and 'Antiques and Brocante' Trail have both gained significant media traction.

## Film Set – Carmarthenshire *Country File* being filmed in Llansteffan



Executive Board Member  
For Economic Development  
Cllr Emlyn Dole (Leader)



View our [detailed progress here](#)  
against this objective



## Well-being Objective 7

### Live Well - Increase the availability of rented and affordable homes

#### On track to meet the affordable homes target of 1,000 additional affordable homes between 2016 - 2021

Good quality, affordable homes are the bed rock of healthy and sustainable communities. We have delivered over 650 additional affordable homes since 2016 as part of the affordable homes plan

#### Why it is important

- Good quality affordable homes promote *health and well-being*, meeting the individual needs of the residents, building strong sustainable communities and places where people want to live.
- Good quality energy efficient affordable homes are good for the *People and the Environment* - as the energy use within the home will be reduced, having a significant effect on reducing the fuel costs for the occupying residents. It will also have a significant effect on reducing pollutants in the atmosphere and mitigating fuel poverty in our communities.
- It's good for the *Social Structure* - well-placed affordable housing developments allow communities to welcome a wide range of families and to create a vibrant, diverse, group of residents.
- It's good for the *Economy* - in order to thrive, new businesses need easy access to its workforce. Affordable housing developments ensure that working families will remain in their community.

#### Success Measure

**+ 247**

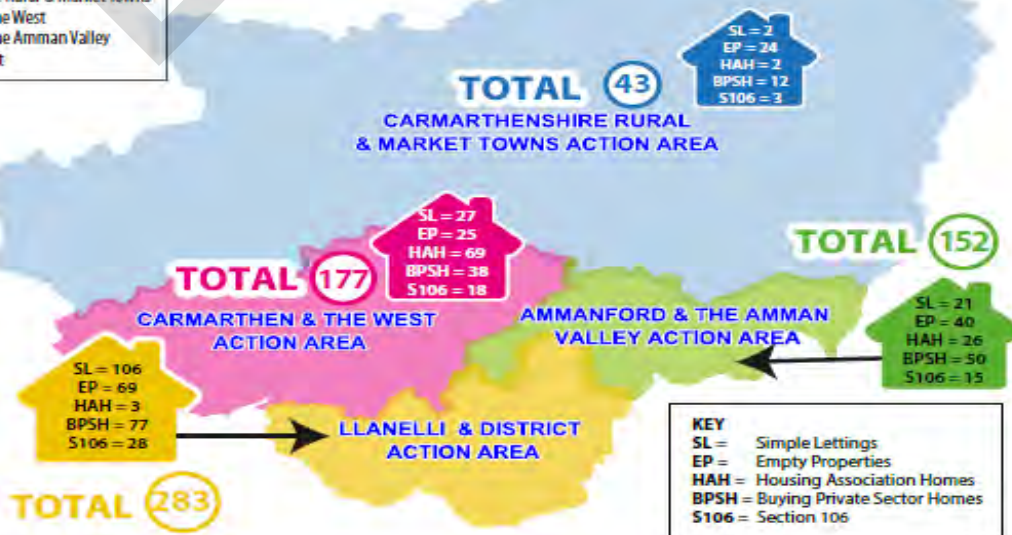
Additional Affordable Homes  
during 2018/19



#### Explaining the Results

##### Affordable Homes Performance – Overall Performance from April 2016 655 Affordable Homes Delivered

Action Areas as a % of County Population  
19% = Carmarthenshire Rural & Market Towns  
22% = Carmarthen & the West  
17% = Ammanford & the Amman Valley  
42% = Llanelli & District





## Progress Made

- As part of the 2016 - 2021 Affordable Homes Plan to date we have provided **655** additional affordable homes made up of the following:-

**156:** Simple lettings agency  
(32: 16/17; 63: 17/18; 61: 18/19)

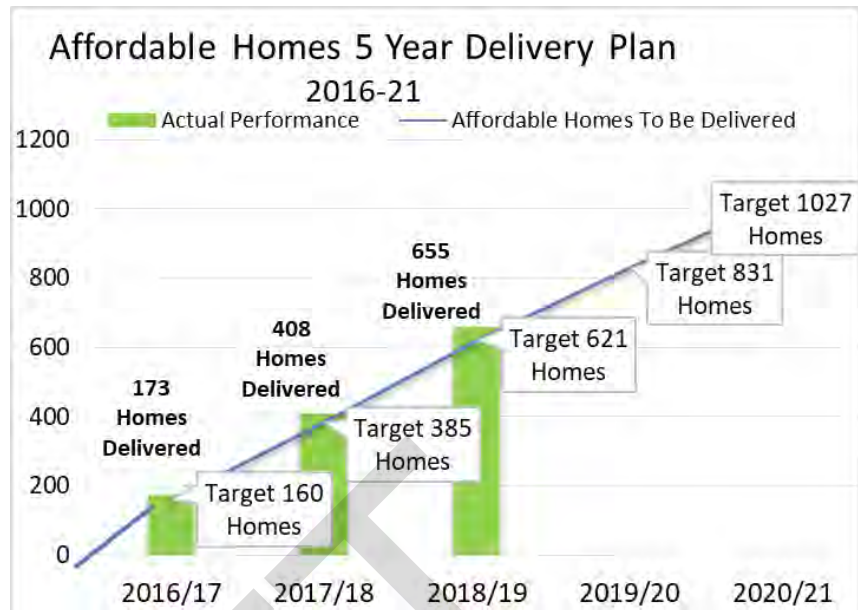
**158:** Empty homes brought back into use  
(28: 16/17; 63: 17/18; 67: 18/19)

**195:** Buying private sector homes  
(45: 16/17; 69: 17/18; 81: 18/19)

**82:** Housing Association new build development (45: 16/17; 20: 17/18; 17: 18/19)

**64:** Contribution by development (section 106) (23: 16/17; 20: 17/18; 21: 18/19)

- We have bought **173** private sector homes to increase the council's own housing stock. **22** homes have also been bought directly by Bro Myrddin Housing Association.
- Both our first two Council new build developments at Dylan and Garreglwyd are now on site building 48 new homes.
- Through the planning system (Section 106) **64** homes have been provided for [Low Cost Home Ownership](#) and nominated to local people who needed help to buy their own home.
- Carmarthenshire County Council is already making excellent progress on its promises to deliver 1,000 more affordable homes by 2021 and further plans are in place to build nearly 1,000 additional Council homes.



Executive Board Member  
For Housing  
Cllr Linda Evans



View our [detailed progress here](#)  
against this objective



## Well-being Objective 8

### Live Well - Help people live healthy lives (tackling risky behaviour and obesity)

**Almost 1.6 million visits to our Sport & Leisure Facilities, generating  
a Social Value Return of £5.9 million during 2018/19**

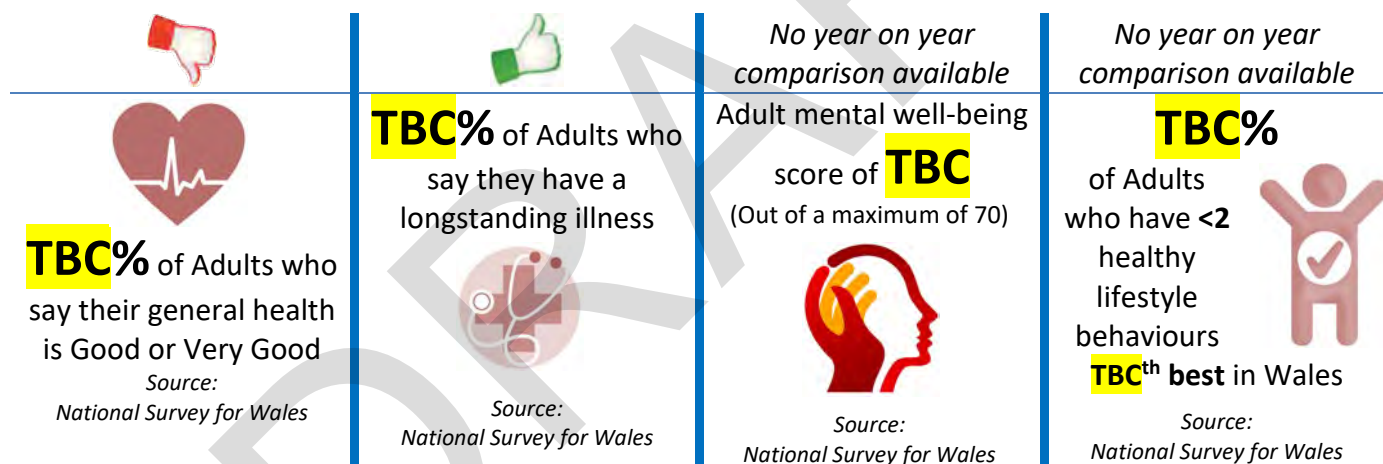
We want Carmarthenshire to be a place:

- That is the most active and healthy in the UK
- Where every person is an active participant at a *Community Club or Leisure / Cultural Facility*
- Where every child is hooked on Leisure / Cultural activity for life.

### Why it is important

- Because our way of life is changing, people are living longer with a higher quality of life.
- Because the challenge is to prevent ill health.
- Because living healthy lives allows people to fulfil their potential, meet educational aspirations and play a full part in the economy and society of Carmarthenshire.
- Because many of the preventive services and interventions required to maintain health, independence and well-being lie outside health and social care.

### Success Measures



### Explaining the Results

The following [National Survey for Wales](#) shows that:-

- Comment on **general health is Good or Very Good** will follow once the results are received June/July 2019.
- Comment on participating adults with **longstanding illness** will follow once the results are received June/July 2019.
- **Mental well-being score** is based on 14 positively worded statements asked as part of the survey which represents positive attributes of wellbeing and covers both feeling and functioning as opposed to mental illness or disorder and is suitable for use in the general population. **Comments will follow once the results are received June/July 2019.**
- Comments on **fewer than two healthy lifestyle behaviours** will follow once the results are received June/July 2019.



## Progress Made

- ⦿ In September 2018 Carmarthenshire played host to the start of the OVO Energy Tour of Britain. It was the first time that the Tour had started in South Wales and Pembrey Country Park was the fantastic start venue for the race. Pembrey Country Park and town and villages throughout the county welcomed 120 of the world's top professional cyclists in what is considered Britain's biggest professional cycle race. The Tour provided the county with a fantastic opportunity to showcase its unique and beautiful landscape both nationally and internationally with the race being broadcast live to 125 countries. Many communities held fun-filled days of activities with refreshments, and opportunities for children and adults alike to get involved and come together as a community to help celebrate this fantastic event as it made its way through the county. Kidwelly leg of stage: - <https://www.youtube.com/watch?v=ltm6aTl0Kd4>
- ⦿ We have continued to monitor *air quality* (nitrogen dioxide) for the residents of and visitors to the County implementing a sampling programme. This supports a consultation for Air Quality Management Area's action plans for Llanelli and Carmarthen as well as the current action plans for Llandeilo. Data has been captured across all sites and results assessed and reported.
- ⦿ Following over £1m of investment in 2016/17 to enhance the fitness facilities at our leisure centres, creating more space and bringing in brand new state of the art fitness equipment, the number of visits has increased by 23% (from almost 1.3 million prior to the investment, to almost 1.6 million in 2018/19). This has also resulted in an increase in fitness income of 33%/£320k (from £975k prior to almost £1.3m in 2018/19).
- ⦿ A further 1,446 people were referred to the *National Exercise Referrals* (NERS) scheme during 2018/19, with 58.7% engaging with the scheme, an increase on 53.8% in 2017/18. Over 55% completed the 16 week programme, far exceeding the 50% target set.
- ⦿ Our mental health teams, leisure colleagues and Run Wales collaborated to pilot a project that trained a group of individuals with mental health issues from Llanelli to compete in the Swansea half marathon and also in local park runs. This innovative project saw the average wellbeing score of participants rise from 36 to 51 (an increase of 41%). The successful collaboration has since been extended to include the Homes & Safer Communities Division and additional sport national governing bodies, drawing in £22k to offer a programme to Ammanford and Carmarthen areas in 2019/20.
- ⦿ Pembrey Country Park has a new all-inclusive cycle hire scheme, namely 'Cycle For All'. There are 38 new cycles ranging from hybrid bicycles, wheelchair transporters, twin bikes, adult and child size tricycles, 4 seater family bikes and recliner bikes.



Executive Board Member  
For Culture, Sport & Tourism  
Cllr Peter Hughes-Griffiths



View our [detailed progress here](#)  
against this objective



# Age Well







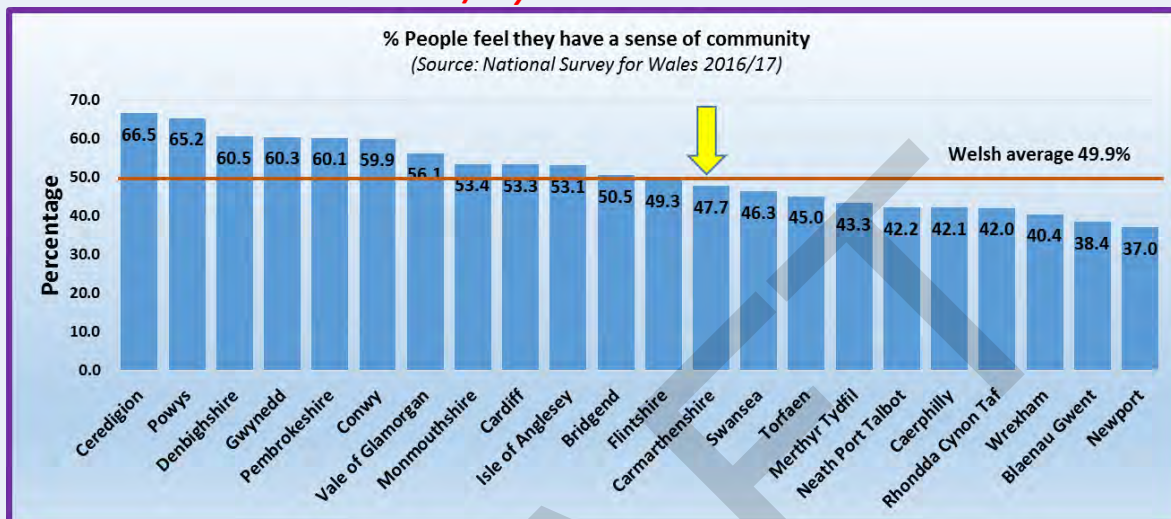
## Well-being Objective 9

Live Well/Age Well - Support good connections with friends, family and safer communities

### Sense of Community survey results have declined by 26% in Carmarthenshire Overall in Wales the results declined by 12%

The 'Sense of Community' is derived from three questions; *People feel they belong to their local area; People in the area from different backgrounds get on and People in the area treat each other with respect*.

**Updated data will become available June/July 2019**



Carmarthenshire has the 4th highest year on year % change having reduced from 73% in 2014/15 to 47.7% and moved down from 5th to 13th position.

### Why it is important

- Social isolation puts individuals at greater risk of cognitive decline with one study concluding that lonely people have a 64% increased chance of developing clinical dementia
- Loneliness amongst young people has been shown to increase the likelihood of poor physical & mental health, the risk of becoming involved in criminal activity and reduce future employment opportunities
- Social networks and friendships not only have an impact on reducing the risk of early death and illness, but they also help individuals to recover when they do fall ill

### Success Measure

**Updated data will become available June/July 2019**

**79%** People who feel safe

7<sup>th</sup> Highest in Wales

Source: National Survey for Wales



### Explaining the Results

- Comment to follow once the updated result has been received June/July 2019.



## Progress Made

- ⦿ We have continued to develop and improve how Children's Services provide information, advice and assistance (IAA) to support families, such as the new [Family Information Service \(FIS\)](#) website and the Dewis Directory of services which continues to be promoted.
- ⦿ We have supported the Community Cohesion National Delivery Plans principles:-
  - Supported Llanelli Tenants Network with organising a multi-cultural event
  - Supported migrants, refugees, asylum seekers and settled communities in the integration process
  - Supporting communities in preventing hostility and extremism
- ⦿ Safeguarding arrangements in Carmarthenshire have been further developed to ensure meaningful conversations with adults at risk take place at the earliest opportunity and continue until the appropriate outcomes have been achieved.
- ⦿ In support of the Police Force's Rural Crime Strategy, a new Rural Crime Board was established. which encouraged improved information sharing and awareness between rural communities and partners
- ⦿ A new initiative "Ask for Angela" was launched in partnership with the Police and licensing department, which allows customers in licensed premises, who could be feeling threatened or unsafe on a date, to get help by approaching the bar and "Asking for Angela."
- ⦿ We continue to fund our proactive Financial Exploitation Safeguarding Scheme (FESS) projects through proceeds of crime (POCA) confiscations resulting from their enforcement activity. This money has funded new No Cold Calling Zones, the installation of True Call units to vulnerable consumers and the launch of the Buy With Confidence Approved Trader scheme, ensuring the public feel safer in their homes and communities



***The Financial Exploitation Safeguarding Scheme (FESS) project helps to refund some of the losses incurred by consumers***



Executive Board Member  
For Community Safety  
Cllr Cefin Campbell



View our [detailed progress here](#)  
against this objective



## Well-being Objective 9

Live Well/Age Well - Support good connections with friends, family and safer communities

The following are our commitments and end of year progress comments for this Well-being Objective during 2018/19.

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
<b>A - We will continue to develop and implement how we provide information, advice and assistance across social care services</b>			
We will continue to develop and improve how Children's Services provide information, advice and assistance (IAA) to support families, ensuring information is easily available, accurate, accessible in different formats and progress links to the Dewis Directory of services. (Ref 13203)	✓	The new Family Information Service website has been fully operational since June 2018. It signposts people in the right direction for information on a wide range of family related issues, childcare and support services. Social media accounts have been set up to promote to a wider audience. FIS work closely with Dewis and all childcare providers and enquiries are recorded on their website. Regional meetings take place with Powys, Pembrokeshire and Ceredigion to share ideas and best practice.	E&CS
We will review our disability service to ensure seamless transition and pathways from children to adults. (Ref 13204)	✓	From May 1st 2018 all of our referrals for disabled children aged from 0-25 have been processed via our Central Referral Team for children. This has created a single point of access for families and young people seeking support. We have updated our eligibility criteria for assessment and these are now aligned from 0-25. This ensures a consistent response to need, regardless of age. We have held a series of 'Listening Events' with young people and families to understand their experiences and concerns about the transition to adulthood. As a result, we have established a 'Working Group' of managers, third sector partners, parents and young people to help improve the service. The group will meet every month to co-produce an action plan, this will include a transition pathway.	SCH
We will ensure an appropriate effective governance is in place with the Local Authority Trading Company to provide the provision of an Information, Advice and Assistance service in order to comply with our Statutory Duty under the Social Services and Well-being Act. (Ref 13205) MF5-52a	✓	We have reviewed the governance arrangements for the IAA service. This means we have a quarterly IAA operational group consisting of a range of officers to discuss the service and any developments as well as establishing contract management arrangements between the Authority's commissioning division and Delta Well-being. The former provides good operational	SCH

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		performance overview, the latter provides an objective and strategic quality assurance role.	
<b>B – We will promote and develop strong connections for people, places and organisations</b>			
We will implement the new Mid and West Wales Community Cohesion Regional Delivery Plan 2017/19 by ensuring the four principles of the Plan continue to be supported. (Ref 13206)	✓	The Mid and West Wales Regional Community Cohesion Co-ordinator facilitates the delivery of the Community Cohesion National Delivery Plan. Carmarthenshire-relevant work is described below.  Objective 1: Work at a strategic level to break down barriers to inclusion and integration across marginalised groups. Community Cohesion has been mainstreamed into the Divisional Business Plan and the PIMS system. The Co-ordinator gave advice on Equality Impact Assessments including the Allocations Policy. The Co-ordinator met with Aberystwyth University to discuss Carmarthenshire as a study area in a migration research proposal.	E&PP
We will support community groups and organisations to promote and publicise the rich variety of community event being held in Carmarthenshire from agricultural shows, festivals and carnivals to exhibitions, concerts and performances. (Ref 13207) MF5-85	✓	The event support scheme was fully allocated through this period for financial year 18/19 with applications being received for 2019 / 2020. Funding has been agreed for the Great Welsh Marathon & Half Marathon 2019 in April, Llandeilo literature Festival in April, Llandovery Sheep Festival in September, Festival of the Celts in May, Llanboidy Tug of War 2019 in July, Llandeilo Festival of the Senses in November and Gŵyl yr Orsedd in July 2019 and dates have been agreed to meet with the organisers on tourism potential. More time has had to be spent working with the successful event organisers on the details needed to claim from the fund than previously thought and one of the aims for the future is to simplify this process especially for smaller amounts of money.	COMM
<b>C - We will identify the strengths and resources within communities which can contribute to promoting and supporting the health and wellbeing of neighbours</b>			
We will identify the physical resources which can contribute to promoting and supporting the health and wellbeing of their population through a dedicated online information portal such as Dewis Cymru. (Ref 13208)	✓	The community continues to add information onto Dewis. We are in the process of getting other internal Council departments to put their information onto Dewis. Once completed all internal departments can add their information onto Dewis, for example, leisure.	SCH
We will invest and improve the quality in the skills of our workforce to ensure we meet the Well-being Objectives of our populations outlined at locality levels. (Ref 13209)	✓	The working group has considered the resourcing of the 3 care management teams. The group has also looked at a national report on recruitment and retention of social workers and has commissioned a report for	SCH

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		Carmarthenshire Adult Services. A staff survey has been developed and distributed electronically, with over 100 staff responding. The importance of the Parliamentary Review and commitment to a healthy and supportive workforce is continuously being communicated across the division by the Head of Service monthly communication update.	
We will further develop Money Wise web resource in order to enhance income generation develop product and market it. (Ref 12612)	✓	We're continuing to develop the web resources and adding to them with a view of developing a county-wide "Money Wise Week" and inter-school competition to increase engagement.	E&PP
We will Implement proceeds of crime across regulatory services to protect people. (Ref 13210)	✓	We have recovered over £250,000 in proceeds of crime and over £60,000 in consumer compensation. We have completed work on behalf of 12 local authorities in terms of financial investigations – taking on regional delivery of Proceeds of Crime Act (POCA) for Dyfed region and signed up 8 Authorities under a Memorandum of understanding (MOU).	E&PP
We will develop a range of options which will reward tenants to look after their home. (Ref 13211)	✓	A range of options and ideas have been discussed with the tenant's consultative forum. Our plan is to integrate this with recharge policy and with time credits scheme to produce one overall document which acknowledges and encourages positive behaviour.	E&PP
<b>D - With our partners we will continue to support Safer Communities</b>			
We will improve the confidence of local communities that we are tackling the issues that matter most to them and impacting on crime levels. (Ref 13212)	✓	During the year, in support of the Police Force's Rural Crime Strategy, a new Rural Crime Board was established. This has encouraged better partnership working and improved the level of information sharing and awareness between rural communities and partners to help ensure that we can improve the confidence of local communities that we are tackling the issues that matter most and impacting on crime levels. There have been many issues that have been tackled by the partnerships for example: <ul style="list-style-type: none"> <li>• Policing teams have worked with Council Trading Standards Officers to target rogue traders and online scams to safeguard victims and vulnerable people.</li> <li>• Action has been taken by partners to target burglary and other acquisitive crime across the county over the summer. Vulnerable and repeat victims were supported to feel safe and secure as</li> </ul>	E&PP

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>part of a scheme funded by Carmarthenshire Safer Communities Partnership.</p> <ul style="list-style-type: none"> <li>Partnership working has been strong throughout the year to tackle County Lines activity.</li> <li>A wide range of partners, including the Council, Police, Fire and Rescue Service, Health Board, domestic abuse service providers and a survivors group, promoted the 'White Ribbon Campaign' during November and December supporting action to tackle male violence against women.</li> </ul>	
<p>We will reduce the incidences of alcohol-related violence by working in partnership with key stakeholders. (Ref 13213)</p>	✓	<p>The Licensing action group, a bi-monthly meeting between the Police and Council licensing department, has continued to tackle problem locations and licensed premises. There are concerns relating to alcohol and substance related crime and disorder. Incidents continue to be closely monitored to agree a joint partnership plan of action. The Group developed an action plan to work with licensed premises and Security Industry Authority (SIA) enforcement officers to try and reduce alcohol related incidents and violence in the lead up to the Christmas and New Year period.</p>	E&PP
<p>We will reduce drug and alcohol misuse by working in partnership with key stakeholders. (Ref 13214)</p>	✓	<p>The Council is a partner on the Hywel Dda Area Planning Board (APB) and is involved in the development of the commissioning strategy and needs assessment. We have participated in a number of development sessions with partners and key stakeholders to inform the new strategy. During these events priorities and gaps in services were identified from the review of local need and the evidence base. These key areas of work have been discussed by the APB Executive Board and budgets for 2019/20 adjusted accordingly to allow for investment in areas where gaps have been identified. A Substance Misuse/Mental Health Joint Programme Board has been established. Work has also been undertaken on accessing services and raising awareness with the over fifties age group.</p>	E&PP
<p>We will ensure our specialist substance misuse team meets the needs of children and adult services by providing expert advice, support and direct input to front line teams. (Ref 13215)</p>	✓	<p>This year the team have confirmed in place a new structure. The team have a dedicated Team Manager, supported by a consultant social worker, 4 social workers and a business support assistant.</p>	SCH

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>A key requirement of the manager's post is to ensure the delivery of a high quality social work service for people affected by substance misuse.</p> <p>The team have relocated to a new office space at Ty Elwyn and have been joined within the year by Health Board colleagues. This has supported the partnership approach between teams as well as the other social care teams based in Ty Elwyn.</p> <p>The team have been delivering 'Drink wise, Age well' training which focusses upon the impact of alcohol use on older people. The team have delivered this training to direct care and care management staff in Integrated services.</p> <p>The team have begun implementing a 'POD' approach to supervision and case management. This utilises the systemic approach developed in Children's services to discuss all cases as a team. This will ensure effective risk management and better outcomes for cases; allowing supervision to focus on reflective practice and professional development.</p>	
<p>We will respond to the Wales Audit Office Community Safety in Wales Report and its recommendations for Welsh Government, Police Crime Commissioner's and Local Authorities. (Ref 13216)</p>	✓	<p>A number of priority commitments which are designed to support the realisation of the shared vision for community safety partnership working in Wales, now form the Welsh Government's Safer Communities Programme (2018-2021). The Carmarthenshire Safer Communities Partnership has now been reviewed and the outcome reported to the Public Service Board (PSB). The work of this Partnership will now align with the developing national</p>	E&PP
<p>We will Implement the action plan for the 'Prevent Duty' (to prevent people from being drawn into terrorism) developed with partners at the CONTEST (United Kingdom's counter-terrorism strategy) Board meeting. (Ref 13217)</p>	✓	<p>During the year work has been undertaken to re-vamp working arrangements with partners in this matter. A Carmarthenshire CONTEST Board has been re-established and this links with the regional CONTEST Board. Detailed action plan will now be used to monitor progress</p>	E&PP
<p>We will embed a person centred approach to safeguarding which ensures the service user is heard and central in decision making. (Ref 13218)</p>	✓	<p>Significant Progress in relation to this action has been made. The safeguarding arrangements in Carmarthenshire have been further developed to ensure meaningful conversations with the adult at risk take place at the earliest opportunity and continue until the appropriate outcomes have been achieved. This approach is now embedded in practice within the safeguarding team.</p>	SCH



Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>The regional safeguarding board has provided safeguarding leads with a clear mandate to develop a robust set of performance indicators which evidence this is happening and that the service users' outcomes have been achieved. A series of workshops are scheduled in 2019 to develop outcome focus performance measures.</p> <p>A total of eight training events have been delivered to date which aimed at reinforcing a person centred approach to safeguarding, reminding all professionals that the services users voice is paramount. This training will continue throughout 2019.</p>	
<p>We will review third sector contracts to establish compliance with the Social Services Well-being Act and service transformation in mental health and learning disability. (Ref 13219)</p>	✓	<p>A commissioning works team has been established to review third sector contracts which are commissioned by the Health Board and Council as part of the Transforming Mental Health and learning disability programmes. Advocacy services provided by the third sector are currently being reviewed by commissioning colleagues across the region with view to developing a regional advocacy scheme. We have also commenced work with the third sector to ensure that we are collaborating to implement the requirement of the Social Services and Wellbeing Act and exploring opportunities to collaborate in relation to early intervention and prevention.</p>	SCH
<p>We will maintain and strive to reduce further, the low levels of crime that are already amongst the lowest in England and Wales (5.1.1.2) (2018/19 - Target 10,137)</p>	x	<p><b>2018/19 Result – 11,517.</b></p> <p>There has been an increase of 12.9% in levels of recorded crime. Increases in crime were anticipated by the Police and Crime Commissioner and Police colleagues this year due to the changes in recording practices. However, the Crime Survey of England and Wales gives a more in depth understanding of crime trends over time and continues to show that crime is falling.</p>	E&PP
<p>We will reduce anti-social behaviour by working in partnership to tackle local problems (2018/19 - Target 5,810)</p>	✓	<p><b>2018/19 Result – 4,894.</b></p> <p>There has been a reduction of 16.4% in Anti-Social Behaviour (ASB). This reduction corresponds with the increase in recorded crime. This is because the Police are now recording incidents as crimes whereas in the past they may have been disposed of as ASB incidents.</p>	E&PP
<p>We shall ensure that the average number of calendar days taken to repair all street lamp failures remains below 4 days (THS/009) (2017/18 Result - 6.41 days / 2018/19 Target - 4 days)</p>	✓	<p><b>2018/19 Result - 3.98 days.</b> This is on target and showing an improvement.</p>	E&PP



## Well-being Objective 10

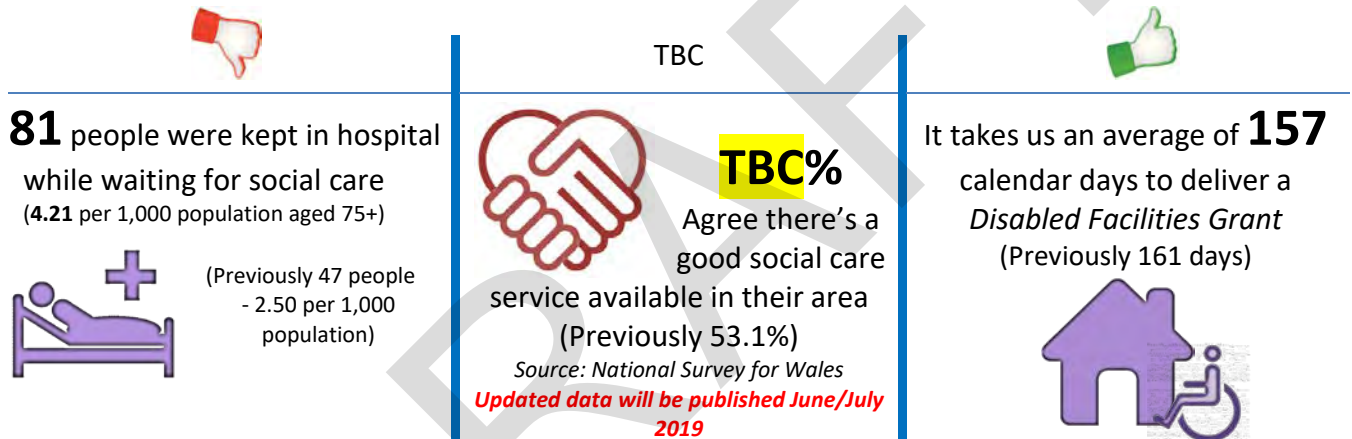
Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

Our Offer to the Population - 'Help to Help Yourself' (Prevent ill health or injury)  
Promote independence, well-being, community engagement and social inclusion.

### Why it is important

- Because consultations have demonstrated that 'what matters' to individuals is to be able to be as independent and well as possible for as long as possible.
- Because our frail population demographic is increasing and will require support to remain as independent as possible.
- Because it is essential that we lay robust foundations to future proof the availability of services that promote and support ongoing well-being and independence for our frail older adult population.

### Success Measures



### Explaining the Results

- 81 clients (75+) were **kept in hospital** during 2018/19 while waiting for social care, this is quite an increase on the previous year of 47. We have been developing new services to support hospital discharges and ensure that our citizens have the right care at the right time. Coupled with our therapy led reablement service, we have developed an Outcome Assessment Service ensuring that all people who require statutory delivered care have an opportunity for further assessment in their home environment to promote their independence. With increased numbers of people having co-morbidities resulting in complex needs and higher levels of care we are constantly monitoring and reviewing our services to meet this increasing demand.
- According to the 2018/19 [National Survey for Wales](#) .... **Data will be published June/July 2019**
- The average number of days taken to deliver a *Disabled Facilities Grant* adaptation continues to reduce year on year and are currently TBC best in Wales. **Chart to follow once the comparative data is published, to show significant improvement over last few years.**



## Progress Made

- ⦿ We have developed an innovative **social prescription scheme** in partnership with GPs where patients are prescribed time credits so that they can attend events and community groups. Time Credits work very simply: for every hour that an individual contributes to their community or service, they earn one Time Credit. These Time Credits can be spent accessing an hour of activity provided by health & wellbeing venues such as leisure centres, gyms, yoga, theatres, craft groups and walking groups. Last year across the whole of the county there 1,941 members of the Carmarthenshire Time Bank.
- ⦿ According to the 2018/19 Social Care survey **84.6%** of clients were satisfied with their care and support.
- ⦿ The preventative work in Carmarthenshire based on the PEIPIL strategy (Prevention, Early Intervention and Promoting Independent Living) identified as good practice in Wales through the Bevan Exemplar scheme.
- ⦿ We have successfully delivered **Carmarthenshire's United Support Project (CUSP)** and has been identified as an Exemplar Initiative in Wales through the Bevan Commission. Third sector collaboration that supports people in the community to stay independent for as long as possible.
- ⦿ *Transfer of Care Advice and Liaison Service (TOCALs)* has expanded in the Glangwili General Hospital and Prince Phillip Hospital to include community based Occupational Therapists, Social workers, Nurses and Physios which ensures timely discharges from hospitals.
- ⦿ *Fulfilled Lives* is a long term service that supports people living with dementia, it provides individuals with a key worker that helps people to live their life as fully as possible as their dementia progresses. The focus is on the individual directing the support that they need to maximise their independence.



Executive Board Member  
For Social Care and Health  
Cllr Jane Tremlett



View our [detailed progress here](#)  
against this objective



## Well-being Objective 10

Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

The following are our commitments and end of year progress comments for this Well-being Objective during 2018/19.

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
<b>A - Develop a 'social' model of health and care that focuses on physical, mental and social wellbeing rather than ill health</b>			
<p>We shall continue to aim to reduce the rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (PAM/025)</p> <p>(2017/18 - 47 clients – 2.50 rate/ 2018/19 Target - 42 clients - 2.21 rate)</p>	✗	<p><b>81 clients (4.21 rate)</b> were kept in hospital while waiting for social care during 2019/20. We have been developing new services to support hospital discharges and ensure that our citizens have the right care at the right time. Coupled with our therapy led reablement service, we have developed an Outcome Assessment Service ensuring that all people who require statutory delivered care have an opportunity for further assessment in their home environment to promote their independence. With increased numbers of people having co-morbidities resulting in complex needs and higher levels of care we are constantly monitoring and reviewing our services to meet this increasing demand. We aim to reduce our DToC figure by 29.6% in the coming year which equates to below 57 clients.</p>	SCH
<p>We will ensure the Council fully responds and complies with the requirements of the Social Services and Well-being Act by introducing a pooled budget between social care and health for residential care. (Ref 13220) MF5-52b</p>	✓	<p>Carmarthenshire County Council is, along with Ceredigion and Pembrokeshire County Councils' and Hywel Dda University Health Board, party to a virtual pooled fund Agreement for commissioned older adult care home placements which has been in place since 1 April 2018. This covers all local authority residential placements, Funded Nursing Care (FNC) placements by Hywel Dda University Health Board, and 'standard' Continuing Health Care (CHC) placements. The Agreement provides for identification of a combined regional budget for care homes and regular, formal reporting to the statutory partners on financial and performance information relating to the sector in West Wales. The Council has also contributed to a range of activities to support integrated commissioning practice, including:</p> <ul style="list-style-type: none"> <li>• Development of a shared Pre Placement Agreement (supported by Carmarthenshire -specific schedules to reflect local arrangements) – this will be formally</li> </ul>	SCH

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		<p>adopted by statutory partners during 2019-20.</p> <ul style="list-style-type: none"> <li>• Review of financial and performance data for the sector, which enables joint monitoring of services and identification of best practice.</li> <li>• Alignment of operational practice in relation to assessment, monitoring and quality assurance, enabling a more consistent approach across West Wales and supporting timely transfers of care and equitable funding decisions.</li> <li>• Creation of a shared, real-time website providing up to date information for professionals and the public on care home vacancies. Once again this will support timely discharge and transfers of care.</li> </ul>	
<p>We will ensure the Council fully responds and complies with the requirements of the Social Services and Well-being Act by establishing a regional joint committee for social services with relevant partners. (Ref 13221) MF5 52c</p>	✓	<p>The Council has been part of a review of governance which has been undertaken to strengthen leadership and accountability across the growing regional programme. As a result of this review the terms of reference of the Regional Partnership Board have been clarified and supporting structures are being put in place to facilitate shared decision-making by statutory partners. Revised structures will be implemented fully during 2019-20.</p>	SCH
<p>We will continue to reduce the number of calendar days taken to deliver a Disabled Facilities Grant (PAM/015) (2017/18 Result - 161 days / 2018/19 Target - 160 days)</p>	✓	<p><b>2018/19 Result – 157 days.</b> This is an improvement on the previous year and on target.</p>	COMM
<b>B – Provide a wide range of services and interventions.</b>			
<p>We will ensure care and support is provided in a manner that is proportioned to meet and ensure equity of outcomes for our population. (Ref 13222)</p>	✓	<p>This practice is embedded in Social Work practice in line with Code of Practice 4 of the Social Services and Well-being (Wales) Act 2014 and is authorised by Senior Practitioners and audited by Managers within the Community Resource Teams.</p>	SCH
<p>We will continue to improve the provision of day opportunities for older people across the County. (Ref 13223) MF5-53</p>	✓	<p>A synopsis has been undertaken looking at the assessed need and the number of individuals attending day centre's including the reasons for using the service. Further analysis is required before making decisions around service improvement to ensure that the views of stakeholders have been considered.</p> <p>A Quality Assurance questionnaire has been completed by residents, families and partners. The outcomes are currently being analysed in order to inform the development plan for day opportunities for older people in the County.</p>	SCH

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
We will deliver an investment programme for Care Homes and Sheltered Housing Schemes by delivering future needs and sustainable residential care arrangements in the Llanelli area to ensure appropriate accommodation provision in the area. (Ref 13224) MF5-54	✓	An investment and funding plan are currently being developed to ensure it delivers against future needs. As part of this exercise, the older people's future "offer" is being seen in the context of bungalows, sheltered housing, flexible care and residential care.	SCH
We will maintain a strong and sustainable in-house Council provision for domiciliary and residential care. (Ref 13225) MF5-55	✓	In-house provision of domiciliary has now grown to 35% of the market as a result of the integration of "Allied" Healthcare into the service. The harmonisation of the Carmarthenshire County Council terms and conditions targeted for June 2019. Work is also on-going on a new management structure that will further consolidate the current position and allow the business to further grow, in an efficient way, in the future.	SCH
<b>C - Identify how local communities can contribute to supporting wellbeing and independence.</b>			
We will work with partners including Hywel Dda University Health Board and third sector providers to ensure appropriate mental health care services and support are available. (Ref 13226) MF5-57	✓	The four work streams established to implement the mental health transformation programme are progressing the following areas of work; pathways, workforce, transport and estates are continuing to make progress. The crisis supports service in Llanelli is at implementation stage. Support will be commissioned from 2 third sector providers MIND and HAFAL who are collaborating on this project. Officers from Ceredigion, Pembrokeshire and Carmarthenshire have met to agree a consistent approach in developing the single point of access and to link this work with the out of hours arrangements. Social Care and Leisure are collaborating to roll out a well-being activity programme across the County.	SCH
Clients are asked whether they are satisfied with their care and support. The 2017/18 survey showed that 86.8% were satisfied. We shall do all we can to improve on this. (PAM024) (No target set for 2018/19)	✗	According to the 2018/19 survey <b>84.6%</b> of clients were satisfied with their care and support, this is a decline on 2017/18. There was also an increase from 1.5% to 3% that were not satisfied.	SCH
Carers are asked whether they feel supported to continue in their caring role. The 2017/18 survey showed that 69% felt they were. We shall do all we can to improve on this. (PAM/026) (No target set for 2018/19)	✗	According to the 2018/19 survey, <b>64.4%</b> of carers felt supported to continue their caring role, this is a decline on last year which is disappointing. On a positive note, the number of carers that completed the questionnaire increased from 29 to 59 which can only improve the accuracy of the result.	SCH







## Well-being Objective 11

### Age Well - A Council-wide approach to support Ageing Well in Carmarthenshire

#### 60% agree we live in an age friendly community

However, our 50+ Forum Survey shows a 5% fall from 65% to 60% for last year

### Why it is important

- Ageing well – ‘adding life to years, not just years to life’ – is important for each of us, and for our country as a whole. Older people should be seen as a vital part of society and should be able to have more opportunities to participate in and contribute to our economy and our communities. Older people are a significant asset to our community and economy.
- Wider services can make an important contribution in supporting and sustaining the independence of older people and reducing the demand on Social Services and Health Care.

### Success Measure

**16.6%** of people

are lonely

Source: National Survey for Wales  
Was 17.1%



### Explaining the Results

According to the 2017/18 [National Survey for Wales](#), **16.6%** of participating adults in Carmarthenshire **classed themselves as lonely**, this is slightly above the Welsh average of 16.3% but has reduced from previous year's result of 17.1% and we continue to be in 10<sup>th</sup> position.

In our 50+ Forum Survey 70% of respondents felt that we were doing sufficient work to address loneliness and isolation and made some suggestions for improvement.

### Progress Made – to take forward the 5 aims of the national and local Ageing Well Plan

#### 1. AGE FRIENDLY COMMUNITIES

- Our links with the 50+ Forum have been strengthened during the year and a bi-monthly email to all 50+ Forum members is now issued through Dotmailer, which has received a positive response from those receiving the message.
- The Carmarthenshire 50+ Forum have now established their own communications group in response to last year's 50+ Forum survey, where older people did not feel enough information is provided regarding services available, events and important information which impacts them.

#### 2. DEMENTIA SUPPORTIVE COMMUNITIES

- Our 50+ Survey, undertaken during 2018, showed a very small increase in agreement that we have Dementia Supportive Communities
- In June 2018 the Council resolved a Notice of Motion to explore the feasibility of making Carmarthenshire a dementia friendly county.
- We now have over 6,000 (4,847 17/18) [dementia friends](#) across the county.



An Alzheimer's Society initiative

### 3. FALLS PREVENTION

- ⦿ Excellent progress has been made during the year to deliver staff training through the Making Every Contact Count (MECC) initiative. The initiative recognises that staff across health, local authority and voluntary sectors, have thousands of contacts every day, and staff are trained to give them the competence and confidence to deliver healthy lifestyle messages and to help encourage people to change their behaviour and to direct them to further support.

### 4. OPPORTUNITIES FOR EMPLOYMENT AND NEW SKILLS

- ⦿ The availability of various Digital training resources for older clients has been complied and contact details distributed via partner organisations. Promotion events for the 50+ Forum have been held in Carmarthen, Pontyberem, Ammanford and Llanelli.

### 5. LONELINESS AND ISOLATION

- ⦿ We also organised the 50+ annual event held at the Botanic Garden with 600+ attendees. Carmarthenshire is Kind was the focus the event, which gave key messages and evidence about the positive effects of kindness on health and wellbeing.

## Strengthening local communities and alleviating the pressures on health & social care services.

Once again an example of how older people are a significant asset to Carmarthenshire



A Llanelli pensioner is honoured with British Empire Medal - William Henry Gerwyn Jenkins was recognised in Queen's Birthday Honours for services to the Samaritans



Executive Board Members For  
Housing: Cllr Linda Evans &  
Social Care & Health:  
Cllr Jane Tremlett



View our **detailed progress here**  
against this objective



## Well-being Objective 11

### A Council-wide approach to supporting Ageing Well in Carmarthenshire

The following are our commitments and end of year progress comments for this Well-being Objective during 2018/19.

Last Year's Commitments	✓ ✗	Progress Comment	Scrutiny
<b>A - Age Friendly Communities</b>			
We will further develop the Ageing Well in Carmarthenshire Action Plan. (Ref 13227)	✓	The Ageing Well action plan has now been embedded into this Well-being Objective. On-going support is being provided to the 50+ Network and Steering Group with the 50+ annual event held at the Botanic Garden on the 14 September with 634 attendees. The event was used to deliver the <b>Carmarthenshire is Kind</b> focus. Monthly newsletters to the 50+ network now established to support improved communication.	P&R
We will improve our engagement and consultation mechanisms with the 50+ Forum. (Ref 13228)	✓	A Bi-monthly email to all 50+ Forum members is now issued through Dotmailer. Positive response from those receiving the message. Links with 50+ Steering Group developing.	P&R
We will continue to develop the provision of 'County Cars' and links with the Royal Voluntary Service and Hywel Dda University Health Board. (Ref 13229)	✓	We are continuing to support the RVS on the provision of the Country Cars scheme including advertising/marketing with the aim of recruiting more volunteers as well as raising the profile of the scheme. The RVS are also promoting and recruiting via their social media outlets.	E&PP
We will continue to review the County's Public Transport network and work with Operators and Stakeholders to sustain the network within the confines of the resources available. (Ref 13230)	✓	We are continuing to review and support the County's supported public transport network against challenging conditions including a diminishing base of bus operators, increasing costs, and declining usage of some services. Networks such as the Towy Valley have been redesigned and amended to provide services as a result of market responses.	E&PP
We will continue to promote the all Wales Concessionary Travel Pass. (Ref 13231)	✓	We continue to promote the scheme online and at over 600 bus stop locations throughout the County. Welsh Government are currently reviewing the way in which the scheme is delivered and will lead on the marketing of the new arrangements in the coming year. Our performance outcome for 2018/19 indicates the promotion has ensured the target % for the number of concessionary passes issued has been exceeded.	E&PP
We will launch a website to signpost learners to training opportunities available from all providers in the county. (Ref 13232)	✓	The DEWIS website is active and we are working with partners to populate local content as appropriate	E&CS



Last Year's Commitments	✓ x	Progress Comment	Scrutiny
We shall provide support for carers, and young carers in particular, to enable them to continue providing the invaluable care they offer to family and friends in need. (Ref 13233) MF5-58	✓	<p>Carers Strategic Partnership Board have reviewed its Terms of Reference and will continue to meet quarterly to consider priority areas for development. Further work is also planned on developing a strategy which will provide a more coherent and equitable approach to Respite support / Replacement care.</p> <p>A revision of our Carers Emergency Card scheme has been approved and this will offer carers across Carmarthenshire the following advantages:</p> <ul style="list-style-type: none"> <li>• A contingency plan to reassure carers that the person they care for will not be at risk of being left unattended</li> <li>• An ID card that will evidence Registration as a Carer with the Authority.</li> <li>• Membership of the Carmarthenshire Local Rewards Scheme.</li> </ul> <p>We have a Carers Forum in the county for the purpose of co-production.</p>	SCH
<b>B – Dementia Supportive Communities</b>			
We will continue to support people living with dementia and the development of more dementia friendly and supportive communities and provisions across the County. (Ref 13234) MF5-60	✓	<p>The dementia strategy group has spent a lot of time putting together a proposal for Welsh Government dementia funding in line with our locality and National needs. This will include Dementia key workers in each locality, dementia coordinators and a specialist dementia Multi-Disciplinary Team. The proposals have been sent to the Welsh Government. They have accepted these proposals and we are now awaiting the monies to be released before we can proceed. This will revolutionise the Dementia services in the Hywel Dda area.</p>	SCH
<b>C - Falls prevention</b>			
We will Inspect Highways, footways and lighting infrastructure on a regular basis to identify any defects posing a danger to the public. (Ref 13235)	✓	<p>A programme of inspections was carried out by a trained inspection team. The programme has been monitored to ensure inspections are completed on time. Overall performance for 2018/19 is 99.16% of inspections completed on time (including tolerance).</p>	E&PP
We will ensure a range of targeted physical activity interventions are put in place across the life course to increase the activity levels of those who are inactive or at risk of becoming inactive and increase social and community cohesion. (Ref 13236)	✓	<p>A broad range of initiatives in place - Free Swimming; Physical Literacy Passport; Exercise Referral; Focus sport development groups (Cycling; Athletics; Swimming and Triathlon); Active Adult Officer with a focus on mainstream and targeted remit (e.g. mental health), etc. We have also been successful in obtaining circa £10k Play Sufficiency Funding for a variety of intervention linked to disabilities and play. Further intervention funding secured 2019/20 from Sport Wales and health bodies.</p>	COMM

Last Year's Commitments	✓ x	Progress Comment	Scrutiny
		New Sport & Leisure structure being implemented to enable growth of this work.	
In collaboration with our PSB partners we will deliver staff training through the Making Every Contact Count (MECC) initiative, which will include help in relation to fire risks, other hazards, slips, trips and falls and alcohol brief intervention (ABI) training. (Ref 13237)	✓	Excellent progress has been made during the year with a successful first cohort of staff being trained in MECC. Following discussion at the September 2018 Public Service Board (PSB) meeting, it has been agreed to further develop this approach through the PSB Prevention & Early Intervention Delivery group	P&R
<b>D - Opportunities for employment and new skills</b>			
We will co-ordinate the signposting of digital activity across the County for older people. (Ref 13238)	✓	The availability of various Digital training resources for older clients has been distributed via partner organisations. Promotion events for the 50+ have been held in Carmarthen, Pontyberem, Ammanford and Llanelli. Partnerships have been established utilizing the over 50's network and through the Welsh Government's programme Digital Communities Wales. Our Community Bureau is now a member of the Online Centres Network, part of the Good Things Foundation charity supporting digitally and socially excluded people to improve their lives through digital technology. The Learn My Way online learning platform helps thousands of people per year to gain basic digital skills and go on to further informal and formal learning and this will hopefully become the linchpin for over 50's Digital Inclusion Support.	COMM
We will retain and promote Carmarthen Community Education Centre as a flagship hub venue for Basic Skills and English for speakers of other languages (ESOL) provision, private classes, community clubs and societies. (Ref 13239)	✓	The Carmarthen Community Education Centre continues to run as a flagship hub venue for Basic Skills and English for speakers of other languages (ESOL) provision, private classes, community clubs and societies. Income from lettings has exceeded the planned budget and new groups are booking the centre throughout the year as well as established ones.	E&CS
<b>E - Loneliness and isolation</b>			
We will work with partners to provide more opportunities for vulnerable and older people to socialise in order to reduce loneliness. (Ref 13240) MF5-59	✓	The findings of the task and finish group have been concluded and a report presented the health and social care scrutiny committee in June. A number of key recommendations are made as part of this report. Once approved by the committee the report will be submitted as evidence.	SCH

# Healthy, Safe & Prosperous Environment

A large, diverse crowd of people is shown from a low angle, looking towards the front of a gathering. The people are mostly seen from the back or side, creating a sense of being part of the crowd. The background is filled with more people, some in focus and others blurred. A faint, stylized graphic of several human figures in various colors (grey, blue, orange) is overlaid on the upper right portion of the image. The overall atmosphere is bright and sunny, with strong light and shadows.





## Well-being Objective 12

### Healthy & Safe Environment -

Look after the environment now and in the future

#### We are improving our environment through enhancing biodiversity and using renewable energy in our buildings

We have delivered sustainable projects that protect and enhance our environment. The managed habitat for the marsh fritillary butterfly and 300 ha of local nature reserves are both projects that contribute to sustainability and biodiversity. Renewable energy technology is being used more and more in our buildings and is intrinsically part of all our new builds, with the Authority aim to be 'Carbon Neutral' by 2030. Our Flood Management and Shoreline Management Plans will allow the Authority to deliver its obligations under the Well-being and Future Generations Act, by making Wales more *resilient* and in turn more *prosperous*. However, meeting recycling targets has been extremely challenging this year.

#### Why it is important

- The *Natural Environment* is a core component of sustainable development. The Environment (Wales) Act 2016 expands the duty placed on public bodies, requiring them to *maintain & enhance biodiversity and promote ecosystem resilience*.
- A biodiverse natural environment, with healthy functioning ecosystems, supports social, economic and ecological resilience. Carmarthenshire's natural environment is the natural resource on which much of our economy is based – tourism, farming, forestry, and renewable energy. It is a major factor that attracts people, both young and older to live, work and visit the county, bringing inward investment with them.
- The Well-being Needs Assessment survey identified a strong relationship between residents' well-being and their surrounding environment from providing recreational opportunities, to psychological positivity, health benefits and a connection to heritage and culture.

#### Success Measures



We generated **979,071**  
**kWh** (provisional) of  
renewable energy during  
2018/19  
(increased from 937,330 kWh  
in the previous year)



Our recycle rate is  
**58.94%**  
(This is less than the  
previous year's figure of  
63.64%, but we continue to  
meet our target)



#### Explaining the Results

- **Renewable energy** – We continue to invest in solar photovoltaic (PV) systems on our non-domestic buildings with a total installed capacity of 1.15 MWp. This has generated over 979,071 kWh (provisional) of Electricity during 2018/19, a 4.5% increase on the previous year of 937,330 kWh.
- **Recycling** declined in 2018/19 to 58.94% from 63.64% the previous year. The decline is predominantly as a result of the difficulties with export markets for residual waste (refuse derived fuel outlets). However we have met the statutory target of 58%.

## Progress Made

- ⦿ The project continues to manage 24 sites that provide 40.46ha of habitat in suitable condition for the marsh fritillary butterfly. Surveys results in summer 2018 show that numbers of larval webs recorded were exceptionally high this year with 86 webs recorded on one site. Habitat surveys found new records of marsh fritillaries in 31 fields, across the area, expanding our knowledge of the butterfly in this part of the county, and this work will inform the new Local Development Plan and the revision of the Caeau Mynydd Mawr SPG. The project continues to ensure the appropriate grazing of the land in management's agreements, often assisting landowners in finding suitable grazing animals. It has also been making use of the Glas Tir small grants scheme, when it can, for hedgerow management.
- ⦿ The Council has a significant new build programme. All major new build projects incorporate renewable energy technologies where appropriate with solar PV installations incorporated into many recent Modernising Education Provision 21st Century school projects.
- ⦿ In addition, all non-domestic projects receiving an element of Welsh Government funding are required to achieve a BREEAM (Building Research Establishment's Environmental Assessment Method) rating of 'Excellent', a part of which is linked to designing buildings to achieve reductions in energy use and carbon emissions.
- ⦿ We have completed our Flood Risk Management Plans to protect homes & properties in Carmarthenshire.

The **Caeau Mynydd Mawr Marsh Fritillary Project** received an award for '*Planning in the Natural Environment*' category at the National RTPI Awards for Planning Excellence.



Executive Board Member  
For Public Protection:  
**Cllr Philip Hughes**



View our [detailed progress here](#)  
against this objective



## Well-being Objective 13

### Healthy & Safe Environment - Improve the highway and transport infrastructure and connectivity

#### We are improving the county's road infrastructure, rural transport and active travel

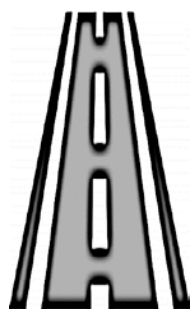
Our Transportation and Highway related services facilitate the safe movement of goods and People. Enabling access to raw commodities and markets as well as providing opportunities for People to gain access to employment, education, health, leisure and social activities. We have continued to develop Active travel by investing in shared paths and cycle paths, improved the road infrastructure to encourage economic activity in the county and maintained a rural bus service through our Bwcabus and country cars service.

#### Why it is important

- *Transportation and highways* play a key role in sustaining our community. A modern, successful economy is reliant upon the safe and efficient movement of people and goods; providing opportunities for people to gain access to employment, education, health, leisure, social and retail services.
- *United and connected* is one of the four Welsh Governments' aims in its 'Taking Wales Forward' plan. Providing integrated and affordable access for businesses, for residents and visitors can stimulate economic development, reductions in deprivation and social exclusion and an increase in well-being.
- Sustaining access to services through Active Travel plans will deliver improvements in health and well-being for all sections of the community e.g. that includes: walking, cycling, passenger and road transport.
- By 2030 South West Wales will be a confident, ambitious and connected City Region.

#### Success Measures

##### Roads that are in poor condition:



**5.2%** of our A Class

(A decline on 4.1% in 17/18)

**4.2%** of our B Class

(A decline on 3.1% in 17/18)

**12.5%** of our C Class

(A decline on 11.9% in 17/18)



Our road casualty numbers **have reduced** with **TBC** people being killed or seriously injured on the roads (83 in 2017)



Source: Stats Wales

Data will be published June/July 2019

#### Explaining the Results

- **Road conditions in Carmarthenshire have deteriorated during 2018/19.** Carmarthenshire has the second largest highway network in Wales. The % of A class, B and C class roads in Carmarthenshire in a poor condition (red zone) has increased; with A class roads increasing from 4.1% to 5.2%, B roads from 3.1% to 4.2% and C roads from 11.9% to 12.5%. The overall increase of poor condition (red zone) during last year equates to some 180km of road, this is a significant length of the network. Current levels of investment are not keeping pace with the rate of deterioration. Additional Road Refurbishment funding provided in 2018/19 and 2019/20 has included priority sections on our 'A' class roads and this will help to slow the deterioration in the network.
- **A total of TBC people were killed or seriously injured on Carmarthenshire's roads in 2018, Data to follow when published in June/July 2019**



## Progress Made

- ⦿ We have completed two of our three strategic transport infrastructure links at Carmarthen West and Ammanford
- ⦿ We continued with the construction of the *Tywi Valley Cycle way* and continue to develop the full scheme. We have built approximately 3.94 Km of cycling/ shared use paths this year throughout the county to support sustainable and active travel.
- ⦿ We have continued investment into *vehicle replacements* during the year in accordance with our strategic fleet replacement programme.
- ⦿ We have secured funding from the Welsh Government to install public charges units for electric vehicles that are now live.

## Carmarthen West opening



Executive Board Member  
For Environment:  
Cllr Hazel Evans



View our [detailed progress here](#)  
against this objective



## Well-being Objective 14

### Healthy & Safe Environment - Promote Welsh Language and Culture

#### Promotion of the Welsh Language and Culture continues to progress well

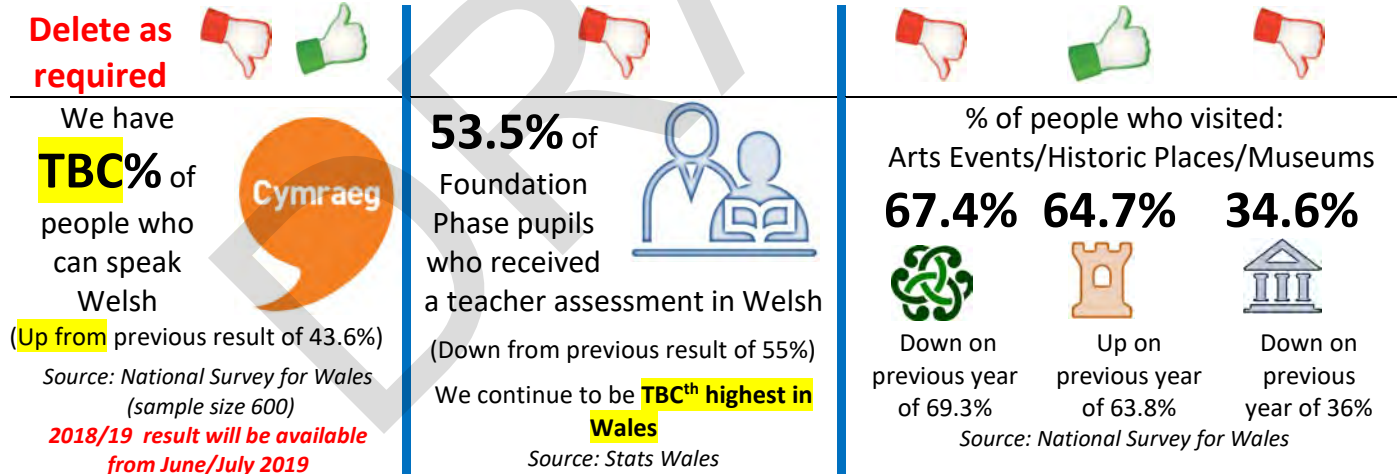
Our campaign to promote Welsh language services has been highlighted as *successful practice* by the Welsh Language Commissioner.

We have developed the 'Stordy Digidol' a digital project to widen access to our County's collections and cultural services. The website infrastructure is now complete with library content of some 770 images.

#### Why it is important

- Support and development in the use of the Welsh language has been identified as a key element in developing the distinctiveness and attractiveness of the area in terms of tourism, business investment and addressing rural poverty.
- The decision by S4C to re-locate to Carmarthen will catapult the county into one of significance for the Creative Industries sector in Wales. 'Yr Egin – The Creative Exchange', a new media and culture hub at the University of Wales Trinity Saint David's Carmarthen campus will be developed with the Welsh broadcaster as the anchor tenant for the site. Yr Egin will also excel in promoting Carmarthen as a gateway to 'Y Fro Gymraeg', the Welsh-speaking heartland.
- We have a good track record of supporting the arts, and have been leading the way as one of the most culturally-committed local authorities in Wales, as we continue to value and invest in the arts despite the challenge of austerity and public funding cuts.

#### Success Measures



#### Explaining the Results

- Comments on the 2018/19 [National Survey for Wales](#) results will be available in June/July 2019.
- All learners in their final year of Foundation Phase must be assessed through teacher assessments. 53.5% of our Foundation Phase pupils received a teacher's assessment in Welsh which is slightly down on the previous year. **Comparative data to follow.**
- According to the [National Survey for Wales](#) the number of survey participants attending an arts event and visiting a museum in Wales during 2017/18 reduced slightly at 67.4% and 34.6% respectively, this is below the Welsh average figures of 68% and 40.4%. The number visiting heritage sites increased slightly to 64.7% this is above the Welsh average of 63.4%. Please note that the questions asked whether they attended or visited these in Wales and not specifically in Carmarthenshire.

## Progress Made

- Our action to promote the Strategy for Welsh Language is linked closely with the Welsh in Education Strategic Plan (WESP) and projects such as Cymraeg i Blant, which is funded by the Welsh Government. We have prepared resources to explain the benefits of a bilingual education and will continue to support the implementation of the WESP across the county.
- In July 2018 we published a [Carmarthenshire Arts Strategy](#) which sets out 4 Strategic Priorities with detailed action plans and Key Milestones to support it.
- Carmarthenshire Theatres have seen a 39% increase in tickets sales and a 42% increase in income during 2018/19.
- We have been invited to support Arts Council Wales in developing a new strategic initiative to address the lack of Welsh language theatre being developed, and address the disconnection between the Welsh language work that's been created and what audiences want to see.
- To improve the Welsh language of staff, during 2018/19 - 223 staff undertook training courses, 91 completed e-learning courses. In the Annual Language Skills Audit, an improvement was seen at all levels – e.g. staff with no Welsh verbal skills reduced from 15% to 11%. See Welsh Language Report - (link to be added)

### Increasing our Staff CONFIDENCE to use Welsh



Members of staff attended a Welsh Language residential course to help improve their confidence in using the Welsh Language in the workplace



Executive Board Member  
For Welsh Language, Culture and Tourism:  
**Cllr Peter Hughes-Griffiths**



View our [detailed progress here](#)  
against this objective





# Building a Better Council & Better Use of Resources







## Well-being Objective 15a - Building a Better Council

### We published a new Corporate Strategy incorporating 4 plans into 1

The New Corporate Strategy was published on the 30<sup>th</sup> June 2018. It consolidated the previous Corporate Strategy, our Improvement Plan, Well-being Objectives and the Executive Boards 5 year Plan -Moving Forward in Carmarthenshire.

### Why it is important

- It is important that our strategic plans are aligned and integrated
- In Building a Better Council we want to make every effort to secure a more efficient, ethical, transparent and accountable local government that supports and enhances public participation and democracy.
- The Well-being of Future Generations Act requires **7 areas** of corporate change, which are a key expectation of the Future Generations Commissioner in Annual Reporting.

[FGC - The journey so far: May 2018](#)

1 Corporate Planning	Covered by <b>Building a Better Council</b>
2 Performance Management	
3 Workforce Planning	
4 Financial Planning	Covered by <b>Making Better Use of Resources</b>
5 Assets	
6 Procurement	
7 Risk	

### Success Measures

*No year on year comparison available for these measures*



**TBC%** of people agree that they can access information about us in the way they would like to.

(previously 70.8%)  
(Welsh average **TBC%**)

Source: National Survey for Wales

**TBC%** of people know how to find what services we provide



(previously 71.9%)  
(Welsh average **TBC%**)

Source: National Survey for Wales

**TBC%** of people agree that they have



an opportunity to participate in making decisions about the running of our services

(previously 11.4%)  
(Welsh average **TBC%**)

Source: National Survey for Wales



Staff sickness is at a 4 year low  
**9.8** days per year



(with main cause of sickness being stress, mental health & fatigue)

### Explaining the Results

- According to the 2018/19 [National Survey for Wales](#)
  - Comments will follow when the data becomes available in June/July 2019.**
- Staff Sickness within the Authority has reduced from 10.1 days in 2017/18 to 9.8 days in 2018/19 (it was last at this level in 2014/15 with 9.6 days). Sickness data is regularly monitored and analysed to ensure the focus is on reducing absence, with a Challenge and Review forum which identifies where there are gaps as well examples of good practice. The main cause of sickness continues to be stress, mental health & fatigue.



## Progress Made

### Corporate Planning

- Since publication of the Carmarthenshire Well-being Plan the Public Service Board (PSB) has approved a new partnership structure and a series of Delivery Groups have been established.
- We are further developing the Council's means of undertaking consultation and developing ways of engaging with communities such as the Disability Partnership and the 50+ Forum.

### Performance Management

- Wales Audit Office certified that our New Corporate Strategy (June 2018) and our Annual Report( October 2018) satisfied legislative requirements
- To ensure we take all reasonable steps to meet our Well-being Objectives, we reshaped our Performance Information Monitoring System (PIMS) and the business planning format

### Workforce Planning

- We have been awarded the *silver accreditation* against the Investors in People (IIP) Standard.
- In March 2018 we began paying the equivalent of the Foundation Living Wage to our staff (explained more fully in WBO5 – Tackling Poverty by doing all we can to prevent it, help people into work & improve the lives of those living in poverty)
- We have signed up to the '*Time to Change pledge*' which is a public declaration that an organisation wants to step up to tackle mental health stigma and discrimination.

**As part of the National Apprenticeship week we celebrated the achievements of staff who have completed their apprenticeships**



Executive Board Member For  
HR, Performance Mgt, ICT, TIC:  
**Cllr Mair Stephens**



View our [detailed progress here](#)  
against this objective



## Well-being Objective 15b - Making Better Use of Resources

**Over the last 5 years we have had to manage reductions in service budgets of around £50 million, with minimum impact on front line services.**

The financial position faced by local authorities has had a consistent theme with the level of resources available to public services seeing significant reductions. We have had to manage reductions in service budgets, whilst at the same time the pressures on the budget have been increasing in terms of demand and expectations. We strive to manage this situation by reducing our spending without any significant impact on the frontline services valued by our communities.

### Why it is important

- There are increasing demands and expectations yet less resources are available. Under these conditions we need to work even more efficiently and effectively to maintain services and improve where we can, delivering 'more (or even the same) for less'.
- Further financial pressures are likely to arise from such things as rising energy costs, an increasing number of older people needing services from us, office, school buildings and highways that require significant investment, and this is in addition to the current uncertainty in the economic outlook as the UK embarks on the process of leaving the European Union.
- The Well-being of Future Generations Act requires **7 areas** of corporate change, **4** within Making Better Use of Resources which are a key expectation of the Future Generations Commissioner in Annual Reporting.

4 Financial Planning  
5 Assets  
6 Procurement  
7 Risk

### Making Better Use of Resources

[FGC - The journey so far: May 2018](#)

### Success Measures



**14%** increase of  
'Do it online' payments  
(From 34,494 to 39,321)



**£TBCm**  
current savings  
were made  
in 2018/19

No year on year comparison available

**TBC%** of people agree that we  
ask for their  
views before  
setting our  
budget



(previously 8%)  
(Welsh average **TBC%** and in **TBC<sup>th</sup>** place)  
(Source: National Survey for Wales)

### Explaining the Results

- More customers are **paying for services online** with the number of payments increasing by 5% from 34,494 in 2017/18 to **39,321 in 2018/19**.
- Addressing this well-being priority cuts across all service areas and is both about investment as well as efficiency savings. The Council is committed to financially sustainable delivery models - there are many examples of this across different departments, such as increased *Extra Care Provision* where it better meets service user needs, a move towards *agile working*, thus reducing the Council's estate costs in the future.
- **Comments will follow when the [National Survey for Wales](#) data becomes available in June/July 2019.**

## Progress Made

### Financial Planning:

- Our Well Being Objectives identified financial commitments to each objective and the Members Budget Seminars identified our Well Being Objectives when considering budget proposals. Impact assessments also ensured the impact of our Well Being Objectives were considered.
- We have improved our financial reporting by providing sufficient information on reserves and a clear audit trail for decisions regarding reserves and have strengthened our financial planning arrangements. Business Plans are presented to Scrutiny Committees at the same time of budget proposal consultations, 3 year savings proposals are prepared and detailed monitoring is in place.

### Assets:

- Work continued on the collation of data on all community based assets with a view to making better use of facilities. Community Asset transfer discussions are ongoing with various interested parties.

### Procurement:

- In June 2018 we published our [Procurement Strategy 2018-22](#) which sets out our strategic priorities and our commitment to ensuring that the economic, social and environmental well-being of Carmarthenshire is at the heart of our activities.

### Risks:

- Our Corporate, Departmental and Service Risk Registers were all updated in 2018/19 in line with the Risk Management & Contingency Planning Strategy 2018-22 and the Well-being of Future Generations Act.

**We are committed to delivering Community Benefits, an £8.8 Million scheme for Ysgol Penrhos in Llanelli reported that for every £1 spent £1.86 was reinvested back into the Welsh Economy**

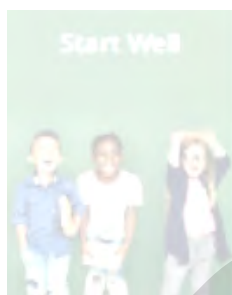


Executive Board Member  
For Resources: Cllr David Jenkins



View our [detailed progress here](#)  
against this objective





Live Well



Age Well



Healthy, Safe  
& Prosperous  
Environment



# APPENDICES

DRAFT

## Local Government (Wales) Measure 2009 and Well-being of Future Generations Act (Wales) 2015

The Local Government (Wales) Measure 2009 and the Well-being of Future Generations Act (Wales) 2015 are separate but interconnected legal obligations. Our Well-being Plan combined both requirements and this Annual Report does the same.

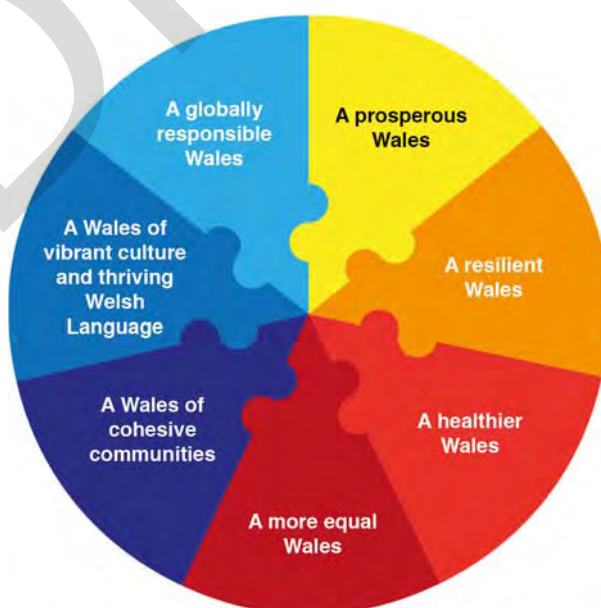
### The Local Government (Wales) Measure 2009

- The Local Government (Wales) Measure 2009 requires the Council to set Improvement Objectives every year. They do not have to change every year, or be deliverable within one year.
- Our Improvement Objectives are essentially the same as our Well-being Objectives as they are based on a thorough evidence-based understanding of the communities we serve and local needs. We compare our Service performance and satisfaction results with all Councils in Wales to make sure we improve where we most need to.
- We have a duty to improve, often delivering 'more (or even the same) for less'.

### Well-being of Future Generations Act (Wales) 2015

This is an Act introduced by the Welsh Government which will change aspects of how we work. The general purpose of the Act, is to ensure that the governance arrangements of public bodies for improving the well-being of Wales, take the needs of future generations into account. The Act is designed to improve the economic, social and environmental well-being of Wales, in accordance with sustainable development principles. The new law states that:-

- We must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. The sustainable development principle is **'... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.'**
- We must demonstrate 5 ways of working:  
Long term, integrated, involving, collaborative and preventative (see **Appendix 1**)
- We must work towards achieving all of the 7 national well-being goals in the Act. Together they provide a shared vision for public bodies to work towards.



For the first time in Wales, the Well-being of Future Generations Act, provides a shared vision for all public bodies in Wales to work towards. As a public body subject to the Act we were required to set and publish Well-being Objectives that maximised our Contribution to the Well-being Goals.



## How our Well-being Objectives contribute to the 7 National Well-being Goals

Carmarthenshire's 2017/18 Well-being Objectives / KIOPs			7 National Well-being Goals						
			Prosperity	Resilience	Healthier	More equal	Cohesive Communities	Vibrant culture & Welsh Language	Global responsibility
Start Well	1	Help to give every child the best start in life and improve their early life experiences.	✓		✓	✓	✓		
	2	Help children live healthy lifestyles	✓		✓	✓	✓	✓	
	3	Support and improve progress and achievement for all learners	✓	✓		✓		✓	✓
	4	Reduce the number of young adults that are Not in Education, Employment or Training	✓		✓	✓	✓		
Live Well	5	Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	✓		✓	✓	✓		
	6	Create more jobs and growth throughout the county	✓		✓	✓	✓	✓	
	7	Increase the availability of rented and affordable homes	✓	✓	✓	✓	✓		✓
	8	Help people live healthy lives (tackling risky behaviour & obesity)	✓		✓	✓	✓	✓	
Age Well	9	Support good connections with friends, family & safer communities			✓	✓	✓		✓
	10	Support the growing numbers of older people to maintain dignity & independence in their later years	✓		✓	✓	✓	✓	
	11	A Council-wide approach to support Ageing Well in the county	✓		✓	✓	✓	✓	
In a Healthy, Safe & Prosperous Environment	12	Look after the environment now and for the future	✓	✓	✓				
	13	Improve the highway and transport infrastructure and connectivity	✓	✓	✓	✓	✓		
	14	Promote Welsh Language and Culture	✓	✓		✓	✓	✓	
	15	Building a Better Council and Making Better Use of Resources	✓	✓	✓	✓	✓	✓	✓

## Success measures for our Well-being Objectives

Additional results and comparative data will become available later in the year

DRAFT

## National Survey for Wales Results

Data becomes available in phases from end of June.

DRAFT

## How our 2018/19 results for Public Accountability Measures compare to other Councils in Wales

Here are the key dates for the 2018-19 data collection and publication from DataCymru:

Activity	Date
Education and Planning data published	01/07/2019
Sign off form available (collected data only)	14/06/2019
Sign off deadline (collected data only)	21/06/2019
Data pre-released (collected data only)	05/07/2019
'Collected' data published: <ul style="list-style-type: none"> <li>• Corporate Services;</li> <li>• Environmental Services;</li> <li>• Housing (including PAM/012);</li> <li>• Leisure and Culture (PAM/017);</li> <li>• Highways Services; and</li> <li>• Public Protection.</li> </ul>	29/07/2019
'Sourced' data published: <ul style="list-style-type: none"> <li>• Housing (PAM036 / PAM038);</li> <li>• Leisure and Culture (PAM/040);</li> <li>• Waste Services</li> </ul>	04/11/2019 (Tbc)
Leisure and Culture (PAM041 / PAM042) data published	02/12/2019 (Tbc)
Social care data published	Tbc

## Our Regulatory Reports

The following list of regulatory reports were issued during the last twelve months:



### LOCAL REPORTS

<a href="#">Annual Improvement Report: 2017-18 (Aug 2018)</a>
<a href="#">Evaluation of the Council's Review of People Performance Management 2017 (April 2018)</a>
<a href="#">Scrutiny: Fit for the Future? Review (June 2018)</a>
<a href="#">Audit Committee Effectiveness (July 2018)</a>
<a href="#">Local Government Services to Rural Communities (Nov 2018)</a>
<a href="#">Provision of Local Government Services to Rural Communities: Community Asset Transfer (Nov 2018)</a>
<a href="#">Local Government Use of Data (Jan 2019)</a>
<a href="#">Well-being of Future Generations examination - WBO 2 (Feb 2019)</a>

### NATIONAL REPORTS

<a href="#">Speak My language: Overcoming Language &amp; Communication Barriers in Public Services (April 2018)</a>
<a href="#">Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities (May 2018)</a>
<a href="#">National Fraud Initiative in Wales 2016-18 (Oct 2018)</a>
<a href="#">Procuring Residual and Food Waste Treatment Capacity (Oct 2018)</a>
<a href="#">Managing the Impact of Brexit on the Rural Development Programme in Wales (Nov 2018)</a>
<a href="#">Waste Management in Wales: Municipal Recycling (Nov 2018)</a>
<a href="#">The Maturity of Local Government in Use of Data (Dec 2018)</a>



To follow



To Follow








We would welcome your feedback,  
please send your thoughts, views and opinions to:



**Performance Management**  
Regeneration and Policy  
Chief Executive's Department  
County Hall  
Carmarthen  
Carmarthenshire SA31 1JP



Tel: **01267 224486**  
Email: **[performance@carmarthenshire.gov.uk](mailto:performance@carmarthenshire.gov.uk)**



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**3 GORFFENNAF, 2019**

**Y PWNC**

**ADRODDIAD BLYNYDDOL YNGHYLCH DIOGELU OEDOLION A  
THREFNIADAU DIOGELU RHAG COLLI RHYDDID (2018/19)**

**Y PWRPAS:**

I dderbyn yr Adroddiad Blynyddol a nodi ei ganfyddiadau.

**Ystyried y materion canlynol a chyflwyno sylwadau arnynt:**

Gofynnir i'r Pwyllgor ystyried a rhoi sylwadau ar Adroddiad Blynyddol yr Awdurdod sy'n ymwneud â Diogelu Oedolion a Threfniadau Diogelu rhag Colli Rhyddid.

Mae'r Adroddiad hwn yn ymwneud â'r flwyddyn ariannol ddiwethaf ac yn crynhoi cyd-destun polisi cenedlaethol diogelu oedolion ar y pryd gan gynnwys goblygiadau Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014 ac yn darparu amrywiaeth o wybodaeth gan gynnwys:

- Y sefyllfa Genedlaethol a ranbarthol
- Y trefniadau gweithredol lleol
- Y prif lwyddiannau a digwyddiadau arwyddocaol
- Y prif newidiadau proses
- Sicrhau ansawdd
- Gweithio mewn partneriaeth
- Gwybodaeth am berfformiad a gweithgarwch

Adeg cyflwyno'r adroddiad hwn, mae Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) yn cael ei rhoi ar waith ac mae'r Bwrdd Diogelu Rhanbarthol wedi'i hen sefydlu. Y Bwrdd hwn yw'r corff arweiniol sy'n gyfrifol am bennu'r cyfeiriad strategol a'r trefniadau llywodraethu ar gyfer diogelu oedolion yn y Sir. Mae'n cael budd arweiniad strategol da a phartneriaeth cydweithio gref.

Mae'r Bwrdd wedi cryfhau ymagwedd Sir Gaerfyrddin at sicrhau bod gan bob unigolyn yr hawl i fyw heb gael ei gam-drin a'i esgeuluso, a mater i bawb yw sicrhau ein bod yn cydweithio fel cymuned er mwyn cefnogi a diogelu'r rhai mwyaf agored i niwed yn y gymdeithas.

Rydym hefyd o'r farn bod gwella'n barhaus ein prosesau diogelu, fel y'u disgrifir yn yr adroddiad hwn, yn ein galluogi i ymateb yn effeithiol i unrhyw bryder a godir yn ogystal â sicrhau y cydymffurfir â Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru).

## Y RHESYMAU:

Er gwybodaeth i'r Pwyllgor

**Angen cyfeirio'r mater at y Bwrdd Gweithredol / Cyngor er mwyn gwneud penderfyniad:  
NAC OES**

## YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO:-

Y Cyng. Jane Tremlett (Yr Aelod o'r Bwrdd Gweithredol sy'n Gyfrifol am y Portffolio Gofal Cymdeithasol ac Iechyd)

<b>Y Gyfarwyddiaeth</b> <b>Gwasanaethau Cymunedol</b> <b>Enw'r Pennaeth Y Gwasanaeth:</b> <b>Avril Bracey</b>  <b>Awdur yr Adroddiad:</b> <b>Cathy Richards</b>	<b>Swyddi:</b>  <b>Y Pennaeth Anabledau</b> <b>Dysgu ac Iechyd Meddwl</b>  <b>Uwch Rheolwr, Diogelu</b>	<b>Rhifau ffôn</b> <b>(01267) 242492</b> <b>(01267) 228995</b> <b>Cyfeiriadau E-bost:</b> <b>Abracey@sirgar.gov.uk</b> <b>Crichards@sirgar.gov.uk</b>
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**EXECUTIVE SUMMARY**  
**SOCIAL CARE & HEALTH SCRUTINY COMMITTEE**  
**DATE: 3<sup>RD</sup> JULY, 2019**

**SUBJECT:**  
**ANNUAL REPORT ON ADULT SAFEGUARDING AND DEPRIVATION OF  
LIBERTY SAFEGUARDS (DoLS) (2018-19)**

The purpose of this report is to provide information on the role and functions and activities undertaken by the Authority in regard to Adult Safeguarding and Deprivation of Liberty Safeguards.

The Report explains the changing policy context of adult safeguarding/DoLS and details the arrangements the Authority has established to respond effectively to such reports and applications received. As the statutory organisation responsible for adult safeguarding, the Authority is required to have effective arrangements in place to ensure vulnerable adults are protected from harm. The Local Authority undertakes this role in close partnership with Dyfed Powys Police, Hywel Dda University Health Board and other statutory and non-statutory organisations. The report itemises some of the key performance activity as well as key changes in process and practice.

The Local Authority is also the Supervisory body for Deprivation of Liberty Safeguards which ensures some of our most vulnerable citizens are properly safeguarded. This report details some of the key improvements made to our DoLS arrangements and the forthcoming changes and challenges.

This report aims to reassure the committee that Carmarthenshire County Council is well placed to implement the duties and principles of the Social Services and Well Being Act and is performing well in relation to meeting the expectations of DoLS Legislation ( within the Mental Capacity Act (2005).

**DETAILED REPORT ATTACHED ?**

**YES**

## IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Avril Bracey Head of Mental Health & Learning Disabilities

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	YES	NONE	NONE	YES	NONE	NONE

### 2. Legal

We have reviewed our processes to ensure compliance with the requirements of the Social Services and Wellbeing (Wales) Act 2014.

### 5. Risk Management

We have identified that there are risks associated with the waiting list for Deprivation of Liberty Safeguards authorisations which has reduced significantly. We continue to make improvements in this area each year. We currently have no DoLS assessments awaiting authorisation as all have been authorised where appropriate. Although the financial and reputational risks remain, we have introduced robust processes to mitigate these risks.

## CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Avril Bracey Head of Mental Health & Learning Disabilities

(Please specify the outcomes of consultations undertaken where they arise against the following headings)

1. Local Member(s) - Not appropriate
2. Community / Town Council - Not appropriate
3. Relevant Partners - Not appropriate
4. Staff Side Representatives and other Organisations - Not appropriate

Section 100D Local Government Act, 1972 – Access to Information  
List of Background Papers used in the preparation of this report:

THERE ARE NONE.

# Safeguarding and Deprivation of Liberty Safeguards (DoLS) Performance report 2018- 19



### Safeguarding National context

The Social Services and Well-being (Wales) Act (SSWBA) 2014 introduced a strengthened, robust and effective partnership approach to adult safeguarding. One of the most important principles of safeguarding is that it is everyone's responsibility. Each professional and organisation must do everything they can, to ensure that children and adults at risk are protected from abuse.

The National Independent Safeguarding Board was established under the SSWBA and one of its primary functions is to identify and benchmark the areas of practice which require improvement. The National Independent Safeguarding Board is soon to commence its second, 4 year term with a number of new board member appointments.

### Safeguarding Regional context

The SSWBA placed Adult Safeguarding on a statutory footing and ensured the establishment of regional safeguarding arrangements. These arrangements are now firmly embedded in the Mid and West Wales Regional Safeguarding Board which is an amalgamation of the former Local Safeguarding Children Boards in Carmarthenshire, Ceredigion, Pembrokeshire and Powys. This well managed, multi-agency collaborative board has achieved a great deal through its successful joint working arrangements. This includes the development of a regional threshold guidance document for children and adults as well as a multi-agency Information sharing protocol. For more information please see the latest annual report:

<http://cysur.wales/home>

Carmarthenshire County Council continues to make a significant contribution to the work of the Regional Safeguarding Adults Board and takes a lead role on a number of key improvement activities. Working collaboratively and consistently across a region which comprises of four Local Authorities, two Local Health Boards and one large Police Service continues to be challenging however, the advantages of doing so are clearly evident in the board's achievements to date.

The national and regional arrangements continue to support and strengthen Carmarthenshire's ongoing local commitment to developing a culture that does not tolerate abuse or neglect. This includes embedding an "everybody's business" approach to keeping people safe.

### Safeguarding local context

The Carmarthenshire Local Safeguarding Operational Group further evidences the continued commitment of all local agencies to work together to improve safeguarding arrangements. The Carmarthenshire Corporate Safeguarding Group also demonstrates how local authority departments and teams are working together to effectively safeguard our citizens, staff and visitors at a local level.

During the past year the Carmarthenshire Safeguarding Team, with support from internal and external partners, has routinely analysed and improved its safeguarding processes and re-shaped practice. This has been done, not only as a natural process of continuous improvement but also in response to emerging statutory requirements. These changes have enabled us to maintain robust and effective safeguarding arrangements.

In the absence of updated national policies and procedures, which are currently being developed, Carmarthenshire County Council has drafted its own interim arrangements. These arrangements, which promote a everybody's business approach to safeguarding are currently being introduced locally and will subsequently be considered for adoption regionally. (Appendix 1)

### Person centred safeguarding

The emphasis in adult safeguarding has shifted significantly with the introduction of the Social Service and Well – Being Act. The views, wishes and desired outcomes of the person at risk are fundamental to any safeguarding intervention. Seeking these views is the starting point for any enquiry. The emphasis for safeguarding is now far less on the alleged perpetrator and investigation and more on seeking solutions and achieving the desired outcomes for the individual adult at risk.

The safeguarding team, together with support from other professionals take a proactive role in speaking directly with and visiting the adult at risk in order to gain a clear understanding of the situation from their perspective. Enquiries are sometimes delegated to the most appropriate professional or agency to undertake this role on behalf of the local authority.

### The Safeguarding Team

The safeguarding team comprises of five senior safeguarding officers, four of whom are fluent welsh speakers. There is an operational team manager post for Safeguarding and DoLS which has been vacant, however shortlisting has now taken place and interviews scheduled for the end of June 2019. During the past twelve months a great deal of time and effort has been placed on developing the right staff structure to meet the demands of the safeguarding and DoLS service. The team also have a senior manager in post with strategic, regional and Channel responsibilities.

The team work closely with all partner agencies and fulfil the local authority's statutory responsibility for safeguarding enquiries. This ensures the most appropriate action is taken at the right time and by the right person in order to safeguard individuals. As previously described, this is done by establishing the wishes and views of the individual and working with them to ensure the best outcome is achieved. The safeguarding team are also responsible for managing concerns about the actions or behaviours of professionals who work with adults with care and support needs.

Team members regularly attend and contribute to the Carmarthenshire Multi Agency Risk Assessment Forum (MARAC) which considers the actions required for high risk domestic abuse victims. They also attend Human trafficking MARAC's and

appropriate Multi Agency Public Protection Arrangements (MAPPA) meetings in relation to individuals who pose a risk to the public.

The safeguarding team may, through the course of their work, identify and examine case practice and interventions where there may be multi-agency improvement opportunities and potential lessons to be learned. In response to such cases the team will facilitate a Multi-Agency Practice Forum (MAPF). Team members have been trained to ensure they achieve a constructive approach to identifying improvements and good practice without apportioning blame. Such cases will not have met the criteria for an Adult Practice Review.

The safeguarding team undertake regular training which is appropriate to their role. During 2018/19 this has included: handling individual cases, anti-slavery-human trafficking, domestic abuse, person centred interventions, MAPF, self-neglect and hoarding to name but a few. Four members of the safeguarding team are also trained as Best Interest Assessors for the purpose of Deprivation of Liberty Safeguards assessments.

### Duty Officer Role

Having undertaken a pilot in 2017 the safeguarding team was restructured using existing resources and a dedicated duty/enquiry officer role created. This post is dedicated to screening and assessing safeguarding reports within one working day, taking any immediate action if necessary or proceeding to a s126 enquiry as prescribed in the Social Services and Well Being Act. The duty officer will then decide what other action, if any, is necessary to make the person as safe as possible.

Due to the expanding remit of this role, in March 2019 we dedicated two officers to carry out these duties. The officers work closely with partner agencies and Carmarthenshire's integrated multi-disciplinary team, all of whom are located within the Delta Well-being service in Llanelli.

### Safeguarding Enquiry process

Undertaking enquiries is a fundamental part of the safeguarding process and key to identifying early solutions to abusive or neglectful situations. The Social Services and Well-being Act together with its associated guidance, Handling Individual Cases, sets out the expectations on Local Authorities as the responsible organisation.

Since January 2018, the safeguarding team has been changing its processes and team structure to effectively respond to safeguarding reports and undertake appropriate enquiries and actions. Since that time the team has continuously worked on developing a robust safeguarding enquiry process. This has been amended many times as improvement opportunities are identified ([Appendix 2](#)).

Enquiries are expected to be undertaken within 7 days however, it is important that they are not rushed. Responsibility for the enquiry can be delegated to another, more appropriate organisation however, the prescribed timescales still apply. Making these timescales clear to delegated organisations initially proved challenging,

prompting the introduction of the s126 enquiry form. This form is exchanged electronically between agencies ([Appendix 3](#)).

The local authority internal auditors have scrutinised this process and concluded that it provides the department with high assurance levels ([Appendix 4](#)). The Wales Audit Office were also complimentary of this process when they visited Carmarthenshire at the latter end of 2018. In response to the recommendations noted in the internal audit report, the team have introduced an audit tool which is now routinely used to assess decision making and actions at the enquiry stage, as well as ensuring compliance with process and legislation ([Appendix 5](#)).

These audits are undertaken in a variety of ways including, self-audits, peer audits and management audits. They are now constructively discussed in team meetings to ensure any ongoing improvements and issues of consistency are identified and implemented.

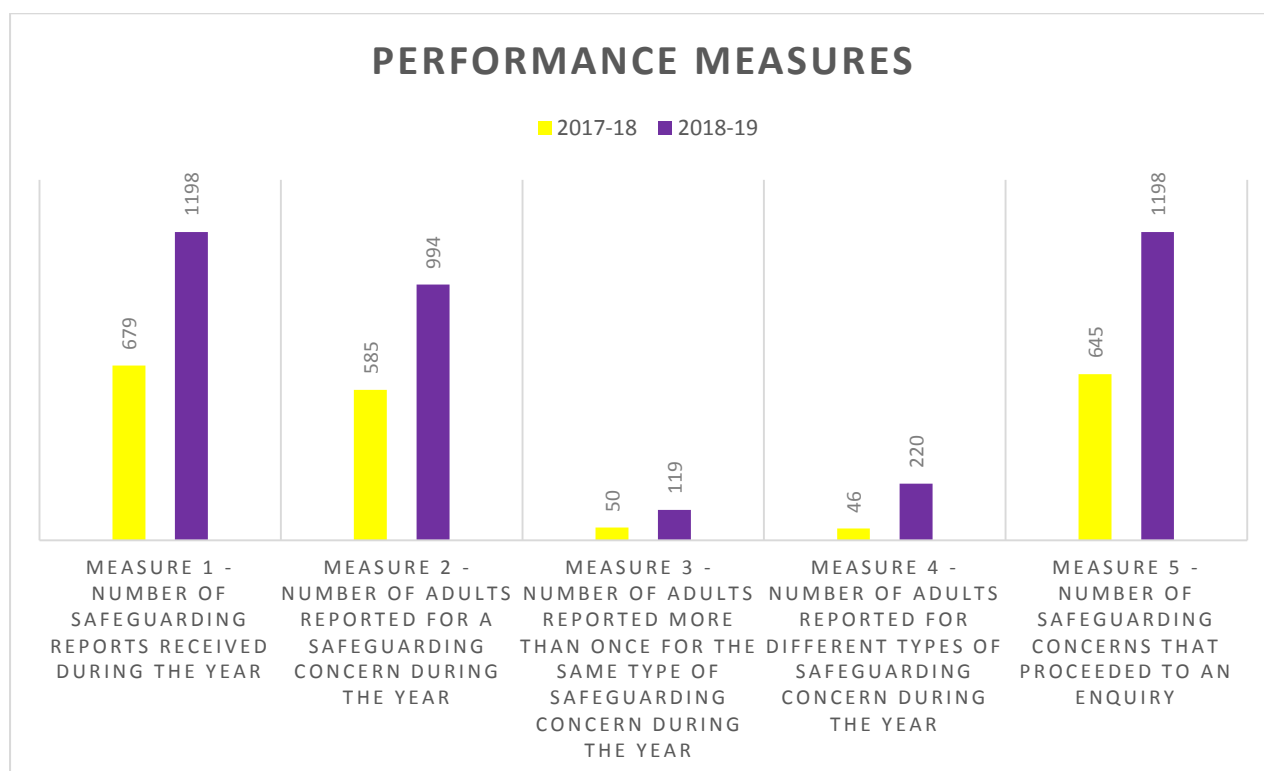
Internal and external partners have reported that the implementation of the enquiry process and the dedicated duty officers has provided a much clearer, easier and robust mechanism for reporting safeguarding concerns. They also report that the dedicated officers are responding efficiently and appropriately to safeguarding concerns.

In practise, most safeguarding referrals have easy to achieve solutions which can be addressed by prompt intervention and support from professionals, or they relate to service delivery or practise issues. Concerns in relation to the latter can be reported to adult safeguarding using the Service Provider Concern/Incident Report Form which will be shared with the commissioning body and contracting team to take action to ensure improvement to quality ([Appendix 7](#)).

As well as working with our contracting and commissioning colleagues on a daily basis, both teams meet quarterly to share information and inform of any service or practice changes. Both teams report the constructive nature of these meetings. For continuity the safeguarding team work with an allocated cluster of service providers which enables the team to identify any accumulation of concerns or trends which are addressed collaboratively with commissioners and partner agencies. ([Appendix 6](#))

The improvements and changes described above have enabled us to capture more accurate data in relation to the performance measures set by Welsh Government and the Regional Safeguarding Board. This improved data set allows us to better understand patterns and trends which will influence our future prevention and protection strategies.

## Safeguarding performance data



In summary:

The Local Authority received 1198 safeguarding reports which related to 922 individuals. Of the 922 individuals, 276 were reported more than once. This was either for the same category of Safeguarding concern or for a different category of concern.

63 individuals were reported more than once for the same safeguarding concern as well as different concerns.

For example:

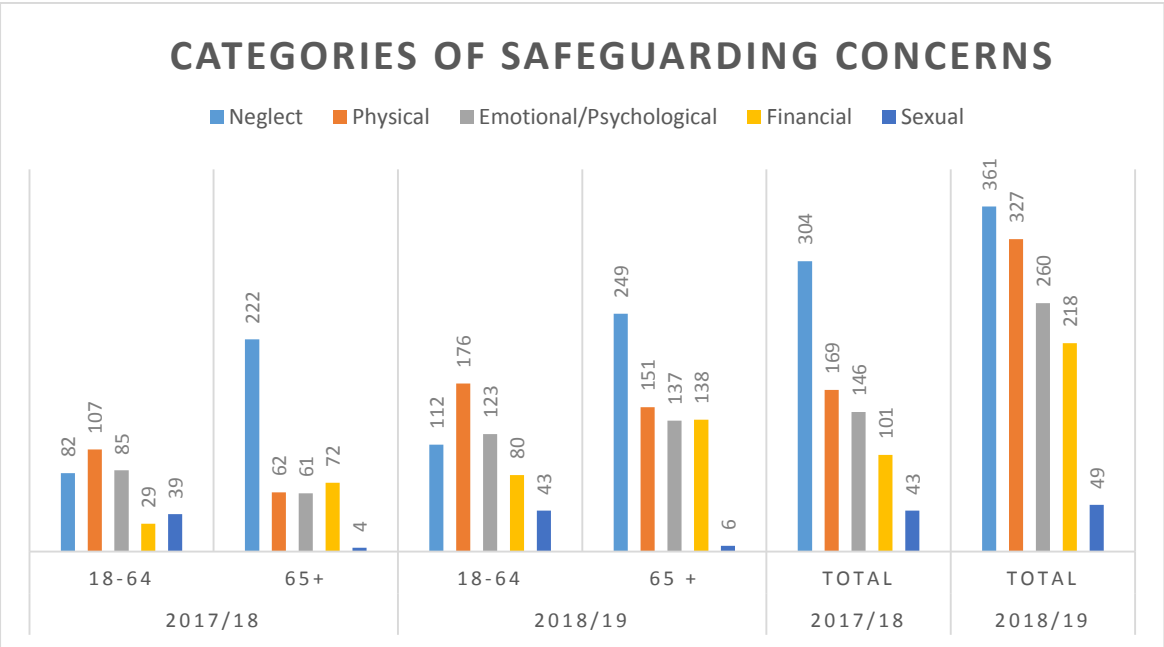
A report received in relation to Mrs X in April 2018 relating to alleged verbal abuse by paid Carer. A report relating to the same Mrs X received in June 2018 for alleged theft by paid Carer. A further report received in October 2018 for alleged neglect by paid Carer.

Having created dedicated safeguarding duty officer posts at the first point of contact, we have been able to improve the way in which we capture and record safeguarding activity. We have created two data forms which have been amended, more than once. This process now allow us to collect data at the appropriate points of the process

This new way of capturing data accounts for the steep, yet accurate increase reported in performance [measure 1](#). The absence of robust mechanisms in the past, meant that we were not capturing the true extent of the safeguarding reports received by professionals and the public via telephone.

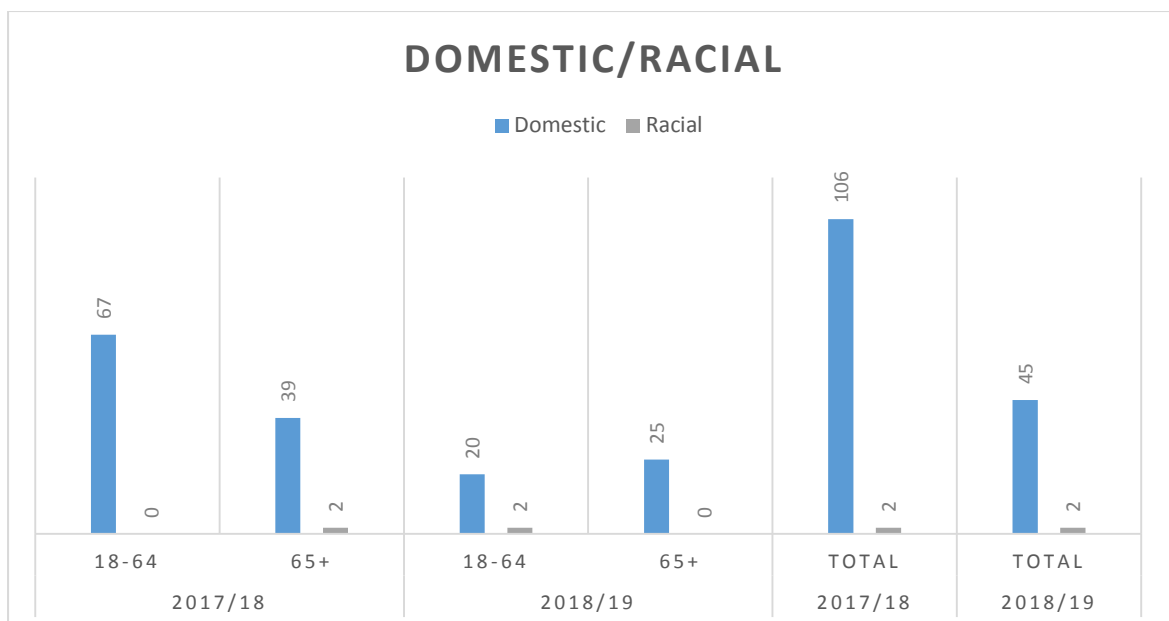
Performance [measures 2 and 3](#) have an obvious correlation to the increase reported in performance [measure 1](#). There are some obvious reasons for the repeat cases including the challenges which come with supporting complex individuals, coupled with a professionals' duty to report concerns to the local authority. However, as our safeguarding arrangements continue to evolve, further analysis will be undertaken to better understand such repeat cases to identify the reasons and potential prevention opportunities.

Category of Safeguarding Concerns



of which





In summary:

Neglect remains the most common type of concern reported and is most prevalent in women aged 65 and over, as is every other category of concern described. Even though all categories of concerns have increased proportionately to the increase number of referrals, physical, emotional/psychological and financial have seen the highest increases.

Domestic abuse reports have however decreased in 2018/19 in comparison to 2017/18. This is likely to be as a result of a reduction in inappropriate domestic abuse incidents reported to the local authority by Police. A new and more appropriate mechanism for reporting these concerns was agreed with Dyfed Powys Police in 2018 and approved by the Regional Safeguarding Board.

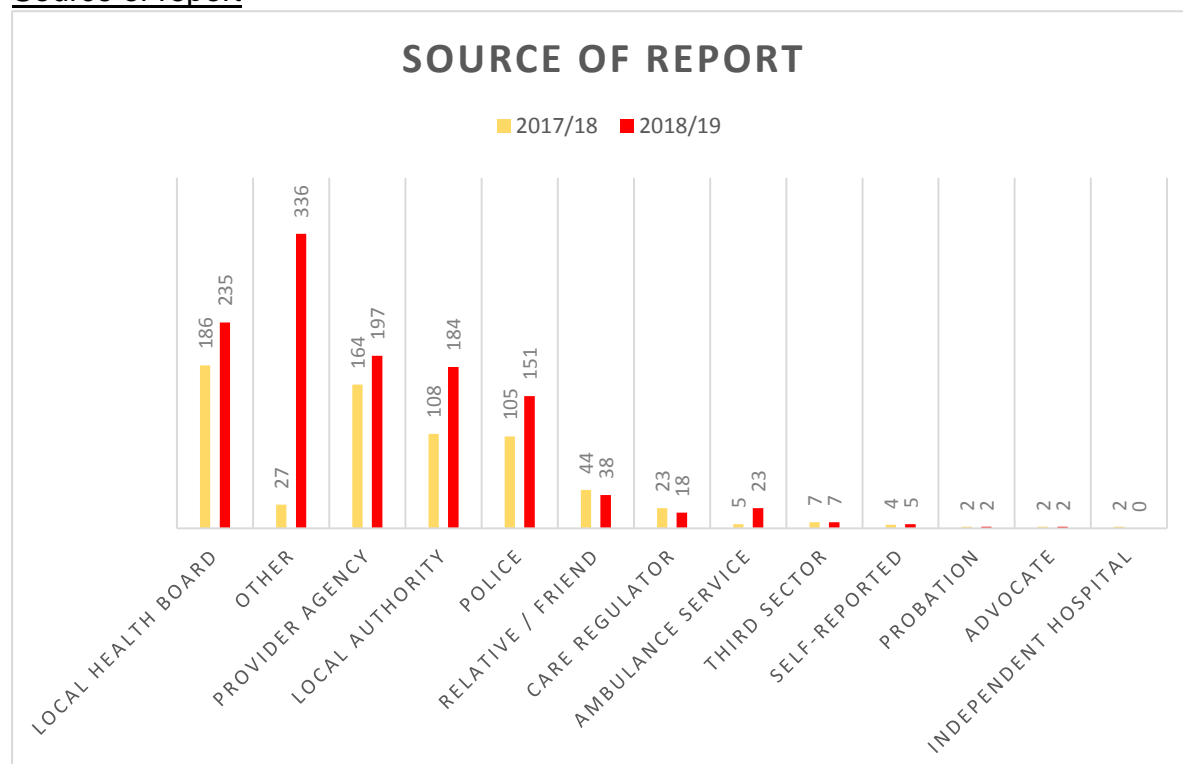
The domestic abuse figures above do not include the high risk domestic abuse cases that are managed via the MARAC process. The number of domestic abuse cases reported above only relate to individuals who meet the criteria of an adult at risk. ie

- an adult who is experiencing or at risk of abuse or neglect (Safeguarding Concern)
- has needs for care and support (whether or not the authority is meeting any of those needs); and
- as a result of those needs is unable to protect himself/herself against the abuse or neglect (Safeguarding concern)

There is a noticeable change in 2018/19 in that the majority of domestic incidents reported last year relate to individuals who are aged **over 65 years**, the majority of whom are female. This is a change in trend to previous years and one which the Older Persons Commissioner for Wales has also recognised. Carmarthenshire are

fortunate to benefit from the services of the Dewis Choice Project pilot which supports older people experiencing domestic abuse.

### Source of report



The largest number of safeguarding reports are received from our statutory partner agencies and commissioned service providers. This is an expected trend based on the statutory duty placed on partner agencies to report safeguarding concerns to the local authority and provider agencies contractual obligation to do so. Concerns relating to provider agencies are shared with commissioners and Care inspectorate Wales.

There has been a significant increase in reports received from “other” for which further analysis is required. Although not significant in numbers, reports from the ambulance service have also increased.

Reports from relatives and friends have decreased as have reports from the Care regulator.

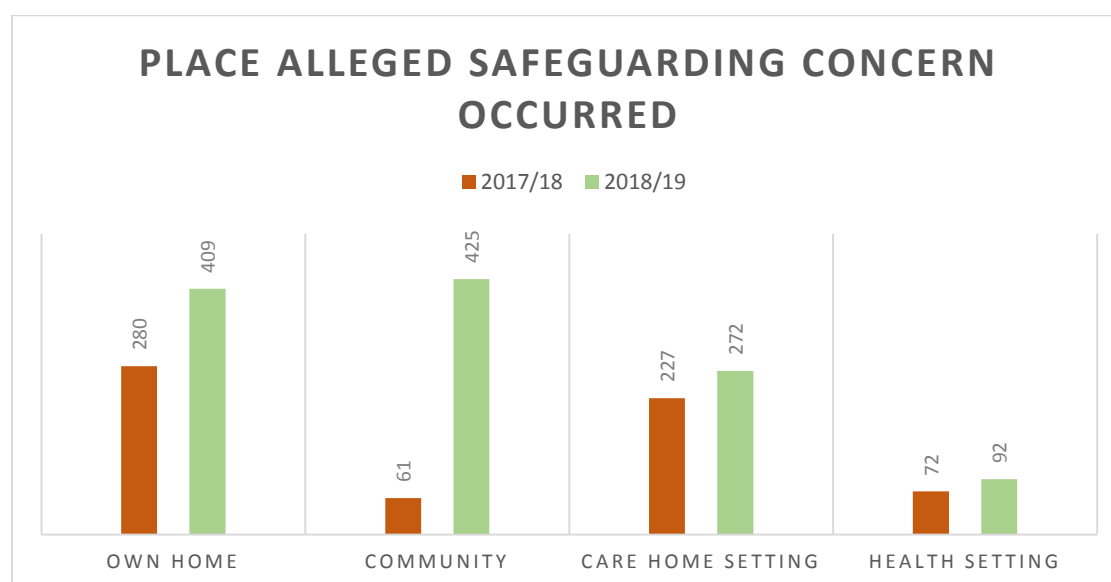
### Safeguarding enquiries

The Social Services and Well-being Act, Part 7 states that “an enquiry should normally be completed within SEVEN days of the referral. This will not prevent immediate action being taken when necessary to protect an adult at risk. If an enquiry takes longer than seven days, the reasons should be recorded. The local authority should monitor progress with the enquiry if another agency is making enquiries and ensure compliance with timescales to prevent delay. The seven day timescale is not changed where the local authority causes the enquiry to be made by another agency”.

The dedicated safeguarding duty officers work closely with partner and other agencies who respond to, and undertake enquiries on our behalf where appropriate. These concerns are responded to within the seven day timescale in most instances. Where the timescales are not met, there are often valid reasons which are properly recorded.

Enquiries	2018/19	2017/18
Number safeguarding enquiries undertaken within 7 days	96%	93%

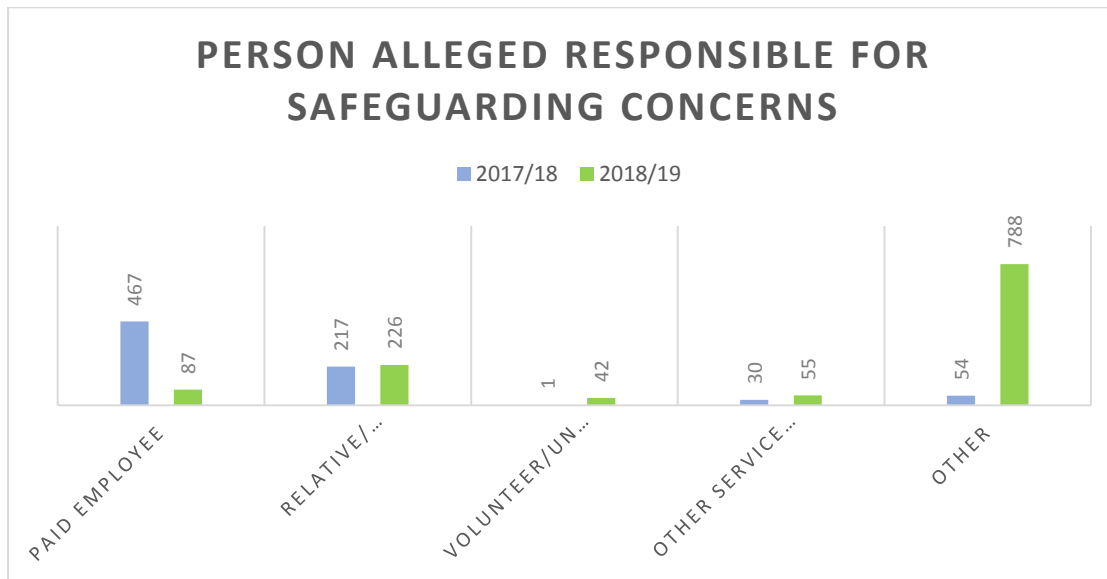
### Place alleged Safeguarding Concern



Alleged Safeguarding concerns appear to be more prevalent in the community which has seen a significant increase during the year 2018/19. There are some inconsistencies in how this is being recorded and some different interpretations of what constitutes community/home. This will be analysed in more detail at the next safeguarding development day in June. These meetings are held quarterly and enable the team to analyse performance as well as identify service improvements and good practice.

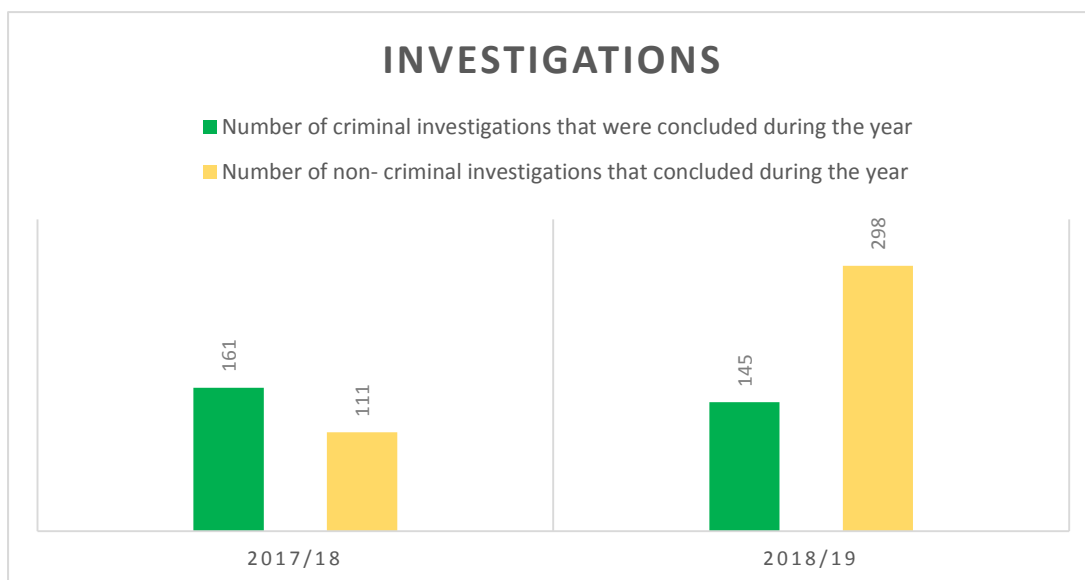
Community/own home referrals will include a mix of reports relating to Domiciliary Care services, district nursing and familial Safeguarding concerns to name but a few.

## Person alleged responsible for Safeguarding Concerns



There figures above suggest that there are anomalies in how this information is being captured and this will be further analysed. The majority of the information is captured at the first point of contact where the focus is on the adult at risk as opposed to the alleged perpetrator.

## Investigations



### *Criminal investigations*

Criminal investigations are undertaken by the police when a crime has or is suspected to have happened. The police lead on these investigations and follow their prescribed procedures. These police make the decision as to whether a criminal investigation will take place.

### *Non-criminal investigations*

The purpose of a non-criminal investigation is to determine if there are organisational, individual, and professional or practise issues requiring improvement or correction. Investigations are carried out by the relevant, appropriate and empowered organisation.

The types of investigation will typically be as follows: disciplinary, complaint, extended safeguarding enquiries, escalating concerns, referral to professional body, regulatory action, or inquest, etc. Attendees at the safeguarding strategy meeting will collectively agree the most appropriate type and method for investigation.

Safeguarding teams may monitor the investigations if appropriate, but cannot practicably be responsible for ensuring that they are carried out or for their quality. This would require the local authority to be in control of other organisations disciplinary investigations and professional conduct investigations and the subsequent improvement plans or actions required. This is a significant change to procedure since the introduction of the Social Services and well-being Act.

Where the allegation is against an individual and is investigated under the relevant disciplinary, professional conduct or criminal procedures, their Article 6 human rights will be promoted by those procedures. Allegations about Individuals will not be investigated by the local authority safeguarding team.

### Professional concerns

Relate to allegations about the actions or behaviour of an individual who is employed in a role working with vulnerable adults or children. A professional concerns strategy meeting will be convened to consider any actions required to address the potential risk posed by the professional to the individuals they work/live with. (Appendix 8)

Such meetings will also be convened when a safeguarding referral identifies an employee as the alleged perpetrator of a safeguarding concern. The participants of the professional concerns strategy meeting may decide that an appropriate investigation is undertaken and/ or a referral to a professional body.

The Regional Safeguarding Board recognise that much of the data currently captured is quantitative rather qualitative. In response, it has given the adult safeguarding leads across the region a clear mandate to establish a meaningful mix of both qualitative and quantitative measures which evidences the outcomes achieved for the individuals involved. The outcome of this piece of work will be considered by the Regional Safeguarding Board.

## **Deprivation of Liberty Safeguards (DoLS)**

### **Background**

The Deprivation of Liberty Safeguards (DoLS) form part of the Mental Capacity Act 2005 and were introduced in England and Wales in April 2009. They were introduced to give a legal framework to vulnerable people who lack mental capacity in care homes and hospitals.

The safeguards exist to provide a proper legal process and suitable protection in those circumstances where deprivation of liberty appears to be unavoidable, in a person's own best interest.

In March 2014, a Supreme Court judgment [P v Cheshire West and Chester Council; P & Q v Surrey County Council] effectively lowered the threshold for DoLS referrals. The Supreme Court confirmed that to determine whether a person is objectively deprived of their liberty there are two key questions to ask, which is described as the 'acid test'

- Is the person subject to **continuous supervision and control** (all three aspects are necessary).
- Is the **person free to leave** (The person may not be asking to leave or making an attempt to leave but the issue is about how staff would react if the person did try to leave)
- This now means that if a person is subject to both continuous supervision **and** control **and** is not free to leave, they are deprived of their liberty.

This new threshold meant that many individuals residing in residential/nursing homes or hospitals became eligible for the safeguards. The responsibility for DoLS assessments in residential/nursing homes is held by the local authority Safeguarding/DoLS team and, a database is held of all applications made and authorisations given.

Each authorisation requires 6 assessments, 3 of which are undertaken by a section 12 approved doctor and the remaining 3 undertaken by a Best Interest Assessor (BIA). Limited professions are eligible to undertake these assessments one of which being Social Work.

Five (5) independently commissioned doctors are usually available to the local authority to undertake the compulsory mental health, mental capacity and no refusal assessments, all of whom return their assessments within the agreed timescale. The cost for three assessments per person is approximately £180



To date, 32 Carmarthenshire Social Workers have been trained as a Best Interest Assessor (BIA) for the purpose of undertaking Deprivation of Liberty Assessments. Two of the assessors are full time members of the Safeguarding/DoLS team, both of whom are fluent welsh speakers, and undertake regular assessments as well as auditing assessments in preparation for authorisation

Six (6) independent Best Interest Assessors are also available to the local authority we utilise these assessors for urgent and complicated assessments. They also return assessments within the agreed timescales and cost £120 for the 3 assessments per person.

The total cost of commissioning assessments, independent mental capacity advocates and Court of Protection applications during 2018/19 was £163,020.

A schedule of allocations for undertaking assessments has been developed and shared with the locality teams, enabling the BIA's and their managers to effectively manage workloads and competing daily demands. Over 95% of assessments undertaken by our Internal BIA's are also completed within the 21 day timescale.

A statistical return is provided to Welsh Government on an annual basis and a national report is produced jointly by CIW/HIW. The 2017/18 report can be found in ([Appendix 9](#)). The 2018/19 report is due in March 2020.

### Demand

Carmarthenshire has the third highest demand for DoLS applications in Wales, with only Cardiff and Swansea receiving higher volumes. This is due to the large number of residential and nursing homes in the county.

There are 86 Care Homes within the county of Carmarthenshire with a capacity for approximately 2087 people.

#### Breakdown

- Llanelli = 29 Homes, 753 people
- Carmarthen = 33 Homes, 684 people
- Ammanford = 24 Homes, 650 people

During the last 3 years Carmarthenshire has received an average of 578 DoLS applications each year. Some of these applications are deemed urgent which need to be completed within 5 days, however the majority are standard applications which have to be completed within 21 days.

During the past year there have been some challenges in authorising the assessments promptly however, we have recently utilised the full time BIA staff to undertake pre authorisation checks using an audit tool developed from various good practice examples. The audit tool, ([Appendix 10](#)) enables us to effectively check that all essential elements of the assessment are properly addressed and documented. The audits allow the senior manager to confidently authorise the assessments in a timely fashion.

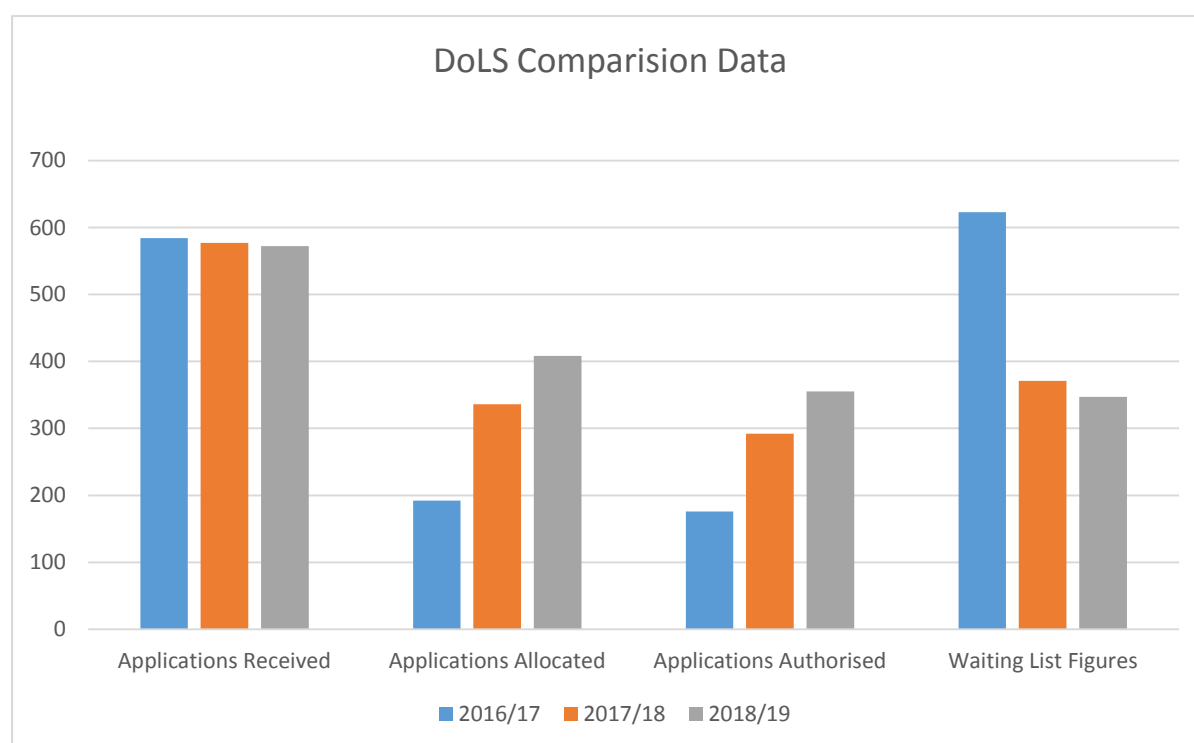
Other improvements to the DoLS process continue to take place and we have developed a robust mechanism to identify and allocate the most urgent applications as they are received. A process map detailing the whole allocation process is currently being finalised. We have improved all standard letters relating to DoLS and as of 20<sup>th</sup> May we have removed the need to send any paperwork to families via the postal system. All documents will now be sent electronically to the care home and collected from there. This has been done in partnership with Care homes and in response to potential data breach risks which are now significantly minimised.

The senior manager jointly chairs the regional DoLS forum which our full time BIA's regularly attend. They also attend regular training and are currently studying a new Swansea University accredited master's level course in assessing mental capacity.

Carmarthenshire has a well-established and well attended DoLS practice exchange where staff are able to share good practice, challenging scenarios and important case law updates. Staff report attendance at these meetings is helpful and informative. The success of this group is such that it has resulted in requests to attend from other BIA's across the region.

Deprivation of Liberty Safeguards will soon change to Liberty Protection Safeguards (LPS) which will improve the process in many ways. However, deprivations that occur within a person's own home as well as deprivations to the liberty of 16/17 year olds who lack mental capacity will now fall in its remit. During the Summer of 2019 a scoping exercise will be undertaken to gauge the impact of the change in legislation.

## Data



Year	Applications Received	Applications Allocated	Applications Authorised	Waiting List Figures
2016/17	584	192	176	623
2017/18	577	336	292	371
2018/19	572	408	355	347

During 2018/19 a total of 572 applications were received and 408 allocated. Those that weren't allocated were either ineligible for DoLS, passed away or moved. Of the assessments undertaken, 82 % were authorised. The remaining 18 % were either deemed to have mental capacity, passed away or moved before the authorisation was given.

As can be seen from the chart above, Carmarthenshire County Council is assessing and authorising more deprivation of liberty safeguards and reducing the backlog which has accrued since the Cheshire West judgement in 2016. We are able to do this as a result of the continued effort and commitment of our operational social work teams.

## Carmarthenshire County Council

### Draft interim

### Adult Safeguarding arrangements - Summary

The new Wales Adult Safeguarding Policies and Procedures are currently in development and the existing All Wales Policies and procedures are no longer fit for purpose. In the interim, Carmarthenshire County Council have drafted a summary of the way in which it manages safeguarding concerns. These arrangements reflect the Social Services and Well Being Act and will be further amended when the new Wales Policies and Procedures are released.

All safeguarding enquiries and interventions will focus on the wishes and desired outcomes of the individual. Decisions to override those wishes will only be taken when there is a risk to others or when a criminal offence has been committed. Individuals will be supported to make informed decisions on all safeguarding matters. An offer to assess the persons Care and Support needs will be made in any event.

The process for managing safeguarding cases is described below. Not all cases will progress through all of these stages.

1. Making a report
2. Screening
3. Enquiry
4. Strategy meeting
5. Adult Protection Case conference
6. Investigation
7. Strategic overview
8. Lessons learned

### Making a report

All safeguarding reports must be directed to [adultsafeguarding@carmarthenshire.gov.uk](mailto:adultsafeguarding@carmarthenshire.gov.uk) . Professionals should use the regional Multi Agency Referral Form to report a concern. <http://cysur.wales/media/128249/-ENG-CWMPAS-Adult-Safeguarding-Referral-Form-MARF-APPROVED-July-2018.docx> . The general public and professionals seeking advice should contact the safeguarding duty officer on 0300 333 2222.

## Screening

Safeguarding reports will be screened within one working day. The screening process will seek clarification on the report and check for accuracy. A decision may result in immediate action taken or further enquiries under s.126 of the Social Services and Wellbeing Act. A strategy discussion may take place at this stage. The Mid and West Wales safeguarding threshold document will be used as a guide to decision making.

<http://cysur.wales/media/128266/CWMPAS-Regional-Adult-Safeguarding-Threshold-Guidance-APPROVED-July-2018.pdf>

## Enquiry

The purpose of the enquiry is to determine if the person is an adult at risk requiring safeguarding. It will assess the safeguarding risk and determine what actions are necessary to protect or prevent the person from abuse or neglect. A strategy discussion will take place at this stage.

As per the Social Services and Wellbeing act duties (s.126) all such enquiries should be completed within a 7 day timescale. The enquiries should not be rushed and there may be legitimate reasons for the enquiries to take longer than recommended 7 days. The reason for any delays will be clearly documented.

The local authority is able and expected to carry out whatever enquiries it feels necessary, or cause others to carry out such enquiries and decide what action if any should be taken. The local authority may ask the professional or organisation most appropriate or qualified to assess the presenting risk to undertake these enquiries. Strategy discussions with relevant agencies may take place at this stage where appropriate.

Assessments will be person centred and will focus on the wishes and views of the individual at risk rather than on the allegation and/or perpetrator.

In practise, most safeguarding referrals have easy to achieve solutions which can be addressed by prompt intervention and support from professionals, or they relate to service delivery or practise issues. The latter will be addressed with the service provider or by referring to the commissioning body contracting team to take action to ensure improvement to quality. Concerns of this nature can be reported to

[adultsafeguarding@carmarthenshire.gov.uk](mailto:adultsafeguarding@carmarthenshire.gov.uk) using the Service Concern/Incident Report Form. [link](#)

When more than 3 adults are at risk or potential risk of abuse or neglect in a service setting, e.g residential/nursing care home.

If more than 3 adults are at risk or potential risk of abuse or neglect in a service setting then only **one** safeguarding referral is required. Referrals such as this are indicative of a potential service failure. Concerns of this nature will be managed collaboratively with the commissioning agency, regulatory body and relevant professionals. A collective decision will be made on how to address the concerns via a strategy meeting. The concerns raised may also trigger the provider performance process.

### Strategy meeting

If further or more detailed safeguarding actions are required beyond those agreed at the screening /enquiry stage then a strategy meeting will be held. The purpose of the strategy meeting is to agree actions necessary to make the person/s as safe as possible. The meeting will include the most appropriate individuals or agencies, including the person/s at risk if appropriate. The actions agreed will be recorded in a safeguarding plan (Adult Protection Plan). The strategy meeting will be held within 7 days of the decision to proceed to such a meeting. This could be achieved at a round table meeting or via telephone (Vol.6 guidance).

The strategy meeting and associated actions will focus on what is necessary to make the person as safe as possible, and based on the individuals desired outcome. It will not decide if an allegation is founded or not. In practise, most cases require action to be taken by other organisations to address performance or delivery issues.

### Professional concerns strategy meeting

Where there is an allegation about the actions or behaviour of an individual who is employed in role working with vulnerable adults or children, a professional concerns strategy meeting will be convened. This meeting will consider any actions required to address the potential risk posed by the professional to the individuals they work /live with.

Such meetings will also be convened when a safeguarding referral identifies an employee as the alleged perpetrator of abuse or neglect. The participants of the professional concerns strategy meeting may decide that an appropriate investigation is undertaken and/ or a referral to a professional body. [See investigations](#)

The person's employer will have a significant role to play in this process.

### Adult Protection Case Conference (previously known as Reconvened Strategy Meeting)

The purpose of the case conference is to confirm that the necessary actions have been taken where appropriate, a safeguarding plan is in place and the person is as safe as possible. Attendees will agree at what point the ongoing management and monitoring of the safeguarding actions/plan will be discharged to the most appropriate professional or agency.

However, it may be that the person at risk does not wish actions to be taken that would promote safety, and having exhausted all offers of support, this may have to be accepted by professionals. At this conference/ meeting it would be made clear that the purpose of safeguarding is exactly that, to make the person as safe as possible, not to judge or allocate blame.

This conference/meeting will be held within 14 days of the initial strategy meeting. The whole safeguarding process should be concluded within 28 days with any immediate actions to protect taken within the screening/enquiry stage.



The case conference will also agree any investigations to be carried out or if referrals will be made to regulators or professional bodies. Feedback mechanisms from investigations would be prescribed by the investigation procedure being used not safeguarding. For example, if it is agreed that a HR investigation or a CIW investigation is most appropriate then those procedures must be followed and will include feedback to the individual or organisation.

### Investigation

The purpose of an investigation is to determine if there are organisational, individual, professional or practise issues requiring improvement or correction. Investigations are carried out by the relevant, appropriate and empowered organisation.

The types of investigation will typically be as follows: disciplinary, complaint, further enquiries, escalating concerns, referral to professional body, regulatory action, criminal investigation, inquest, etc. Attendees at the strategy meeting will collectively agree the most appropriate type and method for investigation.

Safeguarding teams may monitor the investigations if appropriate, but cannot practicably be responsible for ensuring that they are carried out or for their quality. This would require the local authority to be in control of other organisations disciplinary investigations and professional conduct investigations and the subsequent improvement plans or actions required.

Where the allegation is against an individual and is investigated under the relevant disciplinary, professional conduct or criminal procedures, their Article 6 rights (HRA) will be promoted by those procedures. Allegations about Individuals will not be investigated by the local authority safeguarding team.

A further Adult Protection Case Conference may be held following an investigation, if or when appropriate.

### Strategic Overview

The purpose is to carry out regular analysis and evaluation to identify themes, trends or hotspots in type of abuse, settings, persons or perpetrators, then to determine whether there should be a referral to other organisations such as employers, commissioners, regulators, professional bodies, etc. to examine whether there are wider or preventative safeguarding issues that should be addressed.

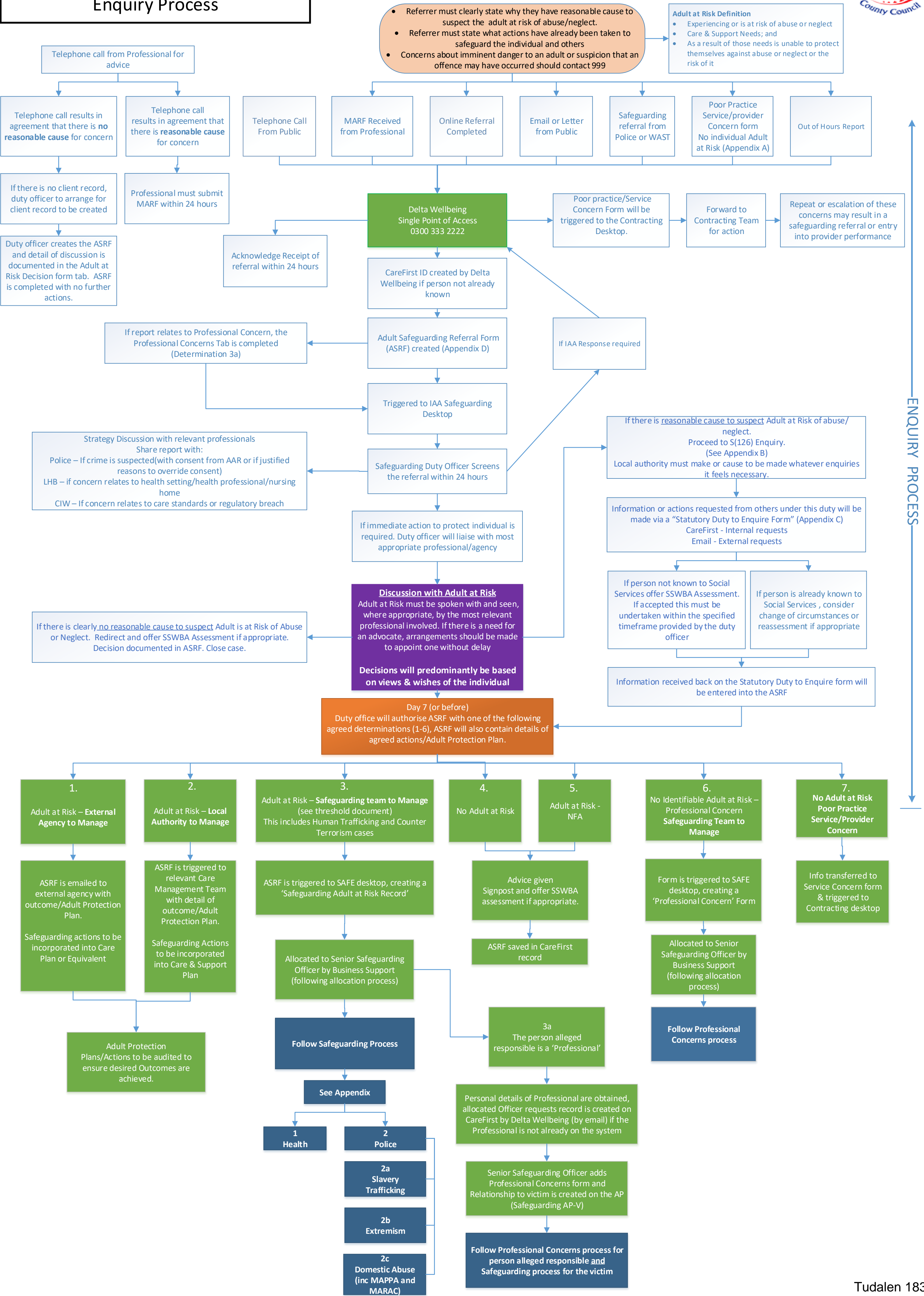
### Lessons to be learned

The purpose is to create an environment in which practitioners and their agencies can learn from their own and others' casework and from sources, such as audits, research and inspection. The Mid and West Wales Regional Safeguarding board, supported by Local Operational Groups have clear pathways for ensuring such cases are considered for an Adult Practice Review or a Multi-Agency Practice Forum. <http://cysur.wales/media/119320/CWMPAS-Adult-Practice-Review-Protocol-APPROVED-July-2017.pdf>

Such reviews should be routinely undertaken and will identify any multi-agency lessons to be learned including areas of good practice. The emphasis is very much on constructive and supportive learning. They are not a means of apportioning blame or criticism.

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Carmarthenshire Safeguarding Enquiry Process



Mae'r dudalen hon yn wag yn fwriadol

Carmarthenshire County Council

Statutory Safeguarding Enquiry Form

The following information is required under section 126 (2) of the Social Services and Well Being (Wales) Act 2014 as part of the Local Authority's

**Statutory Duty to Enquire**

The Local authority is expected to complete initial safeguarding enquiries within 7 days of receiving the safeguarding report.

The reason for any failure to meet this timescale must be reported to Welsh Government.

In accordance with the above duties please provide the information/ action requested below by the following date: **dd/mm/yy**

---

Information/Action Required:

- 
- 
- 
- 
- 
- 

Duty Officer : \_\_\_\_\_ Date \_\_\_\_\_

Response provided:

Responding Officer: \_\_\_\_\_ Date \_\_\_\_\_



Mae'r dudalen hon yn wag yn fwriadol

**Internal Audit**  
**Archwiliad Mewnol**

**Community Services**  
**Adult Safeguarding Referral  
Process**  
**Draft Report 2018/19**

*Gwneud gwell defnydd  
o adnoddau*



*Making better use of  
resources*

## **INTRODUCTION**

### **1.1 Background**

When a safeguarding referral is made to a Local Authority it has a legal duty to make enquiries and adequately protect and investigate in cases where abuse or neglect has occurred or there is a risk thereof. The purpose of a safeguarding enquiry is for the Local Authority to clarify matters and decide what course of action, if any, is required in order to protect the adult in question from abuse and, or, neglect.

### **1.2 Objectives**

To ensure that the Authority has relevant policies and procedures and complies with relevant Legislation. Audit testing will be undertaken on a sample basis on the areas defined in the Scope.

### **1.3 Scope**

To ensure that:

- there are adequate, documented, procedures in place;
- the approved 'enquiry process' is adhered to and that the enquiry process complies with the Social Services and Well-being (Wales) Act 2014.

### **1.4 Audit Resources**

Tudalen 188

The audit was undertaken by:

Cath Searle, BSc (Hons) Senior Auditor

## **1.5 Methodology**

The audit involved:

- Interviews with the relevant officers;
- Examining relevant documentation, including statutory regulations and any procedural guidance;
- Evaluation of the adequacy of the controls;
- Reporting to management making recommendations where appropriate.

## **1.6 Audit Committee**

Key recommendations emanating from Internal Audit reviews, along with individual assurance ratings for each system reviewed, will be referred to the Authority's Audit Committee on a 'for information' basis.

## 2 **General Opinion**

The audit review confirmed that, from the sample of cases tested, there were good procedures in place with many expected key controls having been established and operating to an appropriate standard. A new safeguarding enquiry process has been developed over the last 12 months which, from the results of the audit testing, is working very well.

The decision to place the Duty Officer in Delta Wellbeing has proven to work well. During the audit it was evident that there is regular dialogue between the Duty Officer and other Social Care Professionals / Careline Agents which assists the Duty Officer in the enquiry / determination role.

All the cases reviewed had sufficient detail on CareFirst to substantiate the determinations made. All but 1 of the sample were determined within the approved 7 days. The 1 that wasn't was because of the requirement of an interpreter. This was appropriately recorded, as required by the Social Services and Well-being (Wales) Act 2014.

Some issues were identified, which need addressing before an overall positive evaluation can be assigned. The specific issues arising from the review together with the recommendations are summarised in section 2.1.

The post review assurance level for the process is considered:

<b>Assurance Level</b>	<b>Description for Assurance Level</b>
High	Good controls consistently applied Low Risk of not meeting objectives Low Risk of fraud, negligence, loss, damage to reputation

## 2.1 Summary of Issues and Recommendations

Priority 1 \*\*\* Fundamental Control Issues to be addressed as a High Priority,  
 Priority 2 \*\* Control Issues required to strengthen existing procedures,  
 Priority 3 \* Minor issues

	Summary of Issues	Recommendations	Rating	Comments/ Agreed Action	Officer Responsible	Target Date
1	<p>A comprehensive 'Safeguarding Enquiry Process Map' has been developed. There are, however, a few anomalies on the map as detailed below:</p> <ul style="list-style-type: none"> <li>The CareFirst system details 7 Determinations. The process map only details 6. Adult at Risk – No further action is not detailed on the map;</li> <li>The map indicates that one of the referral methods goes through the complete safeguarding enquiry process when it would actually sit better going straight to Determination 6;</li> <li>There is currently no formal review of the Duty Officers' enquiries / determinations. Whilst it is acknowledged that</li> </ul>	<p>The Safeguarding Enquiry Process Map should be reviewed and updated.</p> <p>Ad hoc, sample reviews of enquiries / determinations should be undertaken. The reviews should be</p>	*	<p>Agreed. The Process Map will be updated as required.</p> <p>A random sample of 6 enquiries, per month, will be reviewed. The reviews will be evidenced.</p>	C Richards	Immediate



	Summary of Issues	Recommendations	Rating	Comments/ Agreed Action	Officer Responsible	Target Date
	the Duty Officer works closely with colleagues in the safeguarding enquiry process it would be advisable to have ad hoc, sample checks in order to ensure consistency and to safeguard the Duty Officer in their professional capacity.	documented.				
2	In relation to Local Authority Professional Concern cases there is currently no formal timescale in which to advise the People Management and Performance Division of the concern in order for them to input the appropriate Safeguarding flag on Resource Link.	A formal timescale to advise the People Management and Performance Division of Professional Concerns should be introduced.	*	The All Wales Policy is currently being re-written. The Senior Safeguarding Manager will ensure timescales will be included. A local policy will also be devised to introduce formal timescales.	C Richards	May 2019

## Safeguarding Enquiry Audit Tool

Audit date	Client ID	Duty Officer	Auditor
<b>Evidence</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Date MARF received			
Referral screened within 24 hrs			
Referral acknowledged			
Referrer spoken with?			
Adult at risk spoken with?			
Adult at risk visited?			
Adult at risk wishes, Feelings, actions and outcomes identified and documented? ( what matters conversation)			
Assumption of mental capacity evident			
Advocate identified ( Person can advocate for themselves)			
Advocate appointed ( if person lacking capacity)			<u>Who is the advocate?</u> Family Friend

			Externally appointed
Adult at risk or advocate ( if lacking MC) consent to share info with other agencies			
Appropriate agencies informed of referral			
Evidence of Strategy discussion			
Sufficient evidence gathered as part of s 126 enquiry			
S126 enquiries undertaken in 7 days			
Delays in 7 day enquiries properly documented			
Involvement of key individuals evident			
Evidence to support final determination			
Safeguarding actions identified are appropriate and proportionate			
Safeguarding actions are properly documented and communicated			
Adult at risk continuously involved and updated?			
Evidence of adult at risks outcomes achieved			

SAFEGUARDING OFFICER NO:1	CLIENTS
Affallon House	46
Allt Y Mynydd (Ashberry)	44
Awel Tywi (in-house)	38
Blaenos (Ashberry)	38
Bryn Illtyd	39
Caeglas	24
Caernewydd Farm	6
Cartref Llys Fechan	18
Cefn Manor	12
Cilymaenllwyd	49
Dan Y Graig	8
Dolyfelin (in-house)	33
Glasfryn	24
Glyn Nest	30
Glyncoed	3
Llandaff House	21
Maesteilo	21
Melbourne House	23
Panteg	5
Pantycendy Hall	3
Peniel House	28
Plas Y Bryn	36
The Grange (Consensus)	6
The Haven	28
The Rookery	7
Towy Castle	59
Ty Aberdafen	24
Ty Cwm	20
Ty Hendy (Consensus)	18
Ty Undeb	6
Y Bwythyn (in-house)	32
<b>Simply Safe (Pegasus)</b>	<b>57</b>
<b>Human Support Group</b>	<b>90</b>
<b>Associated</b>	<b>35</b>
<b>CDA (Was GRS)</b>	<b>39</b>
<b>Cymrhyd Rhan</b>	<b>20</b>
<b>TOTAL</b>	<b>990</b>

SAFEGUARDING OFFICER NO:2	CLIENTS
2 Coronation Terrace	3
Bryn Helyg	25
Bryn Y Wawr	10
Brynderwen	23
Carennnydd Lodge / Gelli Aur	3
Cartref Croeso	15
Corran Residential	5
Croft House (M&D)	10
Erw Hir	15
Glanmarlais	37
Glanmorfa	24
Gwynfryn	8
Llys Newydd	34
Maesllewelyn (in-house)	40
Minstrels	5
Pant yr Oden	8
Parc Wern	58
Plas Y Dderwen	69
Stradey Park House	8
The Clynsaer	10
The Elms (M&D Care)	5
Ty Mair	74
Ty Pin Coed	4
Y Plas (in-house)	30
<b>Care in Hand</b>	<b>9</b>
<b>CrossHands Home Services</b>	<b>60</b>
<b>Allied</b>	<b>123</b>
<b>Cadog</b>	<b>48</b>
<b>Mi HomeCare</b>	<b>246</b>
<b>TOTAL</b>	<b>1009</b>

SAFEGUARDING OFFICER NO:3	CLIENTS
Annedd	27
Annwyl Fan	65
Ashley Court	44
Briarswood	6
Brookfield House	23
Coalbrook House	3
Caemaen (in-house)	30
Cartref Ael Y Bryn	49
Cilddewi House	7
Coleg Elidyr	53
Cwm Gwendraeth	118
Ffynnone	4
Ffynon Waun	4
Foel Farm	6
Fronhaul	16
Garnant House	20
Glasallt Fawr	24
Gwernllwyn Care Home	41
Hafan Y Coed	104
Heddfan	5
Llanfair Grange	34
Llys Y Bryn (in-house)	45
Maes Yr Ysgol	4
Penycoed Mansion	10
The Coach House	3
Trevelyan	5
Y Garreg Lwyd	16
Y Gelynnen	4
<b>Crossroads</b>	<b>161</b>
<b>ND Care</b>	<b>68</b>
<b>Croeso Care</b>	<b>3</b>
<b>TOTAL</b>	<b>1002</b>



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## Carmarthenshire County Council

as a partner of

The Mid and West Wales Regional Safeguarding Board

### Service Provider Concern / Incident Report

This referral form is to be used by any person wishing to raise a concern which relates to the standard or quality of care/ support given to individuals by a provider agency or organisation.

Agencies and organisations must also use this form to report incidents or concerns which need to be brought to the attention of the Local Authority but may not require a referral or action under the Wales Safeguarding Procedures.

*(For further guidance on Safeguarding /Service Standard/incident thresholds, refer to the Mid and West Wales safeguarding Board, Adult Safeguarding Thresholds Guidance Document)*

**Concerns about service standards within Health Board premises/services should follow Health Board agreed internal processes (and not through the use of this form).**

If there is an identifiable adult who:

- Is experiencing or is at risk of abuse or neglect.
- Has needs for Care & Support (whether or not the Local Authority is meeting any of those needs).
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk thereof.

then a safeguarding report must be made to the local authority. If the concern relates to the actions or behaviours of a person working with adults with care/support needs, a safeguarding report must also be made to the local authority. Reports of this nature must be made using the Mid and West Wales Multi Agency Referral Form (MARF). All Safeguarding and Service Concern/Incident Reports relating to the Carmarthenshire area must be sent to: [adultsafeguarding@carmarthenshire.gov.uk](mailto:adultsafeguarding@carmarthenshire.gov.uk)

For advice and guidance please contact Carmarthenshire Delta Well-Being on 0300 333 2222

If more than 3 adults are experiencing or at risk of abuse or neglect then only one **Safeguarding report needs to be made to the local authority in the name of the service provider agency/organisation/setting.**

( question? Do we want the scenario described above to come in on a MARF or service concern form? **MARF Form.**

## Service Provider Concern/ Incident Report

DETAILS OF PERSON MAKING REFERRAL:			
Name:	Agency/Role:	Date:	
Relationship to service user:			
Telephone:	Email:	Signature:	
Please provide details of the action you, as the referrer, have taken to address the Service concern/ incident prior to this referral being made:			
Outcome:			
PROVIDER OF CONCERN: <i>Note: Do not use this form to report concerns about Health Board services. Such concerns must be reported directly to the Health Board, who will follow agreed internal processes</i>			
Provider Name:	Service type:	Number of service users if known	
Provider address, including post code:		Telephone:	
Is provider aware of the referral? Yes / No / Don't know	Is provider known to Social Services, Health or Police? Yes / No / Don't know		
SERVICE USER'S DETAILS: (For incident reports)			
Please consider if a safeguarding report to the local authority is necessary			
Name:		Ref Number:	
Current address, including post code:		Telephone:	
Are there any other vulnerable persons, including children affected by this concern?			

ABOUT THE CONCERN/INCIDENT:
Primary area of concern:
<b>Other areas of concern: (tick <u>all</u> relevant boxes)</b> <div style="display: flex; justify-content: space-between;"> <span>Continuity of care <input type="checkbox"/></span> <span>Nutrition/hydration <input type="checkbox"/></span> <span>Care planning <input type="checkbox"/></span> <span>Recording of information <input type="checkbox"/></span> <span>Medication <input type="checkbox"/></span> <span>High turnover of carers / Loss of care staff <input type="checkbox"/></span> <span>Poor communication <input type="checkbox"/></span> <span>Missed Calls <input type="checkbox"/></span> <span>Cleanliness <input type="checkbox"/></span> <span>Breach of confidentiality <input type="checkbox"/></span> <span>Environment/culture <input type="checkbox"/></span> <span>Missed calls <input type="checkbox"/></span> <span>Early/late calls <input type="checkbox"/></span> <span>Single carer on multiple carer calls <input type="checkbox"/></span> <span>Duration of call not adequate to meet needs <input type="checkbox"/></span> <span>Leadership/Management <input type="checkbox"/></span> <span>Training <input type="checkbox"/></span> <span>Poor Service User Engagement <input type="checkbox"/></span> </div>
Other - Please State:

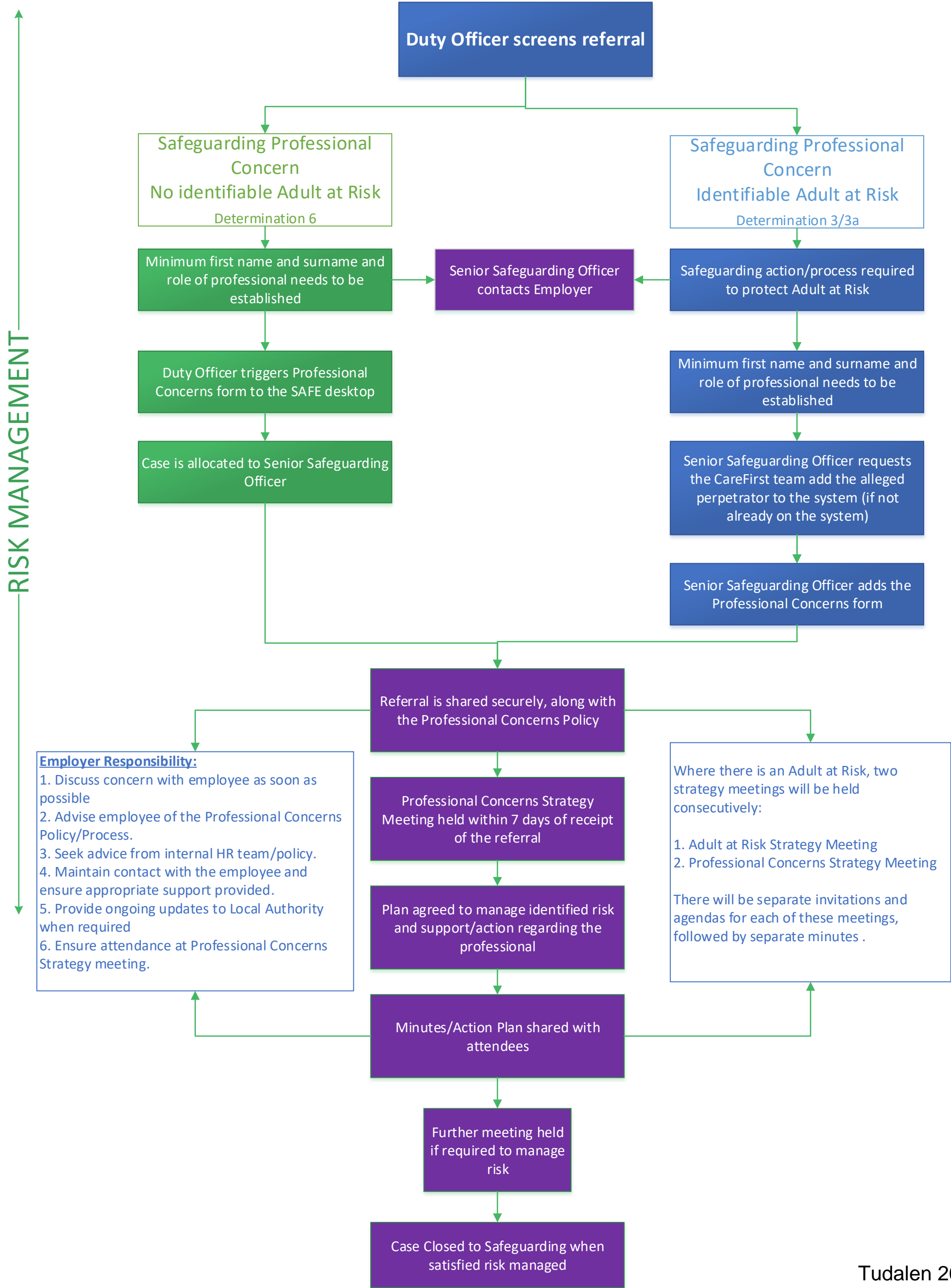
Date of concern/ incident:	Has the concern/incident been resolved? Yes / No / Don't know
<b>DETAILS OF THE CONCERN/INCIDENT:</b> <i>(including how and why those concerns have arisen if known, and what action has already been taken to resolve the matter)</i>	

WHO HAS RAISED THE CONCERN?						
Name	Address, inc Post Code	Telephone no.	Relationship to victim (if any)	Occupation / Employer if appropriate	When was the disclosure made	
Does the reporter wish to remain anonymous? Yes / No If yes, explain why: <i>(excludes professionals)</i>						
ABOUT THE PEOPLE WHO WITNESSED THE CONCERN(S)/INCIDENT:						
Name of Witness	Address, inc Post Code	Telephone no.	Relationship to victim (if any)	Is witness a child?	Is witness an adult at risk?	Is witness aware of referral?
ADDITIONAL INFORMATION:						

<b>VIEWS OF THE PERSON:</b> <i>(If the service user does not want any action to be taken, this can be overridden where there are others who may be at risk)</i>
<b>What are the views and wishes of the person(s) involved/affected? What would the person(s) like as an outcome to this referral? What would they like to happen?</b>

**NOTE:** Be aware of information security when sharing or emailing this completed document and ensure you adhere to data protection/GDPR principles and boundaries of confidentiality.

Carmarthenshire Safeguarding Professional Concerns Process





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# Deprivation of Liberty Safeguards

Annual Monitoring Report  
for Health and Social Care  
2017-18

This report is also available in Welsh. If you would like a copy in an alternative language or format, please contact us.

Copies of all reports, when published, are available on our website or by contacting us:

In writing:

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Welsh Government  
Sarn Mynach  
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Conwy  
LL31 9RZ**

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Welsh Government  
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CF48 1UZ**

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Website: [www.careinspectorate.wales](http://www.careinspectorate.wales)  
Joint Inspectorate Website: [www.inspectionwales.com](http://www.inspectionwales.com)**

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Email: [hiw@gov.wales](mailto:hiw@gov.wales)  
Website: [www.hiw.org.uk](http://www.hiw.org.uk)**

# Deprivation of Liberty Safeguards

## Annual Monitoring Report for Health and Social Care 2017/18

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## Key Findings

- A total of 14,743 new DoLS applications were received by Health Boards and Local Authorities in 2017/18; an increase of 8 percent from the previous year.
- The majority of individuals who were subject to a DoLS in 2017/18 were female and over the age of 65.
- There were approximately 590 DoLS applications for every 100,000 people in Wales in 2017/18.
- 47 percent of all applications were for a Standard authorisation, 39 percent for an Urgent and 14 percent for a Further authorisation
- 31 percent of all DoLS applications were authorised, 22 percent were withdrawn and 6 percent were refused. The remainder were still in progress at the end of the year.
- Roughly half (48 percent) of Standard applications, and two thirds (66 percent) of Urgent applications, did not receive a decision within the timescale required by statutory timescales; the proportion being assessed within the timescales has improved since last year.
- For all applications, the average length of time between receiving an application form and a decision being made was 83 days
- 113 authorisations underwent a review, and 72 applications were challenged in the Court of Protection, in 2017/18

## Introduction

This is the annual monitoring report of Care Inspectorate Wales and Healthcare Inspectorate Wales on the implementation of Deprivation of Liberty Safeguards in Wales, on behalf of Welsh Ministers.

The report examines the key findings for the year 2017/18, providing an analysis of the information and a description of trends, concerns and achievements. It is designed to contribute to the improvement in outcomes for people in need of support from the Deprivation of Liberty Safeguards.

Care Inspectorate Wales and Healthcare Inspectorate Wales aim to review their approach to monitoring DoLS to focus more on the experience of and outcomes for people whose liberty has been deprived. The aim is to do this alongside the amendments to legislation, which will usher in the Liberty Protection Safeguards. The revised legislation will result in changes in practice for Supervisory Bodies and Managing Authorities and as a consequence, changes to how we monitor implementation. The delays in the implementation of this legislation have meant the qualitative analysis is limited in this report.

## Deprivation of Liberty Safeguards (DoLS)

People who are not able to make some or all of their own decisions due to a lack of capacity are protected and empowered by the Mental Capacity Act 2005<sup>1</sup> (MCA). The purpose of this Act was to establish mental capacity and the Court of Protection. The MCA sets out who can make decisions for a person who lacks capacity, when and how. It ensures that decisions are made in a person's best interests and the person is involved in the decision as much as possible. The safeguards provide for access to advocates and the right to legally challenge any deprivation of liberty.

The DoLS were introduced as an amendment to the MCA and came into force in April 2009. The DoLS are additional safeguards to protect the rights of people who are deprived of their liberty to protect their health and safety.

A Supreme Court ruling in March 2014<sup>2</sup> clarified the definition and widened the scope of when someone is being deprived of their liberty. This change introduced new tests and checks around:

- a) when a person is under continuous or complete supervision and control,
- b) and is not free to leave,
- c) and the person lacks capacity to consent to these arrangements.

The Supreme Court ruling has resulted in a very large increase in the number of applications for DoLS authorisations. This increase has created a backlog for Health Boards and Local Authorities.

The House of Lords published a scrutiny report<sup>3</sup> (2014) of the Mental Capacity Act 2005. The report concluded that DoLS were "not fit for purpose" and recommended they be replaced. The Law Commission, sponsored by the UK Government produced a report in March 2017<sup>4</sup>, setting out new 'Liberty Protection Safeguards' and recommending DoLS be repealed. A full UK Government response was produced in March 2018, which agreed that the current DoLS system should be replaced as a matter of urgency and broadly agrees with the 'Liberty Protection Safeguards' model.

The UK Government introduced a Mental Capacity (Amendment) Bill [HL] in July 2018 broadly based on the Law Commission's proposals<sup>5</sup>. The passage of the Bill the Bill through Parliament is ongoing and significant amendments have been made since its introduction. The current DoLS procedures and need to monitor the operation of the scheme will continue until any changes to the law receive Royal

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<sup>1</sup> See <https://www.legislation.gov.uk/ukpga/2005/9/contents>

<sup>2</sup> See [https://www.supremecourt.uk/decided-cases/docs/UKSC\\_2012\\_0068\\_Judgment.pdf](https://www.supremecourt.uk/decided-cases/docs/UKSC_2012_0068_Judgment.pdf)

<sup>3</sup> See <https://publications.parliament.uk/pa/ld201314/ldselect/ldmentalcap/139/13902.htm>

<sup>4</sup> See [https://s3-eu-west-2.amazonaws.com/lawcom-prod-storage-11jsxou24uy7q/uploads/2017/03/lc372\\_mental\\_capacity.pdf](https://s3-eu-west-2.amazonaws.com/lawcom-prod-storage-11jsxou24uy7q/uploads/2017/03/lc372_mental_capacity.pdf)

<sup>5</sup> <https://services.parliament.uk/bills/2017-19/mentalcapacityamendment.html>



Assent and are implemented. The UK Government will also be updating the Codes of Practice to both the Mental Capacity Act and DoLS to reflect changes to the law.

The Welsh Government produced guidance in 2015 on the forms that are to be used when applying for a deprivation of liberty<sup>6</sup>.

**DoLS are used only in hospitals and care homes.** These are called ‘**managing authorities**’. The bodies that authorise DoLS applications are called ‘**supervisory bodies**’.

**Hospitals apply to their local/corresponding Health Board (HB)** to authorise any DoLS applications made,

**Care homes apply to their Local Authority (LA)** for such authorisation. In Wales, the authorising Local Authority is the Local Authority in which the individual is ordinarily resident before placement in the care home.

There are three main types of applications that can be made for an individual: **Standard**, Standard following urgent (or just **Urgent**) and **Further**. A Standard application is used when the requirement for a DoLS application can be predicted and there is sufficient time to make an application before it is required. For example, if an individual who would require some form of deprivation of liberty is moving into a care home, the home can make an application in advance of the move. The application can be made **28 days** in advance of requiring the authorisation to be in place, therefore, the assessments relating to Standard applications should be completed by the supervisory body within this time.

Where a deprivation of liberty is required to commence immediately, or before a Standard authorisation can be obtained, managing authorities use an Urgent authorisation. In this case, the managing authority can authorise themselves for a deprivation of liberty for **up to seven days**<sup>7</sup>. All Urgent authorisations also come with an application for a Standard authorisation, which should have been processed within the seven-day period in which the managing authority is ‘self-authorised’.

Urgent applications are only to be used when the requirement for deprivation of liberty cannot be predicted. For example, when an individual is admitted into hospital or care home due to an unforeseen occurrence.

In addition to the Standard and Urgent types, any application for an individual who already has a DoLS authorisation in place (i.e. to renew/refresh), a Further application is made to the supervisory body. These act as a normal Standard

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<sup>6</sup> <https://gov.wales/docs/dhss/publications/151029guidanceen.pdf>

<sup>7</sup> An extension for an additional seven days can be sought in some circumstances.

application, but are for a continuation of the current authorisation. A review of conditions and eligibility is still undertaken.

The Code of Practice<sup>8</sup> states any authorisation, regardless of type, should be for the shortest possible duration and for only as long as the relevant person will meet the required criteria. Roughly half of all authorisations made by Local Authorities are for the full year.

When deciding whether an application should be authorised, there are **six assessments** that must be made (see Glossary). These are:

- Age
- Best Interests
- Mental Capacity
- Eligibility
- Mental Health
- No Refusals

DoLS can only be authorised where detention under the Mental Health Act<sup>9</sup> (1983) is not appropriate. DoLS authorisations are only valid for **up to a year**, but managing authorities should only apply for the shortest time they expect the authorisation will be required.

In addition to not meeting the requirements of these assessments, applications may be withdrawn, cancelled, or the person has moved care home or been discharged from the hospital, making the application unnecessary. The main reasons for applications were withdrawn were because the person:

- Had moved home, which means a new application must be made if required.
- Had been discharged from hospital.
- Had died before a decision has been made.
- Had been detained under Mental Health Act.

Finally, and crucially any authorisation can be reviewed at the request of the individual, their representative, the managing authority or the supervisory body. This usually occurs when the individual's situation changes or if it is felt the criteria for authorising the application are no longer met. Any authorisation for a deprivation of liberty can also be challenged, usually by the individual's representative, in the Court of Protection<sup>10</sup>.

Data was collected from Local Authorities and Health Boards in May 2018 in regards to the DoLS applications they received in the 2017/18 financial year. The data

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<sup>8</sup> See

[http://webarchive.nationalarchives.gov.uk/20130104224411/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_085476](http://webarchive.nationalarchives.gov.uk/20130104224411/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_085476)

<sup>9</sup> See <http://www.legislation.gov.uk/ukpga/1983/20/contents>

<sup>10</sup> See <https://www.gov.uk/courts-tribunals/court-of-protection>

provides anonymous details of the individual a deprivation was applied for and their application/authorisation.

This data collection underwent a change for the 2017/18 data to now include a wider range of dates in regards to when the forms were received, allocated to a relevant assessor, decision made and proposed end date. This allows for a more accurate understanding of the timescales involved in processing the forms. There is also now a greater emphasis on capturing information about ongoing authorisations and Further applications.

Due to the forthcoming changes in DoLS legislation, it is likely the data collection will also need to change. However this will occur in line with the wider changes to the DoLS processes. It is important to continue the current collection method, so that there is an accurate baseline as parliament considers our moving towards new liberty protection safeguards. The impact this will have on the data will be clearly laid out in future reports.

In view of the recognised ongoing challenges of operating the DoLS scheme across England and Wales, the Welsh Government have allocated an additional and recurrent £329,000 to all Local Authorities and Health Boards for a 3 year period from April 2018 until any changes in the law are known and implemented.

## Results

### Demographic Profiles

The demographics of individuals with a DoLS application are generally reflective of the populations served by each of the supervisory bodies. According to the latest Census, the majority of older people (over the age of 65) living in care homes are female (74 percent female) and/or over the age of 85 (59 percent aged 85 or older)<sup>11</sup>. Therefore, the main group of individuals with a DoLS authorisation in care homes are elderly, female individuals, with nearly 4,000 females over the age of 85 having an application for a DoLS in 2017/18, see Figure 1.

DoLS applications are almost exclusively applied for older people, with 88 percent of people subject to an application in 2017/18 were age 65 or older, and 51 percent were over the age of 85.

Also, 59 percent of all applications were for a female, which rises to 62 percent for only those aged 65 and over, and 69 percent for only those aged 85 or over, in line with the population differences in this age group. However, this gender difference is

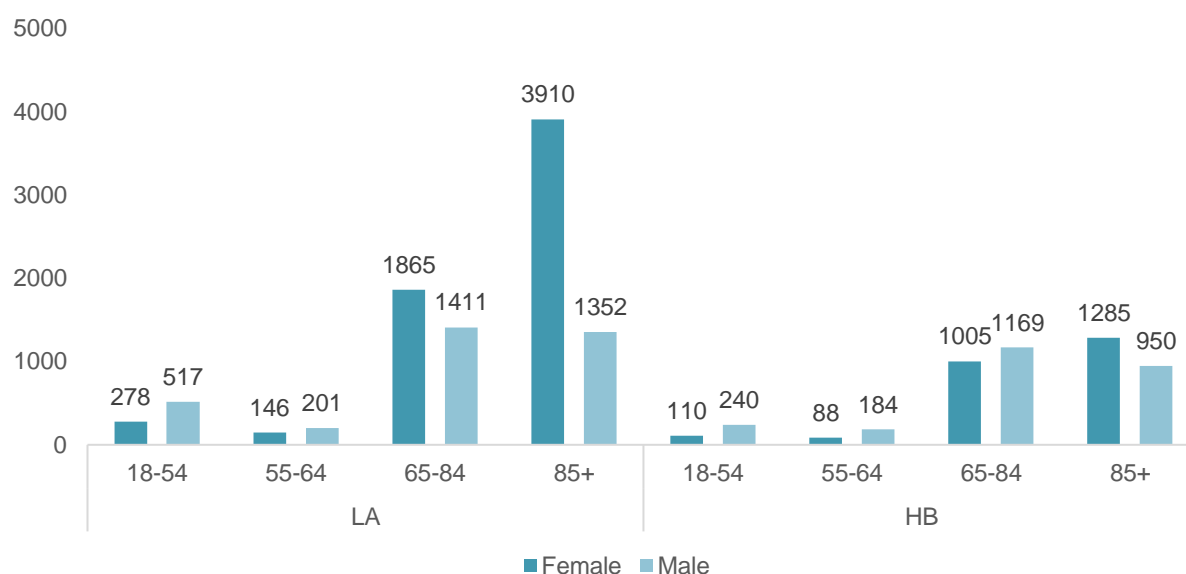
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<sup>11</sup> See

<https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/ageing/articles/changesintheolderresidentcarehomepopulationbetween2001and2011/2014-08-01>

greater than found in the general population of Wales, where 54 percent of those aged 65 or over, and 64 percent of those aged 85 or over, are female<sup>12</sup>.

**Figure 1.** The breakdown of age by gender of the individual in Local Authorities and Health Boards for all applications in 2017/2018



### Number of applications

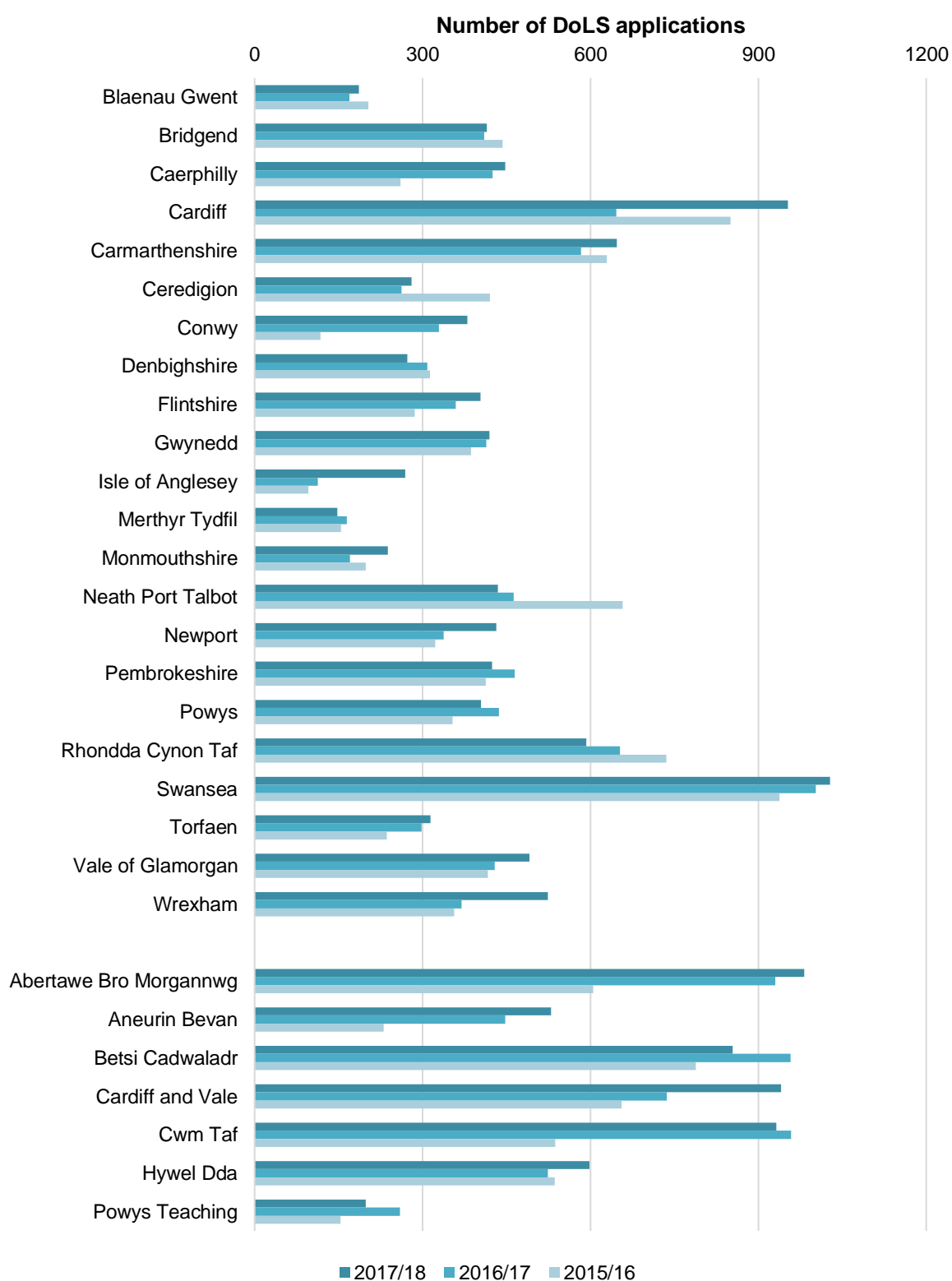
A total of 14,743 new, and further DoLS applications were received by Health Boards and Local Authorities in 2017/18 (5,036 for Health Boards and 9,707 for Local Authorities). This means the number of applications has increased by 8 percent, from 13,627 in the previous year (see Figure 2), despite only a 0.4 percent increase in the Welsh population<sup>13</sup>.

Local Authorities continue to receive the majority of applications, with an increase of 10 percent from last year, up from 8,811 in 2016/17 to 9,707 in 2017/18. This means they received 66 percent of all applications. Health Boards had a 5 percent increase in applications from 4,816 in 2016-17 to 5,036 in 2017-18.

There is considerable variation in terms of their overall levels, and their change over time. This can be caused by a large number of factors, such as changes in local processes or the opening and closing of Managing Authorities. Figure 2 shows the details of these changes.

<sup>12</sup> See <https://statswales.gov.wales/Catalogue/Population-and-Migration/Population/Estimates/nationallevelpopulationestimates-by-year-gender-ukcountry>  
<sup>13</sup> See <https://statswales.gov.wales/Catalogue/Population-and-Migration/Population/Estimates>

**Figure 2.** The number of DoLS applications received by each Local Authority and Health Board from 2015 to 2018



In 2017 the estimated population of Wales, was 3.1 million, of which 2.5 million are over the age of 18<sup>14</sup>. This means that on average there were 590 applications for every 100,000 adults in Wales<sup>15</sup> (see Table 1).

Similar to the total numbers, the number of applications relative to the population has considerable differences between Local Authorities and Health Boards. This will again depend on local processes, local demographics and also the number of Managing Authorities in that area.

**Table 1.** The total adult population and number of DoLS applications received by each Local Authority and Health Board and the number of applications per 100,000 adult population in 2017/2018

	Total 18+ Population	Number of DoLS applications	DoLS applications per 100,000
<b>Local Authorities</b>			
Blaenau Gwent	56,054	186	332
Bridgend	115,071	415	361
Caerphilly	142,461	448	314
Cardiff	288,601	953	330
Carmarthenshire	149,356	647	433
Ceredigion	60,755	280	461
Conwy	95,364	380	398
Denbighshire	75,794	273	360
Flintshire	123,127	404	328
Gwynedd	100,332	420	419
Isle of Anglesey	56,365	269	477
Merthyr Tydfil	47,217	148	313
Monmouthshire	76,004	238	313
Neath Port Talbot	114,199	435	381
Newport	117,014	432	369
Pembrokeshire	100,513	424	422
Powys	108,273	405	374
Rhondda Cynon Taf	189,215	593	313
Swansea	198,208	1028	519
Torfaen	73,176	314	429
Vale of Glamorgan	103,446	491	475
Wrexham	106,331	524	493
<b>Local Authority Average</b>	<b>113,494</b>	<b>441</b>	<b>389</b>
<b>Health Boards</b>			
Abertawe Bro Morgannwg	427,478	982	230
Aneurin Bevan	464,709	530	114
Betsi Cadwaladr	557,313	854	153

<sup>14</sup> See <https://statswales.gov.wales/Catalogue/Population-and-Migration/Population/Estimates/nationallevelpopulationestimates-by-year-gender-ukcountry>  
<sup>15</sup> <https://statswales.gov.wales/Catalogue/Population-and-Migration/Population/Estimates>



Cardiff and Vale	392,047	941	240
Cwm Taf	236,432	932	394
Hywel Dda	310,624	598	193
Powys Teaching	108,273	199	184
<b>Health Board Average</b>	<b>356,697</b>	<b>719</b>	<b>201</b>
<b>Total</b>	<b>2,496,876</b>	<b>14,743</b>	<b>590</b>

### Types of applications

The legislation makes provision for care homes and hospitals to make Standard, Urgent or Further applications. A Standard application is to be used when there is no requirement for the authorisation to already be in place (i.e. an application for a requirement in the future). An Urgent application is intended for use when the requirement for a deprivation is required immediately. A Further is a review/refresh of an existing authorisation.

On average, 47 percent of all applications were for a Standard authorisation, 39 percent for a Standard following Urgent and 14 percent for a Further authorisation. As many people are admitted to hospital unexpectedly, Health Boards were more likely to receive Urgent applications than Local Authorities; 54 percent of applications to HBs are for Urgent authorisations.

There is a high level of inconsistency between Local Authorities and Health Boards in the proportion of their applications that are Urgent or Standard. This is largely due to local processes and instructions given to Managing Authorities by the Supervisory Bodies. For example, some Supervisory Bodies will ask that all applications be sent in as Standard, and that they will reassessed and prioritise once received. While this may be common across multiple areas, some may record the applications as Standard, and some may record as the newly prioritised category.

These percentages vary for each age group and supervisory body, see Table 2. The percentage of applications that are for a Further authorisation is substantially higher for those under the age of 65.

People spend more time in their residential setting, rather than in a hospital, which means the percentage of those receiving a request for a Further application is higher for residents of care homes, with roughly 36 percent in Local Authorities and 15 percent in Health Boards.

**Table 2.** The percentage of different application types for different age groups in local authorities and Health Boards in 2017/2018

	18-54	55-64	65-84	85+
<b>Local Authorities</b>				

Standard	47.5%	41.2%	57.3%	63.5%
Urgent	16.3%	22.5%	25.5%	21.7%
Further	36.2%	36.3%	17.3%	14.8%
<b>Health Boards</b>				
Standard	15.5%	20.9%	23.9%	26.2%
Urgent	69.0%	64.1%	71.8%	69.8%
Further	15.5%	15.0%	4.3%	4.0%

## Existing authorisations

As of 1<sup>st</sup> April 2018, 4,672 DoLS authorisations were in place across Wales, of which 3,245 (69 percent) were for individuals living in Care Homes. There were also an additional 4,930 applications still in progress, of which 4,459 (90 percent) were being processed by LAs. This means roughly 0.2 percent of the whole population of Wales has a DoLS authorisation in place, and a further 0.2 percent have an application for one.

In 2016/17, 4,558 applications were processed (i.e. not withdrawn before being allocated to an assessor). In 2017/18, 5,118 applications were processed, suggesting that supervisory bodies are able to process applications more efficiently or quickly, compared to 2016/17. This is supported by the fact that at the end of 2016/17 there were 4,645 applications still in progress; the same amount as 2017/18 despite the higher volume received in 2017/18.

## New authorisations

One of the changes to this year's data collection is to ask specifically about Further applications. Previous collections grouped Further with Standard, and so this detail was lost. This change allows for a more accurate understanding of long term authorisations that get renewed, but also that the number of Further applications cannot be accurately compared against previous years.

Of all the DoLS applications received in 2017/18 (14,743), 31 percent (4,604) were authorised, 22 percent were withdrawn<sup>16</sup> (3,211) and 6 percent were refused (834). Therefore, if only those applications that were processed are considered (i.e. not still in progress or withdrawn), the authorisation rate rises to 84 percent. This means relatively few applications received by supervisory bodies were refused. It is far more likely that the application is no longer needed before it is assessed, rather than the recommendation being to refuse the application (see Table 3).

<sup>16</sup> The main reasons given for applications being withdrawn are that the individual has either been discharged from hospital or moved care home. Future data collections will be requesting supervisory bodies to give the reason for withdrawal.

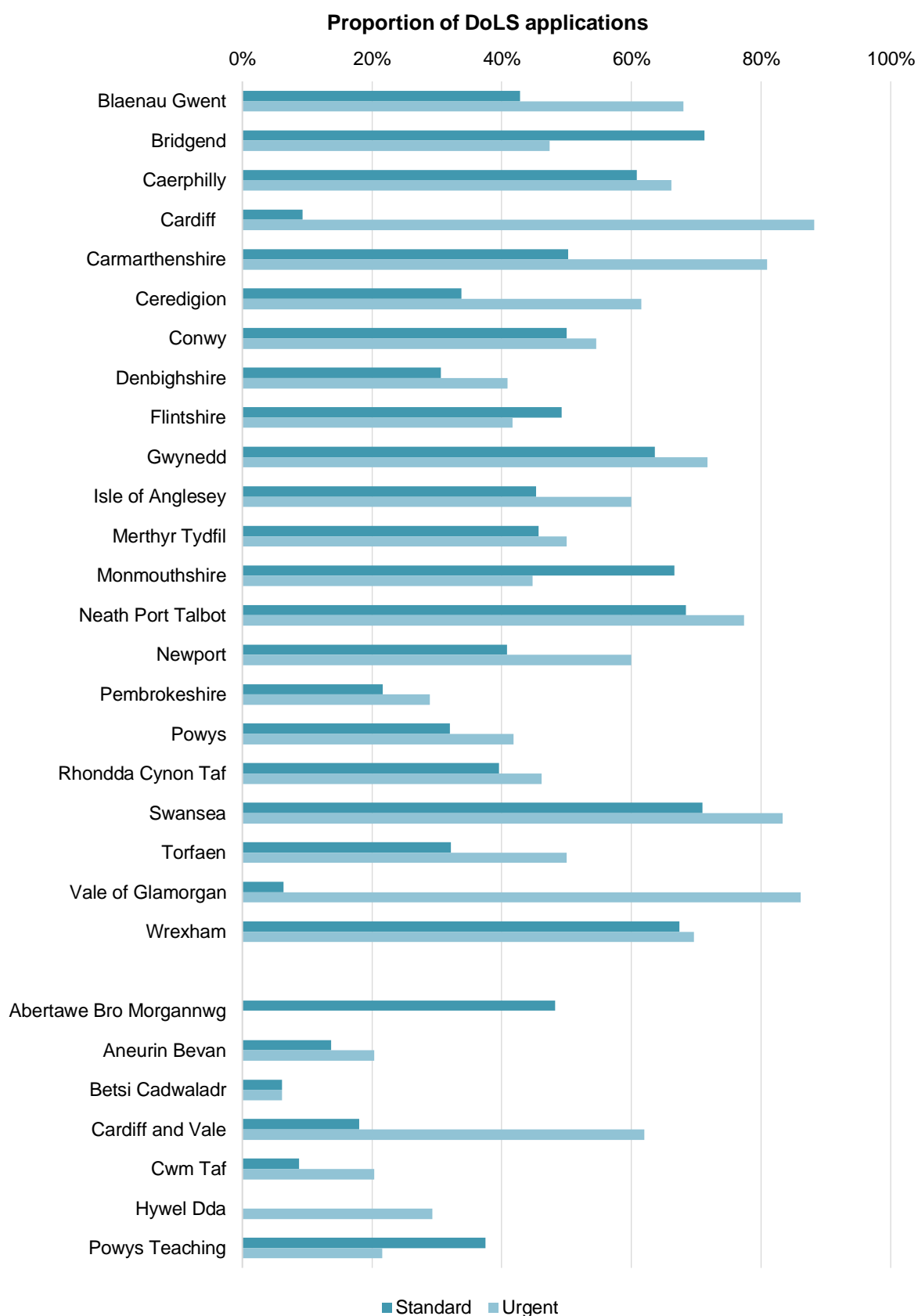
**Table 3.** The proportion of applications that weren't authorised by Local Authorities and Health Boards by reason for refusal in 2017/2018<sup>17</sup>

	Age	Best interest	Eligibility	Mental Capacity	Mental Health	No Refusals	Not a deprivation	Withdrawn
<b>LA</b>	0.0%	0.1%	2.1%	5.6%	3.3%	0.0%	2.1%	86.8%
<b>HB</b>	0.0%	1.8%	2.9%	11.7%	0.6%	0.0%	2.1%	80.9%
<b>Total</b>	<b>0.0%</b>	<b>0.8%</b>	<b>2.4%</b>	<b>8.0%</b>	<b>2.2%</b>	<b>0.0%</b>	<b>2.1%</b>	<b>84.5%</b>

Local Authorities authorised 3,194 applications in 2017/18, which represents 69 percent of all authorised applications in Wales. If applications still in progress, were withdrawn or were inappropriate, Further/ Re-assessments were the least likely type of application to be refused, with less than five percent (50 out of 1,174) not being authorised; Standard and Urgent were authorised at a rate of 84 percent (336 out of 1,983) and 86 percent (479 out of 2,316), respectively (see Figure 3).

<sup>17</sup> Details of the different assessments can be found in the Glossary

**Figure 3.** The proportion of applications that were authorised by each Local Authority and Health Board in 2017/2018



Health Boards authorised 1,410 applications, but were more likely to refuse an application than Local Authorities. While Further/Re-assessments were still likely to be authorised, only 77 percent (204 applications) and 71 percent (1,052 applications) of Standard and Urgent applications respectively were authorised.

Authorisation rates were slightly higher for younger individuals. An average of 62 percent of authorised applications concerned individuals aged 18-54 being, compared to 43 percent in those aged 85 or over (see Table 4).

**Table 4.** The authorisations rates for different demographic groups in local authorities and Health Boards in 2017/2018

	18-54	55-64	65-84	85+
<b>Local Authorities</b>				
Male	80%	78%	59%	50%
Female	71%	79%	64%	59%
<b>Health Boards</b>				
Male	44%	40%	31%	28%
Female	39%	42%	32%	27%

### Application Timescales

Whilst guidance<sup>18</sup> says Standard applications should have been received and a decision made within the 28 days before it is required, 48 percent (706 out of 1,482 applications that had a decision) took more than 28 days to process. Similarly, 66 percent (1,344 out of 2,049 applications that had a decision) of Urgent applications took more than 7 days. As seen in Table 5, 51 percent of Standard and 61 percent of Urgent applications to Local Authorities took longer than stated in the guidance; 27 percent of Standard and 69 percent of Urgent applications to Health Boards took more than 28 or 7 days, respectively.

**Table 5.** The length of time taken to process Standard and Urgent applications for Local Authorities and Health Boards in 2017/18

	Same day	1-7 days	8-14 days	15-28 days	Over 28 days
<b>Standard</b>					
LA	2.14%	6.49%	6.10%	34.05%	51.23%
HB	6.36%	21.82%	16.82%	28.18%	26.82%
<b>Urgent</b>					
LA	6.20%	32.71%	20.45%	17.60%	23.05%
HB	7.73%	23.75%	24.72%	26.97%	16.83%

<sup>18</sup> <https://gov.wales/docs/dhss/publications/151029guidanceen.pdf>

Despite the number of applications taking longer than stated in the guidance, the proportion being assessed within the timescales has improved since last year. In 2016/17, only 23 percent of Standard and 14 percent of Urgent applications were within the required timescales. However, this rose to 52 percent for Standard and 39 percent of Urgent in 2017/18.

Once a form is received, it is logged and prioritised before being allocated to the relevant assessors for their recommendation about whether or not to authorise. In 2017/18, the data collection was expanded to request the dates of applications being received and allocated, in addition to the dates the decision was made to authorise or refuse and proposed end date. This allows for the calculation of the average number of days taken to process an application form.

Of the 5,484 applications (3,644 to Local Authorities and 1,840 to Health Boards) that had a decision made, the average length of time between receiving a form and a decision being made was 83 days (134 days for Local Authorities and 27 days for Health Boards). Standard applications take on average, over twice as long to have a decision made as Urgent applications, see Table 6.

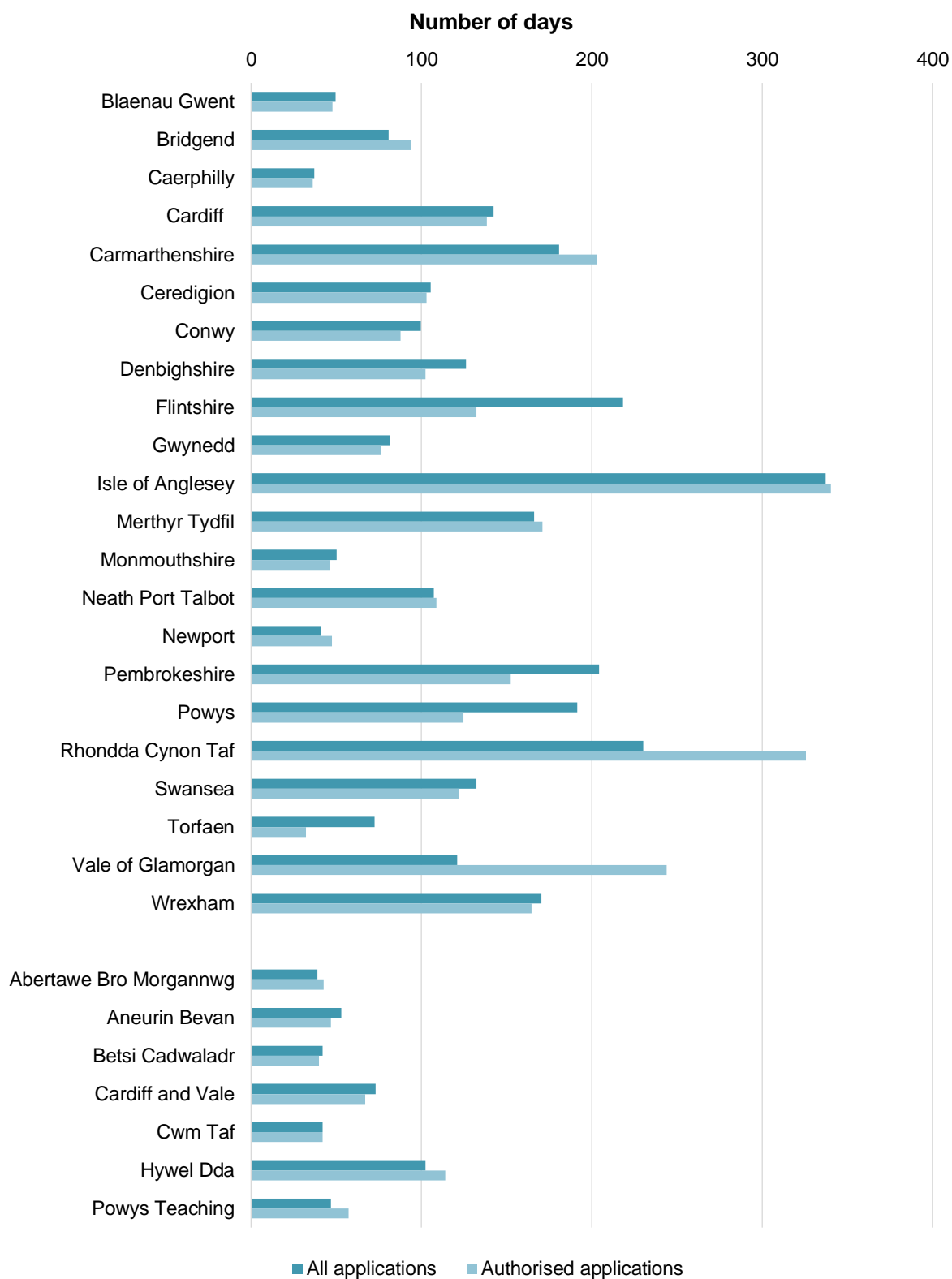
Therefore, Urgent applications are processed faster than Standard, but both are taking longer than is recommended in the statutory timescales. However, the average number of days taken for a decision does not vary much for those applications that were refused or authorised (see Figure 4).

**Table 6.** The average number of days taken to process Standard or Urgent applications for Local Authorities and Health Boards in 2017/18

	<b>Days between date on form and being logged</b>	<b>Days between being logged and allocated</b>	<b>Days between being allocated and a decision</b>	<b>Total</b>
<b>Standard</b>				
LA	28.0	89.0	34.6	151.6
HB	1.9	8.2	19.6	29.7
Total	23.6	52.2	30.5	106.3
<b>Urgent</b>				
LA	6.4	67.6	13.3	87.2
HB	2.9	16.3	5.9	25.0
Total	4.5	32.8	8.9	46.2

The main period of delay occurs between a form being logged and being allocated to an assessor. In Local Authorities, once a form has been logged, it takes on average 82 days for it to be allocated, then a further 29 days for a recommendation to be made. Health Boards typically take around 13 days to allocate and 12 days for a recommendation.

**Figure 4.** The average number of days between an application being received and a decision being made (excluding withdrawn applications) in each Local Authority and Health Board in 2017/2018





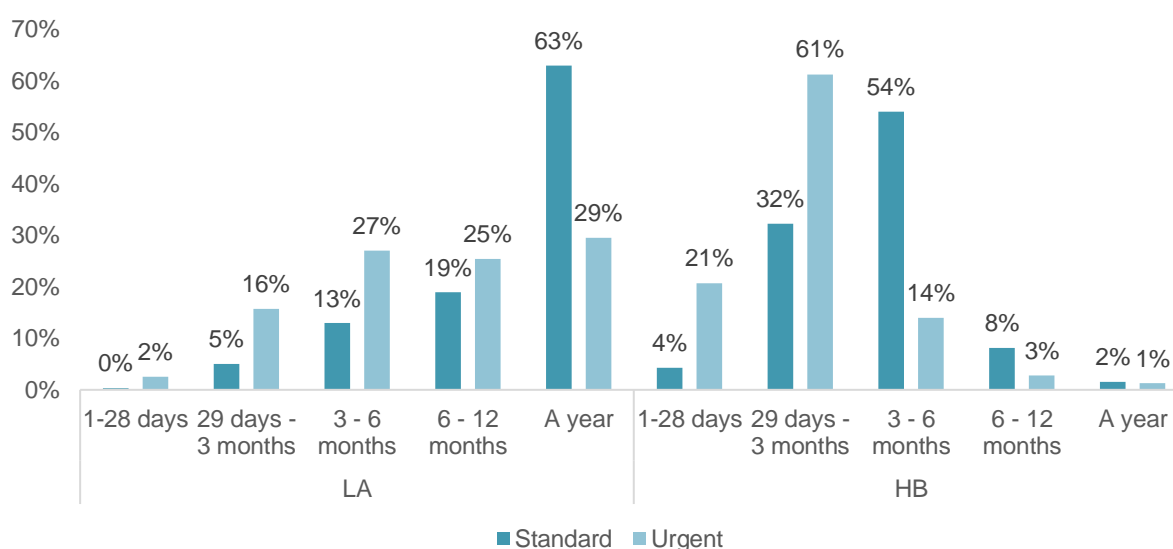
## Authorisation durations

The Code of Practice<sup>19</sup> states any authorisation should be for the shortest possible duration and for only as long as the relevant person will meet the required criteria. Roughly of all authorisations made by Local Authorities are for the full year. The majority of authorisations made by Health Boards are for six months or less, see Figure 5.

All authorisations require a proposed end date, in which the authorisation will come to an end. Authorisations can end before that date for several reasons, such as the resident of a care home moving to a different home, or a patient in a hospital being discharged early.

The most common situation where a DoLS ended before the proposed end date was when a patient was discharged from hospital. Forty-six percent of all authorisations that end early was due to discharge. The next most common was the death of the individual, which accounted for 17 percent of the authorisations that ended early. There are also small number of authorisations that ended because the authorisation was no longer deemed valid, either by the Court of Protection or because the individual no longer met the requirements.

**Figure 5.** The proposed duration of applications that were authorised by each Local Authority and Health Board in 2017/2018



## Reviews, Representatives, Independent Mental Capacity Advocates (IMCA) and Court of Protection

Any authorised Deprivation of Liberty can undergo a review. However, only 113 authorisations underwent a review in 2017/18, 2.3 percent of all authorised

<sup>19</sup> See

[http://webarchive.nationalarchives.gov.uk/20130104224411/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_085476](http://webarchive.nationalarchives.gov.uk/20130104224411/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_085476)

applications<sup>20</sup>. This is approximately half of the number reviewed in 2016/17, despite the increase in the number of applications and existing authorisations.

All applications for a DoLS should have a named representative for the individual, who can promote their best interests and make sure their needs are considered. The most common person to be named as a representative is a family member or relative, with 58 percent in Local Authorities and 55 percent in Health Boards.

The next most common person to be named as a representative is some form of paid, independent representative, with 29 percent of representatives in Local Authorities being paid, and 44 percent in Health Boards. The remaining representatives are typically unpaid carers, who are not family, or friends.

One example of a paid representative is an IMCA. IMCAs are a safeguard for people who lack capacity to make some important decisions. The IMCA role is to support and represent the person in the decision-making process and make sure that the Mental Capacity Act 2005 is being followed.

There are three roles for IMCAs in cases of deprivation of liberty (39A, 39C and 39D):

- 39A appointed when the individual has no one to consult;
- 39C appointed in a case where the individual's representative is temporarily or suddenly no longer able to represent them; and
- 39D appointed to support the individual's representative, if that representative is unpaid (e.g. family member), and it is believed by the supervisory body is in need of support.

A total of 72 applications were challenged in the Court of Protection in 2017/18, three more than in 2016/17 and 33 more than 2015/16. The increase in the number of challenges over this period is greater than the increase in the number of authorisations.

## Data Quality

The data in this report is used to monitor the use of the deprivation of liberty safeguards throughout Wales. It is submitted by Local Authorities and Health Boards to CIW but it is not verified by either CIW or HIW.

The definition of what constitutes a deprivation of liberty was changed in 2014, and so data collected in the 2013/14 financial year is not directly comparable to that collected for the 2014/15, 2015/16 and 2016/17 financial years. More information about the changes introduced can be found here:

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<sup>20</sup> 14 of these were subject of multiple reviews.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/485122/DH\\_Consolidated\\_Guidance.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/485122/DH_Consolidated_Guidance.pdf)

There may be a small number of cases where applications are inappropriately labelled as either standard or urgent and there may be a margin of error in the results.

### **Feedback on this report**

We are keen to hear from the users of our statistics. If you have any comments or queries regarding this publication or its related products, they would very be welcome. Please email the analytical team at: [CIW.Analysts@gov.wales](mailto:CIW.Analysts@gov.wales) or [HIW.PIM@gov.wales](mailto:HIW.PIM@gov.wales).

## Glossary: Key terms used in the DoLS Monitoring Report

<b>Advocacy</b>	Independent help and support with understanding issues and putting forward a person's own views, feelings and ideas.
<b>Assessment for the purpose of the deprivation of liberty safeguards</b>	All six assessments must be positive for an authorisation to be granted.
<ul style="list-style-type: none"><li>• <b>Age</b></li></ul>	An assessment of whether the relevant person has reached age 18.
<ul style="list-style-type: none"><li>• <b>Best interests assessment</b></li></ul>	An assessment of whether deprivation of liberty is in the relevant person's best interests is necessary to prevent harm to the person and is a proportionate response to the likelihood and seriousness of that harm. This must be decided by a Best Interests Assessor.
<ul style="list-style-type: none"><li>• <b>Eligibility assessment</b></li></ul>	An assessment of whether or not a person is rendered ineligible for a standard deprivation of liberty authorisation because the authorisation would conflict with requirements that are, or could be, placed on the person under the Mental Health Act 1983.
<ul style="list-style-type: none"><li>• <b>Mental capacity assessment</b></li></ul>	An assessment of whether or not a person has capacity to decide if they should be accommodated in a particular hospital or care home for the purpose of being given care or treatment.
<ul style="list-style-type: none"><li>• <b>Mental health assessment</b></li></ul>	An assessment of whether or not a person has a mental disorder. This must be decided by a medical practitioner.

- **No refusals assessment**

An assessment of whether there is any other existing authority for decision-making for the relevant person that would prevent the giving of a standard deprivation of liberty authorisation. This might include any valid advance decision, or valid decision by a deputy or done appointed under a Lasting Power of Attorney.

<b>Best Interest Assessor</b>	A person who carries out a deprivation of liberty safeguards assessment.
<b>Capacity</b>	Short for mental capacity. The ability to make a decision about a particular matter at the time the decision needs to be made. A legal definition is contained in section 2 of the Mental Capacity Act 2005.
<b>Care Home</b>	A care facility registered under the Care Standards Act 2000.
<b>CIW</b>	Care Inspectorate Wales is the body responsible for making professional assessments and judgements about social care, early years and social services and to encourage improvement by the service providers.
<b>Carer</b>	People who provide unpaid care and support to relatives, friends or neighbours who are frail, sick or otherwise in vulnerable situations.
<b>Conditions</b>	Requirements that a supervisory body may impose when giving a standard deprivation of liberty authorisation, after taking account of any recommendations made by the Best Interests Assessor.

<b>Consent</b>	Agreeing to a course of action-specifically in this report to a care plan or treatment regime. For consent to be legally valid, the person giving it must have the capacity to take the decision, have been given sufficient information to make the decision, and not have been under any duress or inappropriate pressure.
<b>Court of Protection</b>	The specialist court for all issues relating to people who lack mental capacity to make specific decisions. It is the ultimate decision maker with the same rights, privileges, powers and authority as the High Court. It can establish case law which gives examples of how the law should be put into practice.
<b>Deprivation of Liberty</b>	Deprivation of liberty is a term used in the European Convention on Human Rights about circumstances when a person's freedom is taken away. Its meaning in practice is being defined through case law.
<b>Deprivation of Liberty Safeguards</b>	The framework of safeguards under the Mental Capacity Act 2005 for people who need to be deprived of their liberty in a hospital or care home in their best interests for care or treatment and who lack the capacity to consent to the arrangements made for their care or treatment

<b>Gwent consortium</b>	<p>The Gwent consortium is the Deprivation of Liberty Safeguards Team commissioned by the following Organisations who, under the Mental Capacity Act 2005 Deprivation of Liberty Safeguards (2009) are known as ‘Supervisory Bodies’ in relation to their functions under the Act:</p> <ul style="list-style-type: none"> <li>• Aneurin Bevan University Health Board</li> <li>• Blaenau Gwent County Borough Council</li> <li>• Caerphilly County Borough Council</li> <li>• Monmouthshire County Borough Council</li> <li>• Newport City Council</li> <li>• Torfaen County Borough Council</li> </ul>
<b>HIW</b>	<p>Healthcare Inspectorate Wales (HIW) regulates and inspects NHS services and independent healthcare providers in Wales against a range of standards, policies, guidance and regulations in order to highlight areas requiring improvement. .</p>
<b>Local Health Board</b>	<p>Local Health Boards fulfil the supervisory body function for health care services and work alongside partner Local Authorities, usually in the same geographical area, in planning long-term strategies for dealing with issues of health and well-being. They separately manage NHS hospitals and in-patient beds, when they are managing authorities.</p>



<b>Independent Hospital</b>	As defined by the Care Standards Act 2000 - a hospital, the main purpose of which is to provide medical or psychiatric treatment for illness or mental disorder or palliative care or any other establishment, not being defined as a health service hospital, in which treatment or nursing (or both) are provided for persons liable to be detained under the Mental Health Act 1983.
<b>Independent Mental Capacity Advocate (IMCA)</b>	A trained advocate who provides support and representation for a person who lacks capacity to make specific decisions, where the person has no-one else to support them. The IMCA service was established by the Mental Capacity Act 2005 whose functions are defined within it.
<b>Local Authority/Council</b>	<p>The local council responsible for commissioning social care services in any particular area of the country. Senior managers in social services fulfil the supervisory body function for social care services.</p> <p>Care homes run by the Council will have designated managing authorities.</p>
<b>Managing authority</b>	The person or body with management responsibility for the particular hospital or care home in which a person is, or may become, deprived of their liberty. They are accountable for the direct care given in that setting.
<b>Maximum authorisation period</b>	The maximum period for which a supervisory body may give a standard deprivation of liberty authorisation, which cannot be for more than 12 months. It must not exceed the period recommended by the Best Interests Assessor, and it may end sooner with the agreement of the supervisory body.

<b>Mental Capacity Act 2005</b>	<p>The Mental Capacity Act 2005 provides a framework to empower and protect people who may lack capacity to make some decisions for themselves. The five key principles in the Act are:</p> <ol style="list-style-type: none"> <li>1. Every adult has the right to make his or her own decisions and must be assumed to have capacity to make them unless it is proved otherwise.</li> <li>2. A person must be given all practicable help before anyone treats them as not being able to make their own decisions.</li> <li>3. Just because an individual makes what might be seen as an unwise decision, they should not be treated as lacking capacity to make that decision.</li> <li>4. Anything done or any decision made on behalf of a person who lacks capacity must be done in their best interests.</li> <li>5. Anything done for or on behalf of a person who lacks capacity should be the least restrictive of their basic rights and freedoms.</li> </ol>
<b>Mental Capacity Act Code of Practice</b>	<p>The Code of Practice supports the MCA and provides guidance to all those who care for and/or make decisions on behalf of adults who lack capacity. The Code includes case studies and clearly explains in more detail the key features of the MCA</p>
<b>Mental Disorder</b>	<p>Any disorder or disability of the mind, apart from dependence on alcohol or drugs. This includes all learning disabilities.</p>
<b>Mental Health Act 1983</b>	<p>Legislation mainly about the compulsory care and treatment of patients with mental health problems. It includes detention in hospital for mental health treatment, supervised community treatment and guardianship.</p>

<b>Qualifying requirement</b>	Any one of the six qualifying requirements (age, mental health, mental capacity, best interests, eligibility and no refusals) that need to be assessed and met in order for a standard deprivation of liberty authorisation to be given.
<b>Relevant hospital or care home</b>	The particular hospital or care home in which the person is, or may become deprived of their liberty.
<b>Relevant person</b>	A person who is, or may become, deprived of their liberty in a hospital or care home.
<b>Relevant person's representative</b>	A person, independent of the particular hospital or care home, appointed to maintain contact with the relevant person and to represent and give support in all matters relating to the operation of the deprivation of liberty safeguards.
<b>Restriction of liberty</b>	An act imposed on a person that is not of such a degree or intensity as to amount to a deprivation of liberty.
<b>Review</b>	A formal, fresh look at a relevant person's situation when there has been, or may have been, a change of circumstances that may necessitate an amendment to, or termination of, a standard deprivation of liberty authorisation.
<b>Section 12 Doctors</b>	Doctors approved under Section 12(2) of the Mental Health Act 1983
<b>Standard authorisation</b>	An authorisation given by a supervisory body, after completion of the statutory assessment process, giving lawful authority to deprive a relevant person of their liberty in a particular hospital or care home.

<b>Supervisory body</b>	A Local Authority social services or a local Health Board that is responsible for considering a deprivation of liberty application received from a managing authority, commissioning the statutory assessments and, where all the assessments agree, authorising deprivation of liberty.
<b>Supreme Court</b>	The Supreme Court is the final court of appeal in the UK for civil cases, and for criminal cases from England, Wales and Northern Ireland. It hears cases of the greatest public or constitutional importance affecting the whole population
<b>Unauthorised deprivation of liberty</b>	A situation in which a person is deprived of their liberty in a hospital or care home without the deprivation being authorised by either a standard or urgent deprivation of liberty authorisation.
<b>Urgent authorisation</b>	An authorisation given by a managing authority for a maximum of seven days, which subsequently may be extended by a maximum of a further seven days by a supervisory body. This gives the managing authority lawful authority to deprive a person of their liberty in a hospital or care home while the standard deprivation of liberty authorisation process is undertaken.

Mae'r dudalen hon yn wag yn fwriadol

Name of Scrutineer:  
 Name of BIA:  
 Name of Client/File No:  
 Date Allocated:  
 Date Received:



### **Form 3 Age, No refusals, Best Interest, and Selection of RPR**

#### **Demographic**

<b>1</b>	<b>Has the person's Age / Date of Birth been identified?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>2</b>	<b>Has the person name and address been clearly and consistently recorded throughout the assessment?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>3</b>	<b>Has a supervisory body been identified?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>4</b>	<b>Has a care co-ordinator been identified?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>5</b>	<b>Have the person's communication and medical needs been clearly documented?</b>	<b>Yes / No</b>
<b>Comment</b>		

<b>Views of RP and Others</b>			
<b>6</b>	<b>How many people have been consulted?</b>		
Comment			
<b>Category:</b>			<b>Tick Option</b>
	• Family Member	Yes	No
	• Member of M.A. (Carer / Nurse etc)	Yes	No
	• Other relevant Professional (CPN / DN / S/W)	Yes	No
	• Other Specify	Yes	No
Comment			
<b>Details of who has not been consulted and Why?</b>			
Comment			
<b>7</b>	<b>Have addresses and contact details been appropriately recorded?</b>		<b>Yes / No</b>
Comment			
<b>8</b>	<b>Is there a list of documents that have been consulted?</b>		<b>Yes / No</b>
Comment			
<b>No Refusals Assessment</b>			
<b>9</b>	<b>Is there an LPA for Health and Welfare?</b>		<b>Yes / No</b>
Comment			
<b>10</b>	<b>Is there a clear description of whether the Request for a Standard Authorisation would or would not conflict?</b>		<b>Yes / No</b>
Comment			
<b>11</b>	<b>Matter taken into account completed?</b>		<b>Yes / No</b>
Comment			
<b>12</b>	<b>Is there a comprehensive description of the background of the case?</b>		<b>Yes / No</b>
Comment			
<b>13</b>	<b>Has the views of the RP been clearly documented?</b>		<b>Yes / No</b>
Comment: Make a note if the RP is objecting			



<b>14</b>	<b>Have views of others been documented?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>15</b>	<b>Does this correlate with Q 6?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>Deprivation of Liberty</b>		
<b>16</b>	<b>Was RP deprived of their liberty?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>17</b>	<b>Was the acid test applied?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>18</b>	<b>Is there a full description of the restriction that amount to a DoLs (Guzzardi)?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>19</b>	<b>Clear description of why the DoLs was imputable to the state and which SB?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>20</b>	<b>Is there a comprehensive description of why the DoLs is necessary (i.e. what harm might become the RP?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>21</b>	<b>Has a list of least restrictive options been considered?</b>	<b>Yes / No</b>
<b>Comment</b>		
How Many / No:		
<b>Detail</b>		<b>Tick Option</b>
	• Care Home	Yes No
	• Hospital	Yes No
	• Own Home	Yes No
	• Other Specify	Yes No
<b>Comment</b>		

<b>State Which Option Chosen</b>		
<b>22</b>	<b>Clear description / rationale as to why?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>23</b>	<b>Best interest requirements met?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>24</b>	<b>Time Period</b>	
	• State Maximum period recommended	
	• Does the reason correspond?	<b>Yes / No</b>
<b>Comment</b>		
<b>25</b>	<b>Are conditions recommended?</b>	<b>Yes / No</b>
<b>Comment How Many:</b>		
<b>26</b>	<b>Are any recommendations made?</b>	<b>Yes / No</b>
<b>Comment How Many:</b>		
<b>27</b>	<b>Has an RPR been selected</b>	<b>Yes / No</b>
<b>28</b>	<b>By Who? Please State:</b>	
<b>Comment</b>		
<b>29</b>	<b>Who has been selected? Please State:</b>	
<b>Comment</b>		
<b>30</b>	<b>Is there a rationale for them being selected?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>31</b>	<b>If family member? Have they been consulted check views of others?</b>	<b>Yes / No</b>
<b>Comment</b>		

<b>32</b>	<b>Do contact details correlate?</b>	<b>Yes / No</b>
<b>Comment</b>		
<b>33</b>	<b>Date Signed:</b>	
<b>34</b>	<b>Date SA recommended to commence:</b>	
<b>OK to Authorise?</b>		<b>Yes / No</b>
<b>If No, Why?</b>		
<b>General Comments:</b>		
		Action Taken/Issue Resolved (Yes/No)
1		
2		
3		
4		
5		
6		
7		
<b>Name of Scrutineer:</b>		
<b>Signature of Scrutineer:</b>		
<b>Date Scrutinised:</b>		

Mae'r dudalen hon yn wag yn fwriadol

# PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD 3<sup>ydd</sup> GORFFENNAF 2019

## Adroddiad Monitro Cyllideb Cyfalaf a Refeniw 2018/19

### Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Bod y Pwyllgor Craffu yn derbyn yr Adroddiad Monitro Cyllideb ar gyfer y Gwasanaethau Gofal Cymdeithasol ac Iechyd ac yn ystyried y sefyllfa cyllidebol.

### Rhesymau:

- I ddatgan i'r Pwyllgor sefyllfa derfynol y gyllideb ynghylch blwyddyn ariannol 2018-19.

### Angen cyfeirio'r mater at y Bwrdd Gweithredol er mwyn gwneud penderfyniad: NAC OES

### Aelodau'r Bwrdd Gweithredol sy'n gyfrifol am y Portffolio:

- Cyng. David Jenkins (Adnoddau)
- Cyng. Jane Tremlett (Gofal Cymdeithasol ac Iechyd)

<b>Y Gyfarwyddiaeth:</b> Gwasanaethau Corfforaethol  <b>Enw Cyfarwyddwr y Gwasanaeth:</b> Chris Moore  <b>Awdur yr adroddiad:</b> Chris Moore	<b>Swydd:</b>  Cyfarwyddwr y Gwasanaethau Corfforaethol	<b>Rhif Ffôn / Cyfeiriad E-bost:</b>  01267 224120 <a href="mailto:CMoore@sirgar.gov.uk">CMoore@sirgar.gov.uk</a>
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**EXECUTIVE SUMMARY**

**SOCIAL CARE & HEALTH SCRUTINY  
COMMITTEE  
3<sup>rd</sup> JULY 2019**

**Revenue & Capital Budget  
Monitoring Report 2018/19**

The Financial Monitoring Report is presented as follows :

**Revenue Budgets**

**Appendix A**

Summary position for the Social Care and Health Scrutiny Committee. Services within the Social Care and Health Scrutiny remit are showing an £816k overspend.

**Appendix B**

Report on Main Variances on agreed budgets.

**Appendix C**

Detailed variances for information purposes only.

**Capital Budgets**

**Appendix D**

Details the main variances that show a net spend of £78k compared with a working net budget of £444k giving a **-£366k** variance. The variance will be incorporated into future year's budgets.

**Appendix E**

Details a full list of schemes.

**Savings Monitoring**

**Appendix F**

The savings monitoring report.

**DETAILED REPORT ATTACHED?**

**YES – A list of the main variances is attached to this report**

## IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: **Chris Moore** Director of Corporate Services

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	YES	NONE	NONE	NONE	NONE

### 3. Finance

Revenue – The Social Care & Health Service is showing an £816k overspend at year end.

Capital – The capital programme shows a net variance of **-£366k** against the 2018/19 approved budget.

#### Savings Report

At year end whilst Policy savings have been delivered, £155k of Managerial savings put forward for 2018-19 have not been delivered.

## CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: **Chris Moore** Director of Corporate Services

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

**Section 100D Local Government Act, 1972 – Access to Information**  
List of Background Papers used in the preparation of this report:

#### THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
2018/19 Budget	Corporate Services Department, County Hall, Carmarthen



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### Social Care & Health Scrutiny Report

#### Budget Monitoring as at 31st March 2019 - Summary

Division	Working Budget				Actual				Mar 2019 Actual Variance for Year £'000	Feb 2019 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
<b>Adult Services</b>										
Older People	58,720	-20,257	4,636	43,099	59,953	-21,003	4,637	43,587	487	320
Physical Disabilities	7,067	-1,394	303	5,976	7,533	-2,027	303	5,808	-168	58
Learning Disabilities	36,693	-10,398	1,963	28,258	37,353	-10,519	1,963	28,798	540	274
Mental Health	9,834	-3,339	380	6,875	10,056	-3,595	380	6,842	-33	-1
Support	2,647	-2,969	1,534	1,212	1,085	-1,418	1,534	1,202	-10	108
<b>GRAND TOTAL</b>	<b>114,962</b>	<b>-38,357</b>	<b>8,816</b>	<b>85,421</b>	<b>115,981</b>	<b>-38,561</b>	<b>8,816</b>	<b>86,236</b>	<b>816</b>	<b>760</b>

## Social Care & Health Scrutiny Report

### Budget Monitoring as at 31st March 2019 - Main Variances

Tudalen 246	Division	Working Budget		Actual		Mar 2019 Actual Variance for Year £'000	Notes	Feb 2019 Forecasted Variance for Year £'000
		Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
	Adult Services							
	Older People							
	Older People - Commissioning	3,668	-503	3,534	-567	-198	The following posts were vacant at the end of year 3 Care Management Assistants; 3 Social Work posts; 3 Therapy Support Workers - the Social Work and Care Management Assistant posts have become vacant during the year. Additional cover totalling £60k has been supported ie additional hours Social Worker from part time to full time and additional temporary Care Management Assistants: these posts are now filled / postholder returned to work. Additional Intermediate Care Fund income re dementia projects totalled £60k. Regional Dementia project led by Hywel Dda had slippage in 2018-2019; CCC successfully bid for additional contribution towards Care Management staff that undertake supporting dementia duties.	-205
	Older People - LA Homes	7,970	-3,206	8,265	-3,264	236	Cost of agency staff and additional staff pressures due to workforce recruitment issues in parts of the county partially offset by underspends in some staffing budgets:	102
	Older People - Private/ Vol Homes	22,944	-11,797	23,353	-11,872	334	Performance data shows increased demographic pressure on demand in line with national information that shows a year on year increase in Older People of 3.4%pa. Preventative work continues to be reviewed to mitigate the effects of this.	317
	Older People - LA Home Care	6,197	-433	6,444	-499	181	Allied contract now provided by in-house Domiciliary Care service - additional cost of £480k. Cost of upgrading management system £90k Offset by underspend on staff. Significant recruitment has been undertaken during the year and the number of unfilled posts is fewer at the end of the financial year.	92

## Social Care & Health Scrutiny Report

### Budget Monitoring as at 31st March 2019 - Main Variances

Division	Working Budget		Actual		Mar 2019 Actual Variance for Year £'000	Notes	Feb 2019 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
Older People - Private Home Care	10,040	-2,164	10,627	-2,533	218	There has been a significant increase in demand for domiciliary care that has only been partly offset by a fall in residential care placements. There is significant departmental work to monitor and manage demand by audit assessment practice and by continuing to promote independent living through Integrated Care Fund initiatives such as Releasing Time to Care resulting in lower demand eg for double handed care packages. We are currently reviewing whether this initiative requires additional resources to yield the necessary financial savings. Significant change since October position: Allied contract now provided by in-house Domiciliary Care service. This is offset by a decrease in packages bought in the private sector, however overall across Domiciliary Care, the growing number of Older People at 3.4% pa continues to put pressure on the budget.	219
Older People - Enablement	2,052	-444	1,749	-444	-303	Staff vacancies - recruitment and strategic issues being addressed.	-177
Older People - Day Services	1,226	-71	1,258	-73	30	Outstanding unmet efficiency relating to in house day services provision from 2016/2017 £202k offset by lower spend in remaining in-house provision and placements.	35
<b>Physical Disabilities</b>							
Phys Dis - Commissioning & OT Services	597	-131	500	-135	-101	Senior Practitioner post vacant since December 2018; an Occupational Therapist postholder works 23 hours, budget is for 37 hours and an Occupational Therapy Assistant postholder works 18.5 hour in a post with a budget for 37 hours.  1 Occupational Therapist post and 1 Occupational Therapy Assistant post - vacant all year.	-95
Phys Dis - Private/Vol Homes	1,011	-66	1,153	-119	89	Performance data shows pressure on demand as complexity of placement increases with this client group. Preventative work continues to be reviewed to mitigate the effects of this.	49
Phys Dis - Group Homes/Supported Living	1,159	-160	999	-98	-99	Work ongoing with providers to manage levels of additional support and hourly rates.	-46
Phys Dis - Direct Payments	2,477	-555	2,828	-1,031	-125	Audit and Review of Direct Payments alongside annual review and transfer of WILG (Welsh Independent Living Grant) clients resulting in recovery of contingencies and unspent amounts.	170
<b>Learning Disabilities</b>							
Learn Dis - Private/Vol Homes	10,197	-3,241	10,116	-3,327	-167	Costs reducing as various projects begin to take effect: work on alternative provision, deregistration, Positive Behaviour Service intervention for additional hours etc.	-183

## Social Care & Health Scrutiny Report

### Budget Monitoring as at 31st March 2019 - Main Variances

Division	Working Budget		Actual		Mar 2019	Notes	Feb 2019
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000	Actual Variance for Year £'000		Forecasted Variance for Year £'000
Learn Dis - Direct Payments	2,259	-526	2,712	-562	418	Direct Payments increasing. Work ongoing linked to Review of Direct Payments and transfer of WILG (Welsh Independent Living Grant) clients	232
Learn Dis - Group Homes/Supported Living	8,932	-2,158	9,322	-2,313	235	Costs increasing as a result of successful deregistration of residential beds - promotes independence for clients and has lower costs overall across the spectrum to packages of care. Increase also linked to transfer of WILG (Welsh Independent Living Grant) clients transferring into this type of provision.	226
Learn Dis - Adult Respite Care	1,008	-812	953	-812	-55	Vacant Manager post, several staff not in pension scheme.	-48
<b>Other Variances - Adult Services</b>					123		72
<b>Grand Total</b>					<b>816</b>		<b>760</b>

## Social Care & Health Scrutiny Report

### Budget Monitoring as at 31st March 2019 - Detail Monitoring

Division	Working Budget				Actual				Mar 2019	Notes	Feb 2019
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Actual Variance for Year £'000		Forecasted Variance for Year £'000
<b>Adult Services</b>											
<b>Older People</b>											
Older People - Commissioning	3,668	-503	824	3,989	3,534	-567	824	3,791	-198	The following posts were vacant at the end of year 3 Care Management Assistants; 3 Social Work posts; 3 Therapy Support Workers - the Social Work and Care Management Assistant posts have become vacant during the year. Additional cover totalling £60k has been supported ie additional hours Social Worker from part time to full time and additional temporary Care Management Assistants: these posts are now filled / postholder returned to work. Additional Intermediate Care Fund income re dementia projects totalled £60k. Regional Dementia project led by Hywel Dda had slippage in 2018-2019; CCC successfully bid for additional contribution towards Care Management staff that undertake supporting dementia duties.	-205
Older People - LA Homes	7,970	-3,206	1,592	6,357	8,265	-3,264	1,592	6,593	236	Cost of agency staff and additional staff pressures due to workforce recruitment issues in parts of the county partially offset by underspends in some staffing budgets:	102
Older People - Supported Living	94	0	0	94	94	-18	0	76	-17		0
Older People - Private/ Vol Homes	22,944	-11,797	246	11,393	23,353	-11,872	246	11,727	334	Performance data shows increased demographic pressure on demand in line with national information that shows a year on year increase in Older People of 3.4%pa. Preventative work continues to be reviewed to mitigate the effects of this.	317
Older People - Private Day Care	28	0	0	28	26	0	0	26	-1		0
Older People - Extra Care	825	0	10	835	826	0	10	836	1		-0
Older People - LA Home Care	6,197	-433	991	6,756	6,444	-499	991	6,937	181	Allied contract now provided by in-house Domiciliary Care service - additional cost of £480k. Cost of upgrading management system £90k Offset by underspend on staff. Significant recruitment has been undertaken during the year and the number of unfilled posts is fewer at the end of the financial year.	92
Older People - MOW's	135	-51	16	100	135	-51	16	100	-0		-68
Older People - Direct Payments	1,102	-287	4	818	997	-191	4	811	-7		10
Older People - Grants	424	-83	12	353	487	-141	12	358	5		-5

## Social Care & Health Scrutiny Report

### Budget Monitoring as at 31st March 2019 - Detail Monitoring

Tudalen 250 Division	Working Budget				Actual				Mar 2019	Notes	Feb 2019
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Actual Variance for Year £'000		Forecasted Variance for Year £'000
Older People - Private Home Care	10,041	-2,164	110	7,987	10,628	-2,533	110	8,205	218	There has been a significant increase in demand for domiciliary care that has only been partly offset by a fall in residential care placements. There is significant departmental work to monitor and manage demand by audit assessment practice and by continuing to promote independent living through Integrated Care Fund initiatives such as Releasing Time to Care resulting in lower demand eg for double handed care packages. We are currently reviewing whether this initiative requires additional resources to yield the necessary financial savings. Significant change since October position: Allied contract now provided by in-house Domiciliary Care service. This is offset by a decrease in packages bought in the private sector, however overall across Domiciliary Care, the growing number of Older People at 3.4% pa continues to put pressure on the budget.	219
Older People - Ssmms	395	-168	271	498	399	-174	271	495	-3		0
Older People - Careline	1,617	-1,050	104	671	1,757	-1,178	104	683	12		-0
Older People - Enablement	2,052	-444	281	1,889	1,749	-444	281	1,587	-303	Staff vacancies - recruitment and strategic issues being addressed.	-177
Older People - Day Services	1,226	-71	175	1,331	1,258	-73	175	1,360	30	Outstanding unmet efficiency relating to in house day services provision from 2016/2017 £202k offset by lower spend in remaining in-house provision and placements.	35
<b>Older People Total</b>	<b>58,719</b>	<b>-20,257</b>	<b>4,636</b>	<b>43,098</b>	<b>59,952</b>	<b>-21,003</b>	<b>4,637</b>	<b>43,586</b>	<b>487</b>		<b>320</b>
<b>Physical Disabilities</b>											
Phys Dis - Commissioning & OT Services	597	-131	92	558	500	-135	92	456	-101	Senior Practitioner post vacant since December 2018; an Occupational Therapist postholder works 23 hours, budget is for 37 hours and an Occupational Therapy Assistant postholder works 18.5 hour in a post with a budget for 37 hours.  1 Occupational Therapist post and 1 Occupational Therapy Assistant post - vacant all year.	-95
Phys Dis - Private/Vol Homes	1,011	-66	6	951	1,153	-119	6	1,040	89	Performance data shows pressure on demand as complexity of placement increases with this client group. Preventative work continues to be reviewed to mitigate the effects of this.	49
Phys Dis - Group Homes/Supported Living	1,159	-160	24	1,023	999	-98	24	924	-99	Work ongoing with providers to manage levels of additional support and hourly rates.	-46
Phys Dis - Community Support	145	0	1	146	113	0	1	114	-32		-13
Phys Dis - Private Home Care	358	-85	0	273	362	-81	0	281	9		0
Phys Dis - Aids & Equipment	747	-397	169	519	1,013	-562	169	620	101	Purchase of aids and equipment	-6
Phys Dis - Grants	154	0	0	154	147	0	0	147	-7		-0



## Social Care & Health Scrutiny Report

### Budget Monitoring as at 31st March 2019 - Detail Monitoring

Division	Working Budget				Actual				Mar 2019 Actual Variance for Year £'000	Notes	Feb 2019 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Phys Dis - Direct Payments	2,477	-555	11	1,933	2,828	-1,031	11	1,807	-125	Audit and Review of Direct Payments alongside annual review and transfer of WILG (Welsh Independent Living Grant) clients resulting in recovery of contingencies and unspent amounts.	170
Phys Dis - Manual Handling	4	0	0	4	1	0	0	1	-2		-0
Phys Dis - Independent Living Fund	417	0	0	417	417	0	0	417	-0		-0
<b>Physical Disabilities Total</b>	<b>7,067</b>	<b>-1,394</b>	<b>303</b>	<b>5,976</b>	<b>7,533</b>	<b>-2,027</b>	<b>303</b>	<b>5,808</b>	<b>-168</b>		<b>58</b>
<b>Learning Disabilities</b>											
Learn Dis - Employment & Training	2,171	-326	512	2,357	2,280	-308	512	2,484	127	Workchoice project decommissioned - was projected to contribute net income to budget therefore project termination has a detrimental effect in year of £132k	138
Learn Dis - Commissioning	934	0	203	1,137	905	0	203	1,108	-29		-37
Learn Dis - Private/Vol Homes	10,197	-3,241	82	7,038	10,116	-3,327	82	6,872	-167	Costs reducing as various projects begin to take effect: work on alternative provision, deregistration, Positive Behaviour Service intervention for additional hours etc.	-183
Learn Dis - Direct Payments	2,259	-526	0	1,733	2,712	-562	0	2,150	418	Direct Payments increasing. Work ongoing linked to Review of Direct Payments and transfer of WILG (Welsh Independent Living Grant) clients	232
Learn Dis - Group Homes/Supported Living	8,932	-2,158	46	6,820	9,322	-2,313	46	7,055	235	Costs increasing as a result of successful deregistration of residential beds - promotes independence for clients and has lower costs overall across the spectrum to packages of care. Increase also linked to transfer of WILG (Welsh Independent Living Grant) clients transferring into this type of provision.	226
Learn Dis - Adult Respite Care	1,008	-812	187	383	953	-812	187	328	-55	Vacant Manager post, several staff not in pension scheme.	-48
Learn Dis - Home Care Service	305	-189	0	117	307	-195	0	112	-4		-0
Learn Dis - Day Services	3,760	-518	548	3,791	3,740	-523	548	3,765	-26		-35
Learn Dis - Transition Service	536	0	141	676	521	0	141	662	-15		-13
Learn Dis - Community Support	1,953	-154	17	1,816	1,942	-141	17	1,818	3		1
Learn Dis - Grants	305	0	3	308	337	0	3	340	31		0
Learn Dis - Adult Placement/Shared Lives	3,138	-2,294	136	980	3,012	-2,159	136	989	10		-6
Learn Dis/M Health - Ssmss	-102	0	89	-12	-89	0	89	-0	12		-4
Learn Dis - Independent Living Fund	1,295	-180	0	1,115	1,295	-180	0	1,115	-0		0
<b>Learning Disabilities Total</b>	<b>36,693</b>	<b>-10,398</b>	<b>1,963</b>	<b>28,258</b>	<b>37,353</b>	<b>-10,519</b>	<b>1,963</b>	<b>28,798</b>	<b>540</b>		<b>274</b>

## Social Care & Health Scrutiny Report

### Budget Monitoring as at 31st March 2019 - Detail Monitoring

Division	Working Budget				Actual				Mar 2019	Notes	Feb 2019
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Actual Variance for Year £'000		Forecasted Variance for Year £'000
<b>Mental Health</b>											
M Health - Commissioning	1,085	-79	179	1,185	1,091	-69	179	1,201	16		-12
M Health - Private/Vol Homes	6,250	-2,573	51	3,728	6,373	-2,712	51	3,712	-16		-39
M Health - Private/Vol Homes (Substance Misuse)	142	-32	0	110	77	-26	0	51	-59	Work continuing to promote independent living and reduce cost of care packages accordingly. Client group difficult to forecast costs as demand led at short notice; forecasts are based on existing levels of packages and work is ongoing to develop alternative provision options	-0
M Health - Group Homes/Supported Living	1,054	-372	4	685	1,235	-474	4	765	80	Work continuing to promote independent living and reduce cost of care packages accordingly. Client group difficult to forecast costs as demand led at short notice; forecasts are based on existing levels of packages and work is ongoing to develop alternative provision options	125
M Health - Direct Payments	147	-42	1	106	134	-26	1	108	2		1
M Health - Community Support	495	-71	9	432	494	-93	9	409	-23		-46
M Health - Day Services	248	-10	60	297	236	-2	60	293	-4		1
M Health - Private Home Care	83	-27	0	56	113	-57	0	57	1		-0
M Health - Substance Misuse Team	331	-132	76	274	303	-134	76	245	-29		-31
<b>Mental Health Total</b>	<b>9,834</b>	<b>-3,339</b>	<b>380</b>	<b>6,875</b>	<b>10,056</b>	<b>-3,595</b>	<b>380</b>	<b>6,842</b>	<b>-33</b>		<b>-1</b>
<b>Support</b>											
Departmental Support	-936	-225	891	-270	-962	-189	891	-261	9		43
Performance, Analysis & Systems	-42	-37	80	0	-43	-37	80	-0	-0		-2
Adult Safeguarding & Commissioning Team	1,232	-18	248	1,462	1,242	-18	248	1,472	10		61
Regional Collaborative	939	-1,051	149	37	874	-1,020	149	3	-34		-0
Holding Acc-Transport	1,454	-1,638	167	-17	-25	-153	167	-12	5		6
<b>Support Total</b>	<b>2,647</b>	<b>-2,969</b>	<b>1,534</b>	<b>1,212</b>	<b>1,085</b>	<b>-1,418</b>	<b>1,534</b>	<b>1,202</b>	<b>-10</b>		<b>108</b>
<b>TOTAL FOR SOCIAL CARE &amp; HEALTH SERVICE</b>	<b>114,961</b>	<b>-38,357</b>	<b>8,816</b>	<b>85,420</b>	<b>115,980</b>	<b>-38,561</b>	<b>8,816</b>	<b>86,235</b>	<b>816</b>		<b>760</b>

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**Social Care****Capital Budget Monitoring-Scrutiny Report for End of Year 18/19 - Detailed Variances**

		Working Budget			Actual		
Scheme	Target Date for Completion	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
<b>Swansea Bay City Region Projects</b>		<b>24</b>	<b>0</b>	<b>24</b>	<b>69</b>	<b>0</b>	<b>69</b>
Swansea Bay City Region - Older People's Accommodation (including Llanelli Area)	Ongoing	24	0	24	69	0	69
<b>Learning Disabilities Accomodation Developments</b>	<b>Mar-20</b>	<b>80</b>	<b>0</b>	<b>80</b>	<b>9</b>	<b>0</b>	<b>9</b>
<b>Extra Care Schemes</b>		<b>340</b>	<b>0</b>	<b>340</b>	<b>0</b>	<b>0</b>	<b>0</b>
Cartref Cynnes Development Carmarthen	Completed	330	0	330	0	0	0
Ty Dyffryn Development Ammanford	Completed	10	0	10	0	0	0
<b>Intermediate Care Fund (ICF) Projects</b>	<b>Ongoing</b>	<b>697</b>	<b>-697</b>	<b>0</b>	<b>716</b>	<b>-716</b>	<b>0</b>
<b>NET BUDGET</b>		<b>1,141</b>	<b>-697</b>	<b>444</b>	<b>794</b>	<b>-716</b>	<b>78</b>

Actual Variance for year £'000	Comment
<b>45</b>	
45	
<b>-71</b>	Slight day in delivering project to enhance service delivery at a Day Service establishment in Llanelli. To commence early 2019/20.
<b>-340</b>	
-330	Contingencies included in contract not finalised to date - final sum yet to be agreed. Budget required in 2019/20.
-10	
<b>0</b>	
<b>-366</b>	

Mae'r dudalen hon yn wag yn fwiadol

**2018-19 Savings Monitoring Report**  
**Social care & Health Scrutiny Committee**  
**3rd July 2019**

1 Summary position as at : 31st March 2019 £155 k variance from delivery target

	2018-19 Savings monitoring		
	2018-19	2018-19	2018-19
	Target	Delivered	Variance
	£'000	£'000	£'000
	2,459	2,304	155
Communities(SC&H services)	2,459	2,304	155

2 Analysis of delivery against target for managerial and policy decisions:

Managerial £155 k Off delivery target  
Policy £0 k ahead of target

	MANAGERIAL			POLICY		
	2018-19	2018-19	2018-19	2018-19	2018-19	2018-19
	Target	Delivered	Variance	Target	Delivered	Variance
	£'000	£'000	£'000	£'000	£'000	£'000
	2,144	1,989	155	315	315	0
Communities(SC&H services)	2,144	1,989	155	315	315	0

3 Appendix F(i) : Savings proposals not on target

Appendix F(ii) : Savings proposals on target (for information)



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Department	Scrutiny Indicator	2017-18 Budget	FACT FILE	'2018-19 Proposed	'2018-19 Delivered	'2018-19 Variance	EFFICIENCY DESCRIPTION	REASON FOR VARIANCE		
		£'000		£'000	£'000					
Managerial - off Target										
Communities										
<u>Homes and Safer Communities</u>										
<u>Care and Support</u>										
Residential Homes	Social Care	2,890	People may move into a care home because they have gradually found it more difficult to manage at home, or because an illness or accident has affected their ability to live independently. Residential care homes offer services such as laundry and meals and help with personal care. Some homes offer short-term stays but normally they provide more long-term or permanent care. As of the 30th September 2017 there were 858 clients funded in a Residential Care Home across all sectors.	175	100	75	Additional income by reshaping existing service to residential reablement and release of underutilised beds. Beds previously commissioned by Local Health Board for convalescence will be used for Social Care commissioning.	Implementation later than anticipated resulting in part year delivery of savings		
<u>Divisional</u>										
Divisional Staffing costs	Community / Env&PP / SC&H	2,257	The staffing complement of Housing (Council Fund) ,Public Protection and Support & care services total nearly 400 FTE's with a pay budget of over £8M. Reviews of service provision will include staffing as part of that process, which will produce savings over the medium term. This also includes acceptance of severance requests.	160	80	80	Amend staff budgets to reflect vacancy factor 2018-2019 £30k; Divisional restructure to include on-going severences for Housing, Public Protection and Care & Support Services.	Divisional re-structures ongoing , with implementation not from beginning of financial year resulting in delays in savings delivery.		
Total Homes and Safer Communities				335	180	155				
Communities Total										
				335	180	155				

Policy - off Target

Department	Scrutiny Indicator	2017-18 Budget	FACT FILE	'2018-19 Proposed	'2018-19 Delivered	'2018-19 Variance	EFFICIENCY DESCRIPTION
		£'000		£'000	£'000	£'000	

### Managerial - on Target

#### Communities

#### Homes and Safer Communities

##### Care and Support

Domiciliary Care - in-house service	Social Care	5,535	Domiciliary Care Services, also known as Homecare, provide practical or personal care for someone in their own home. This could be because health or mobility is declining, or a person may have been in hospital or they have a long term health condition. As at the end of August 2017 there were 1,041 clients receiving a Domiciliary Service.	30	30	0	Due to the nature of the business, shifts have to be covered in times of staff sickness. We aim to continually reduce the annual level of sickness and therefore staffing costs making the business more efficient. We can also make further efficiencies - ie travel logistics, with better rotaring (especially following the planned IT investment).
Domiciliary Care - in-house night service	Social Care	5,535	The "Through the Night Domiciliary Service" works in conjunction with other night services providing non-medical personal care to people living in the community through the Community Alarm Service. For the period April 2016 to September 2016 the department carried out 3906 planned night calls and 355 unplanned night calls.	30	30	0	Following a joint review of the service by ourselves and the NHS, it has been agreed to deliver this service in a different way. The proposal brings together the existing service with the accute response team provided by the health service. This will lead to be a better integrated service and reduce costs for both organisations.
Reablement	Social Care	1,658	The reablement service encourages service users to regain their confidence and skills following a period of illness or an injury. The programme is agreed by a multidisciplinary team and supports individuals to meet their expressed goals to return to a level of independence and includes support with daily living activities and other practical tasks. The programme may last up to 6 weeks.	126	126	0	Reduction of 200 hours / 8 posts to reflect changing service demands and alternative service provision form the NHS. These posts are currently vacant and are budgeted for.
Care and Support Management	Social Care	854	Ensuring resliant management of Care and Support services for residential homes,reablement, domiciliary care and sheltered hosing services.	20	20	0	Additonal recharge to the HRA following divisional restructure to increase management and usage of sheltered housing stock and too complement residential care.
<b>Total Homes and Safer Communities</b>				<b>206</b>	<b>206</b>	<b>0</b>	

##### Integrated Services

Domiciliary Care	Social Care	5,535	Domiciliary Service, also known as home care, provides practical or personal care for someone in their own home. This could be because health or mobility is declining, or a person may have been in hospital or they have a long term health condition. As at the end of August 2016 there were 1041 clients receiving a Domiciliary Service	500	500	0	Reduce % of Double handed care to match best performing authorities' performance by March 2020. Reduce % of people receiving 4 calls+ per day. Halve the number of small packages of care by 2020. Note that scope to reduce Dom Care will be very limited by Year 3.
Divisional Supplies	Social Care	854	Services provided to Older People and Physical Disabilities client groups have non-staff controllable budgets of approx £34m. The Deapartment has identified that some of these budgets will not have an inflationary uplift and budgets will be held at the same level as the year before.	122	122	0	No inflationary uplift.
Management & Support - staffing reductions	Social Care	854	Management and operational workforce	60	60	0	Review of staffing
Residential Placements	Social Care	10,171	Residential care is provided in local authority and private sector care homes for individuals who can no longer live independently in the community. Depending on the nature of their needs, their placement may be made by the local authority or jointly with the health board, or entirely by the health board if they qualify for free continuing health care (CHC).	145	145	0	Manage the demand from hospitals for residential & nursing placements (including CHC)
<b>Total Integrated Services</b>				<b>827</b>	<b>827</b>	<b>0</b>	



Department	Scrutiny Indicator	2017-18 Budget	FACT FILE	'2018-19 Proposed	'2018-19 Delivered	'2018-19 Variance	EFFICIENCY DESCRIPTION
		£'000		£'000	£'000	£'000	

### Policy - on Target

#### Communities

##### Learning Disabilities

Day Services - Opportunities	Social Care	2,845	LD & MH day services currently provide support for approximately 300 individuals across the county utilising 9 different sites. The services provide opportunities for individuals to receive therapy, maintain their health and wellbeing, gain skills, socialise whilst also providing respite for carers. The review of day services has highlighted the need to develop community options and specialist services which will see a decline in the use of building based services. This will provide opportunities for us to develop intergenerational services in partnership with adult services within Coleshill and Manor rd and vacate the premises at Crosshands.	285	285	0	Development and re-commissioning services jointly with Older People's Services, the third sector and leisure (currently working on options appraisal)
Day Services - Complex Needs	Social Care	2,845	Complex needs day services provide support for individuals with profound and multiple disabilities often requiring 1-1 support. We currently rely on external domiciliary care agencies to provide the 1-1 support for some individuals due to a lack of capacity within the services existing budgets. With movement of individuals into community support options there will be increased capacity within building based services which will replace the third sector provision.	30	30	0	Review third party provision within complex needs day services

<b>Communities Total</b>				<b>315</b>	<b>315</b>	<b>0</b>	
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Mae'r dudalen hon yn wag yn fwiadol

# Y PWYLLGOR CRAFFU - GOFAL CYMDEITHASOL AC IECHYD

## 3 GORFFENNAF 2019

### Y Pwyllgor Craffu - Gofal Cymdeithasol ac Iechyd Grŵp Gorchwyl a Gorffen - Adroddiad Terfynol Drafft 2018/19:

#### *Adolygiad o effaith unigrwydd yn Sir Gaerfyrddin*

#### Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Cymeradwyo'r adroddiad a'r argymhellion ar gyfer eu hystyried ymhellach gan y Bwrdd Gweithredol.

#### Y Rhesymau:

- Yn ei gyfarfod ar 21 Mai 2018, cytunodd y Pwyllgor Craffu – Gofal Cymdeithasol ac Iechyd i sefydlu grŵp gorchwyl a gorffen i gynnal adolygiad o effaith unigrwydd yn Sir Gaerfyrddin.
- Mae'r argymhellion a gynhwysir yn yr adroddiad wedi'u llunio gan y grŵp ar ôl ystyried amrywiaeth o dystiolaeth mewn cyfres o gyfarfodydd a gynhaliwyd rhwng Mehefin 2018 ac Ebrill 2019.

#### Angen cyfeirio'r mater at y Bwrdd Gweithredol ar gyfer penderfyniad: OES

#### Yr Aelod o'r Bwrdd Gweithredol sy'n gyfrifol am y portffolio:

Y Cyngorydd J. Tremlett (Gofal Cymdeithasol ac Iechyd)

<b>Cadeirydd y Grŵp Gorchwyl a Gorffen:</b>  Y Cyngorydd Gwyneth Thomas  <b>Awdur yr Adroddiad:</b> Emma Bryer	<b>Swyddi:</b>  Cadeirydd y Pwyllgor Craffu – Gofal Cymdeithasol ac Iechyd  Swyddog Gwasanaethau Democrataidd	<b>Rhifau ffôn / Cyfeiriadau e-bost:</b>  <a href="mailto:GwyThomas@sirgar.gov.uk">GwyThomas@sirgar.gov.uk</a>  <a href="mailto:ebryer@sirgar.gov.uk">ebryer@sirgar.gov.uk</a> 01267 224029
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## EXECUTIVE SUMMARY

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 3<sup>RD</sup> JULY, 2019

### **Social Care & Health Scrutiny Committee Task & Finish Group Final Report 2018/19:**

#### ***A review of the impact of loneliness in Carmarthenshire***

#### **Recommendations (See Section 3 of the full report)**

##### Recommendation One - Take a strategic approach to loneliness

Identify a senior officer at a Head of Service level, within the Authority to lead and drive an integrated approach to prevention where community connection and addressing loneliness is a priority. This role would work across all disability and age groups and be integrated in the communities' directorate and will also work closely with children and education.

##### Recommendation Two - Address loneliness as an important shared priority

When the leadership is in place to drive this agenda, an integrated work stream should be developed to implement a practical and joined up plan to improve community connection, thereby delivering the directive from Welsh government.

##### Recommendation Three - Focus on building and supporting community assets

Work with all stakeholders including PSBs to ensure that we maximise all resources. This will include further attention to the community asset transfer approach with the aim of encouraging community activity.

##### Recommendation Four - Directly address barriers to connection

A co-designed action plan should be developed to address barriers to connection.

<b>DETAILED REPORT ATTACHED?</b>	<b>YES</b>
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## IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: Linda Rees-Jones Head of Administration & Law

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	YES	NONE

### Staffing implications

If adopted, recommendations will need to be progressed by existing staff.

Where additional resources have been recommended, transformational funds have already been secured.

## CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: Linda Rees-Jones Head of Administration & Law

- 1. Local Member(s)** – Local Members were all asked to provide details of activities in their area aimed at reducing loneliness,
- 2. Community / Town Council** – N/A
- 3. Relevant Partners** – YMCA Swansea, Yr Hwb (Llansteffan), 50+ Forum, Feryside Men's Shed and Carmarthenshire is Kind all addressed the Task & Finish Group during its review.
- 4. Staff Side Representatives and other Organisations** – Julia Wilkinson, Sue Smith from the Department for Communities contributed to and supported the work of the Task & Finish Group.

### Section 100D Local Government Act, 1972 – Access to Information List of Background Papers used in the preparation of this report:

See section 5 within the report for full list.

Task & Finish Group Planning & Scoping Document

<http://democracy.carmarthenshire.gov.wales/ieListDocuments.aspx?CId=169&MId=1223&Ver=4>

County Council's Corporate Strategy 2015-2020	<a href="http://www.carmarthenshire.gov.wales/home/council-democracy/consultation-performance/well-being-objectives-2017-18/#.Ws4iMuaosjY">http://www.carmarthenshire.gov.wales/home/council-democracy/consultation-performance/well-being-objectives-2017-18/#.Ws4iMuaosjY</a>
Carmarthenshire County Council Well-being objectives	<a href="http://www.carmarthenshire.gov.wales/home/council-democracy/consultation-performance/well-being-objectives-2017-18/#.Ws4iMuaosjY">http://www.carmarthenshire.gov.wales/home/council-democracy/consultation-performance/well-being-objectives-2017-18/#.Ws4iMuaosjY</a>
Carmarthenshires Ageing Well Plan	<a href="https://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/ageing-well-plan/">https://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/ageing-well-plan/</a>

# Scrutiny

in Carmarthenshire



## Social Care & Health Scrutiny Committee

### Task & Finish Review Report 2018/19

### Loneliness in Carmarthenshire

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## Version Control

Date	Version	Comments	Author
11/12/18	V0.1	Initial draft	Emma Bryer
15/03/19	V0.2	Second draft	Julia Wilkinson
10/04/19	V0.3	Third draft following review by T&F Group	Julia Wilkinson
25/04/19	V0.4	Minor updates by Chair & addition of Appendix A	Emma Bryer
22/05/19	V0.5	Minor updates by Chair	Chair
22/05/19	V0.6	Updated following consultation with EBM	Emma Bryer
14/06/19	V0.7	Updated recommendation 1 following feedback from Neil Edwards.	Emma Bryer

## Members of the Task and Finish Group



**Cllr. Gwyneth Thomas**  
**(Chair)**  
Llangennech  
Plaid Cymru



**Cllr. Ieuan Davies**  
Llangybydder  
Independent



**Cllr. Ken Lloyd**  
Carmarthen Town North  
Labour



**Cllr. Louvain Roberts**  
Glanymor  
Labour



**Cllr. Emlyn Schiavone**  
Carmarthen Town West  
Plaid Cymru



**Cllr. Dorian Williams**  
Abergwili  
Plaid Cymru



## Chair's Foreword

There is overwhelming evidence any citizen of Carmarthenshire can feel lonely – it effects all ages, circumstances and stages of life. There is a growing recognition that loneliness is a serious problem with far reaching implications, not just for individuals, but also for wider communities and services that support them.

Addressing loneliness merits the attention of this group and the local authority as a whole, not only because it's the right thing to do, but because there is very strong evidence that loneliness can increase the pressure on a wide range of council and health services. It is devastating for individual lives and is often the tipping point for the need for health and social care services and can escalate and intensify the level of support needed.

Loneliness and social isolation are growing problems not just here in Wales but across the UK and beyond – and with 1 in every 5 people now experiencing loneliness and/or social isolation.

More of us now understand these can affect anyone, at any age, for a wide variety of reasons. They can, and do, have a significant impact on people's physical and mental health. It risks becoming a major public health crisis unless we act now, and work together to tackle the problem.

– Huw Irranca-Davies

Loneliness can result in a number of physical and psychological problems including premature death, sleep problems, high blood pressure, poor quality of life, increased risk of heart attack and stroke, depression and suicide. When we feel socially rejected, it triggers a response in the brain similar to one from experiencing physical pain. Research demonstrates that loneliness has an effect on life expectancy that is equivalent to smoking 15 cigarettes a day.

During the review we consulted with various organisations on the impact of loneliness and it was heartening to see the amount of work already being done throughout Carmarthenshire to help address loneliness. It was acknowledged that there is great work being carried out by statutory agencies, our vibrant third sector, community members and volunteers. This must be supported strategically by the local authority, as it has an important role to play by working in partnership to tackle loneliness. The group recognised that we need to do more in Carmarthenshire to create the right conditions for connection so that communities and individuals can flourish.

I would like to thank all the organisations and individuals who engaged with the group. Their time and commitment provided us with a valuable insight into local issues and what is currently being done. I would also like to thank the Council Officers and the Councillors who participated in the Task & Finish Group.

***Cllr. Gwyneth Thomas***  
***Chair of the Task and Finish Group***



## **1.0 The Task & Finish Review**

### **1.1 Objectives and Scope**

The Social Care & Health Scrutiny Committee has a key role to play in monitoring services, development of key policies and strategies, as well as identifying areas for improvement or development.

At its meeting on 21<sup>st</sup> May 2018, the Social Care & Health Scrutiny Committee agreed to establish a task and finish group to review the impact of loneliness in Carmarthenshire.

Following its first meeting, the Group agreed that the main aims of the review would be:

- To review the prevalence and impact on loneliness in Carmarthenshire
- To review strategy, action plan and services in place to address loneliness
- To formulate recommendations for consideration by the Executive Board.

### **1.2 Corporate / Community objectives and well - being objectives**

The Group agreed that this review would contribute to achieving the following corporate / community objectives and well - being objectives and outcomes: -

#### **County Council's Corporate Strategy 2015-20:**

- People in Carmarthenshire are healthier
- Providing services as efficiently as possible, ensuring value for money
- Investigating and developing new ways of working and providing services
- Increasing collaboration with our partners and communities in order to support the delivery of services.

The outcomes of this review would also directly link to the following

#### **Carmarthenshire County Council Well-being objectives:-**

- Strongly connected people, places and organisations who are resilient to change.

#### **Carmarthenshire County Council Ageing Well Plan:-**

- Loneliness and isolation
- Dementia friendly communities
- Age friendly communities
- Opportunities for employment and volunteering.

## **Carmarthenshire's Vision for Sustainable Services for Older People:-**

- Promote independence, community engagement and social inclusion
- Promote health and wellbeing of older people

### **1.3 Approach**

The Task and Finish Group's membership was as follows:

- Cllr. Gwyneth Thomas (Chair)
- Cllr. Ieuan Wyn Davies
- Cllr. Ken Lloyd
- Cllr. Louvain Roberts
- Cllr. Emlyn Schiavone
- Cllr. Dorian Williams

The Democratic Services Unit based in the Chief Executive's Department, provided research and general support to the Group.

The following officers provided specialist advice and support during the Group's review:

- Julia Wilkinson (Locality Manager)
- Susan Smith (Community Resilience Co-ordinator)
- Martin Palfreman (Head of Regional Collaboration)

Initially, it was planned that the review would be completed in 5 meetings between May 2018 and November 2018. However, during this time a meeting had to be cancelled and additional referrals had been received extending the review timeline to 8 meetings up to May 2019 (see Appendix A).

The Group considered evidence and information from a variety of sources. Each session was designed to provide the Group with the relevant information, context and background to loneliness.

As part of the research, the task group interviewed / consulted the following:

- YMCA, Swansea – Ann-Marie Rogan / Charlotte Davies
- Carmarthenshire is Kind – Sue Smith / Julia Wilkinson
- Yr Hwb, Llansteffan – Cllr. Carys Jones
- Ferryside Men's Shed – Martin Smith / Ken Day
- 50+ Forum – Peter Loughran

## 2.0 Key Findings

### Summary

- The impact of loneliness is often devastating and costly – with comparable health impacts to smoking and obesity.
- Loneliness is a significant and growing issue for many people. There are a number of risk factors which make someone vulnerable to loneliness and whilst growing older is one of these it doesn't just affect older people – in fact the 16-24 age group have recently been recorded as the loneliest group<sup>1</sup>.
- Whilst there are no specific statistics on the prevalence of loneliness in Carmarthenshire statistics show that 17% of people across Wales are lonely<sup>2</sup>.
- Taking action to address loneliness can reduce the need for health and care services.
- Effective action to combat loneliness is best delivered in partnership.
- Loneliness can be addressed by a number of effective interventions, which have been presented in a framework for action by The Campaign to End Loneliness. These actions are often low cost, particularly when voluntary and community effort is used and supported effectively.
- Action to combat loneliness should take place in the context of a wider preventative strategy that promotes overall wellbeing.

### What is loneliness?

Loneliness is not about being alone - many people who are alone don't feel lonely. Loneliness is a personal and unwelcome feeling of lack or loss of companionship. It happens when there is a mismatch between the quantity and quality of social relationships that we have, and those that we want<sup>3</sup>.

There are different types of loneliness:

- Emotional loneliness is felt when we miss the companionship of one particular person; often a spouse, sibling or best friend.
- Social loneliness is experienced when we lack a wider social network or group of friends.

What does it feel like to be lonely?  
I can tell you exactly, it's like being in a bubble and you want to get out but you just can't, you try and you can't do it, you just can't get out.

Male: Wales  
(Trapped in a bubble)

<sup>1</sup> <https://www.bbc.co.uk/mediacentre/latestnews/2018/loneliest-age-group-radio-4>

<sup>2</sup> <http://www.mentalhealthwales.net/2018/10/loneliness-and-social-isolation-is-a-growing-threat-to-public-health-we-must-tackle-it-together-huw-irranca-davies/>

<sup>3</sup> (Perlman and Peplau, 1981).

## Why is it important?

- The significant impact that loneliness can have on physical, mental and social health is well evidenced.
  - The Campaign to End Loneliness<sup>4</sup> points to research that shows lacking social connections is as damaging to health as smoking 15 cigarettes a day, with lonely older individuals more likely to visit their GP, use more medication and have a higher incidence of falls. They are also more likely to enter early into residential or nursing care.
  - Lonely people are more likely to have unhealthier diets, take less exercise and engage in behaviour that negatively impact on their wellbeing. A recent study<sup>5</sup> has also found that the presence of loneliness is a predictor for depression, substance misuse and eating disorders.
- Addressing loneliness has been endorsed as a key form of prevention of social care needs in the Social Services and Wellbeing Act (Wales) and has been recognised by many research agencies such as the Kings Fund<sup>6</sup> as a way of shifting the focus of health and social care.

“Individuals who are socially isolated are between two and five times more likely than those who have strong social ties to die prematurely.”

Michael Marmot (2010) – Fair Society, healthy Lives  
(The Marmot Review)

## Who is at risk of being lonely?

- Key risk factors for loneliness include being in later older age (over 80 years), on a low income, in poor physical or mental health, cognitive impairment, having a caring role, living alone or in isolated rural areas or deprived urban communities.
- Research over decades has found a fairly constant proportion (10-13 per cent) of older people in the UK feeling lonely often or always. But over the same time period, there has been a growing percentage of older people who sometimes feel lonely and an increasing percentage of other age groups experiencing loneliness with almost 10% of people aged 16 to 24 also stating that they are "always or often" lonely.<sup>7</sup>

<sup>4</sup> <https://www.campaigntoendloneliness.org/the-facts-on-loneliness/>

<sup>5</sup> Spensley (2008)

<sup>6</sup> <https://www.kingsfund.org.uk/projects/improving-publics-health/strong-communities-wellbeing-and-resilience>

<sup>7</sup> Office for National Statistics

<https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/lonelinesswhatcharacteristicsandcircumstancesareassociatedwithfeelinglonely/2018-04-10>

- Other specific groups such as those with disabilities and sensory impairment. Parents have also been shown to be at risk. Research for Sense has shown that up to 50% of disabled people will be lonely on any given day and Action for Children reports 24% of parents surveyed state that they are always or often lonely.

## Are people in Carmarthenshire lonely?

- Whilst there is no specific data for Carmarthenshire the National Survey for Wales showed that 17% of people in Wales were chronically lonely with 54% of people having experienced feelings of loneliness. Identified risk factors to loneliness are evident in the county which would suggest that loneliness is an issue here:
  - 30% of the population live alone.
  - West Wales is one of the poorest regions in Northern Europe and there are links between poverty and loneliness.
  - Two of the main sectors in Carmarthenshire are tourism and agriculture, which are seasonal and particularly in the case of farming, solitary.
  - Illness is a predictor of loneliness and 1 in 4 people in Carmarthenshire have a limiting long term illness.
  - 23% of the population is over 65.
  - 13% of the people in Carmarthenshire are carers.
  - 3 out of 10 people in the county suffer from a mental health condition.
  - The wellbeing assessment identified that people feeling that they belong to their community is reducing and that people see the importance of social connectedness.
- The Office of National Statistics has studied happiness levels in the county with Carmarthenshire residents reporting happiness levels of 7.37 out of 10. The county was rated 13<sup>th</sup> happiest in Wales out of the 22 Local Authority areas. The lowest in the West region and comparable with Cardiff and Torfaen<sup>8</sup>.

## What works in combatting loneliness?

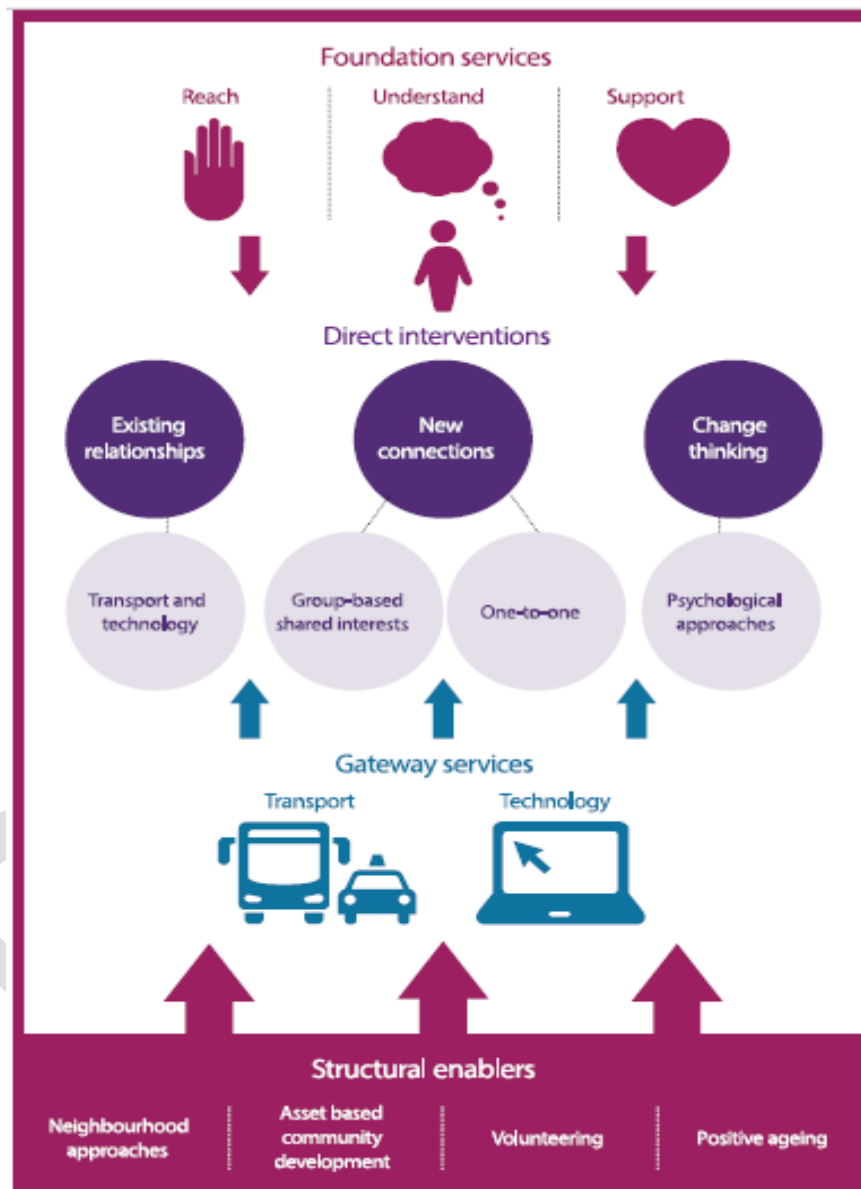
There is a wealth of evidence across Carmarthenshire, Wales and the UK as a whole, of different projects and groups that are making a difference at community level in tackling issues of loneliness. It is difficult to evaluate the impact of these separate groups and The Campaign to End Loneliness and Age UK has looked at UK wide evidence to evaluate what works in addressing this issue and created a framework of evidence based actions that work in combatting loneliness.

The framework features four distinct categories of intervention that could be put in place at a strategic level and delivered locally to provide a system of services to prevent and alleviate loneliness.

- 1) **Foundation Services** that reach lonely individuals and understand their specific circumstances to help them find the right support.
- 2) **Gateway Services** like transport and technology that act as the glue that keeps people active and engaged, and makes it possible for communities to come together.

<sup>8</sup> <https://www.walesonline.co.uk/news/wales-news/happiest-and-saddest-parts-wales-10829744>

- 3) **Direct Interventions** that maintain existing relationships and enable new connections – either group-based or one to one support, as well as emotional support services.
- 4) **Structural Enablers** are needed in their communities to create the right conditions for ending loneliness, such as volunteering, positive ageing and neighbourhood approaches.




## 2.1 Visits & Meetings


The group took evidence of the excellent work that is going on across the county in groups and projects that were making a difference at local level. It was recognised that this scoping exercise was necessarily limited and it was clear that the visits that were undertaken were a tiny picture of the good practice across the county.

The Group received information outlining good practice in Carmarthenshire as well as presentations from a selection of organisations on the different initiatives being undertaken across the county in order to reduce the impact of loneliness.

It was noted that it was impossible to gain a thorough understanding of the extent and impact of this work as there is no coherent framework or resource that maps provision across the county.

Organisation	Key Findings / Summary
<b>Y.M.C.A Swansea</b> 	<p>The Group received a presentation on the work of the YMCA which included the following:</p> <ul style="list-style-type: none"><li>• Each YMCA is individually constituted and is set up especially to meet the requirements of the local community.</li><li>• Many YMCA's in England are Registered Social Landlords.</li><li>• A lot of family work is undertaken e.g. childcare provision, youth work (including combating loneliness), working with parents and enabling them to be the best parents they can be and empowering them.</li><li>• YMCA Swansea would be willing to help facilitate the establishment of "Mixed Up" (A group for young people with disabilities that especially supports those with physical disabilities) in Carmarthenshire as they have an all Wales remit. They currently provide youth services in Neath Port Talbot and Ammanford.</li><li>• They do a lot of work around health and wellbeing. They have a fitness centre which currently has 700 members and they help with obesity, back problems etc. They work with GP surgeries, Health Boards and the Health Authority, looking at what role the 3rd sector could play. There are 15 high end fitness studios in close proximity to the YMCA who charge around £25/week. At the YMCA you get an instructor to help you with your own individual programme for a fraction of the cost. It is also about looking at people's mental health "I am whole". Having personal aspirations can have a massive impact on your life.</li><li>• They are looking at setting up a strategic partnership to look at befriending, domiciliary care, cleaning, tackling loneliness etc.</li><li>• Digital Buddies – young people helping older people with technology to order shopping online, order prescriptions, contact relatives who live away etc.</li><li>• Income is generated by letting out office space, hiring out rooms, hiring out the theatre and studio. If you have a community venue you have to make sure that it's self-sufficient.</li></ul>





	<p>A café will open soon on the ground floor which will provide job opportunities for ethnic minorities. It will be used as a training hub for cooking, nutrition, customer service etc.</p>
<p><b>Yr Hwb, Llansteffan</b></p> 	<p>The Group received the following information regarding the work undertaken at the Hwb, Llansteffan:</p> <ul style="list-style-type: none"> <li>• The Hwb is run by a group of volunteers that are managed by the Hall Committee. The volunteers were selected based on their experience of working with older people and who demonstrated a “caring ethos”.</li> <li>• Some of the volunteers have themselves suffered loneliness issues and the volunteering has helped overcome this. A lead volunteer is appointed for each month and they will be responsible for that month’s activities.</li> <li>• The Hwb was set up to offer companionship for those in the community who were in danger of becoming isolated. While the Hwb is open to all ages the majority of those attending are over 50 years of age.</li> <li>• The Hwb has received no financial assistance and has evolved over time thanks to the hard work of the community.</li> <li>• The Hwb is promoted via social media and word of mouth. Posters are placed around the village and advertised in the Carmarthen Journal.</li> <li>• There is no direct cost to attendees but they are able to make donations towards the cost of refreshments. The donation fund is steadily building up and will be used for further activities. The hall is provided free of charge to the Hwb however all donations are given back to the hall.</li> <li>• The sessions include card games, Welsh language conversational corner, activities, CD and book exchange, kiddies corner but is centred around tea and chat. Activities are held at every session e.g. crafts, cake decorating etc. In addition, there are monthly events such as music, movies and presentations. A popular event is a monthly visit by a group of children from Llansteffan School.</li> <li>• The Hwb has a regular client base and has engaged with people who previously did not attend village events. The aim is to attract middle-aged residents so that loneliness can be prevented.</li> </ul>

## 50+ Forum



The Group received the following information regarding the work undertaken at the 50+ Forum:

- The Forum was set up following development of the Welsh Government Strategy for Older People that was commissioned by the Older People's Commissioner for Wales.
- Each Local Authority has an elected member champion and a coordinator funded by Welsh Government.
- The Forum is not a delivery body and no direct services are provided. The Forum works with partners to develop initiatives and holds organisation to account / calls on organisations to report on progress. The Forum works in partnership with the public sector and voluntary sectors at both local and national levels.
- An example of work done by the Forum includes the setting up of the Walking Well Carmarthenshire initiative.
- The Forum uses social media and the web to promote themselves and other organisations. They are active on social media (Face Book and Twitter). Monthly newsletters are distributed to members and regular surveys and consultations are undertaken. The Forum also produces an annual magazine.
- An annual AGM event is held at the Botanical Gardens. The event is always well received with 400+ attendees. The event includes workshops and taster sessions.
- There are currently 1649 members and until the GDPR regulation was introduced there was in excess of 2K members. Of the 1649 members only 760 use email as a means of communication.
- The Forum also submit responses to Welsh Government consultations. Recent consultations include Tackling Loneliness & Social Isolation and a Local Toilets consultation.
- Annual surveys are undertaken. A question was asked about the number of responses received. While the exact figures weren't available it was confirmed that the response was positive as the survey is timed to link in with the AGM event.
- The Forum / Steering group has experts on technology and are helping people to realise the benefits of technology. This is an area where working in partnership is really important.
- Another initiative that aimed to engage with the harder to reach people was the Shoe Box Appeal that utilised the domiciliary care service for deliveries.

<p><b>Ferryside Men's Shed</b></p> 	<p>The Group received the following information regarding the work undertaken at the Men's Sheds, Ferryside:</p> <ul style="list-style-type: none"> <li>• Ferryside Men's Shed is governed by its own constitution and has appointed a Chair, Secretary and Treasurer.</li> <li>• It consists of a group of men who get together with shared interests and as a by-product become more socially connected.</li> <li>• It is based in the Council's former Education Centre and members of the group are fortunate that the building is rent free. The agreement is that the facility is rent free provided the buildings are maintained. On start-up, a grant of £4k was secured for the purchase of machinery.</li> <li>• The group consists of 40 all male members. The decision was taken that no female members would be entitled to join, however they are welcome to attend as guests.</li> <li>• Membership cost is £25 per annum plus £1 contribution per day to cover the cost of tea/coffee. Additional income is secured through the sale of items such as bee hives and bat shelters made by members. Members also generate income by undertaking general repairs for members of the community.</li> </ul> <p>The Task &amp; Finish Group also visited the Men's Shed at Ferryside and witnessed first-hand the excellent work being undertaken by the Men's Shed.</p>
<p><b>Carmarthenshire is Kind</b></p> 	<p>The group was given information from Integrated Services that there is growing evidence that suggests kindness can cause improvements in subjective well-being as well as health and ageing well outcomes. Simple acts of kindness have a significant impact on perceptions of loneliness in older people and are defined as an essential component of successful communities.</p> <p>Prioritising action to address loneliness, in older people and those with physical disabilities is a key objective of Integrated Services. One of these actions has been the development of Carmarthenshire is Kind, an awareness session that outlines the evidence base of the benefits of kindness and aims to create a movement of kindness in Carmarthenshire.</p> <ul style="list-style-type: none"> <li>• Carmarthenshire is Kind is a 40-60 min awareness session that is based on the principles and structure of Dementia Friends and Dementia Friendly Communities.</li> <li>• It is not delivered from a public sector perspective but aims to recruit community champions to deliver the sessions to create a 'social movement' towards kindness which taps into national and international models.</li> <li>• The session can be delivered to any audience and is not focused on a specific group.</li> <li>• It outlines the evidence base of the positive impact of kindness not only on others and the community as a whole but also to individuals.</li> </ul>

- |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <ul style="list-style-type: none"><li>• It promotes 5 key messages, that kindness:<ul style="list-style-type: none"><li>o Is good for us</li><li>o Connects us</li><li>o Is for everyone</li><li>o Is contagious</li><li>o Protects us</li></ul></li><li>• At the end of the session participants are asked to make a pledge to perform 1 act of kindness and are then identified as Carmarthenshire Friends by a heart badge.</li><li>• The session can be delivered at an individual and organisational level.</li></ul> |
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## 3.0 Recommendations

### **Recommendation One:**

#### **Take a strategic approach to loneliness**

The group felt that because loneliness was such a complex and prevalent issue that there was a risk that it would become overwhelming unless tackled at a strategic level - with strong leadership to drive improvements across the whole system.

It was felt that interventions to support connection and community resilience would be most effective if built into an overarching strategy for promoting wellbeing, bringing together partners from across the local authority and other local agencies, which would reflect ambitions outlined in The Wellbeing of Future Generations Act and Carmarthenshire's associated Wellbeing Plan.

This approach would show a top down commitment to tackling loneliness, with clear objectives and actions set out at all levels. This will include elected members, chief officers, town and community councils, churches, chapels and other faith groups, community projects and front line staff.

#### **Action**

Identify a senior officer at a Head of Service level, within the Authority to lead and drive an integrated approach to prevention where community connection and addressing loneliness is a priority. This role would work across all disability and age groups and be integrated in the communities' directorate and will also work closely with children and education.

#### **Practical suggestion**

No additional funding would be needed to address this action as it will use existing resources. It will be essential for this to be driven and delivered by the identified senior officer who would impact positively on the provision of statutory services.

### **Recommendation Two:**

#### **Address loneliness as an important shared priority**

The group was very interested in the evidence that loneliness can be an issue for every age and group. Whilst social isolation has previously been viewed as a problem for older people it is clear that it is a wide scale issue that effects every age and population group.

Work should be done to highlight the issue of loneliness and efforts made to improve awareness of the issue, among professionals, communities and individuals themselves. This would reduce the stigma of speaking up about what can seem a deeply personal issue and would ensure that all local services understand the role they can play in combating loneliness. Understanding the potential risk factors for loneliness is vital to better target initiatives, and offer effective targeted solutions to those who are often hardest to reach.

## Action

When the leadership is in place to drive this agenda, an integrated work stream should be developed to implement a practical and joined up plan to improve community connection, thereby delivering the directive from Welsh government.

The framework of four distinct categories of intervention that could be put in place at a strategic level and delivered locally to provide a system of services to prevent and alleviate loneliness:

- **Foundation Services** that reach lonely individuals and understand their specific circumstances to help them find the right support.
- **Gateway Services** like transport and technology that act as the glue that keeps people active and engaged, and makes it possible for communities to come together.
- **Direct Interventions** that maintain existing relationships and enable new connections – either group-based or one to one support, as well as emotional support services.
- **Structural Enablers** are needed in their communities to create the right conditions for reducing loneliness, such as volunteering, positive ageing and neighbourhood approaches.

## Practical suggestion

No additional funding would be needed to address this action as it would involve a different way of working. It will be essential for this to be driven and delivered by the appointed senior officer.

## Recommendation Three:

### Focus on building and supporting community assets

Supporting communities to build their resilience to loneliness makes good sense as it harnesses community assets and resources. Services at a local level should work collaboratively to share resources, such as transport and buildings with better targeting of existing resources – using what we have got better to maximise its impact. The group recognises the vital role that town and community councils have to play in this. It acknowledges that in order to maximise the impact extra support should be given to create a joined up approach delivered locally.

Activity at community level should flow from a coherent authority-wide strategy, and should involve funding and resources to support this tailored approach. This will be dependent on local circumstances, recognising the particular assets and challenges present in each community.

## Action

Work with all stakeholders including PSBs to ensure that we maximise all resources. This will include further attention to the community asset transfer approach with the aim of encouraging community activity.

## Practical suggestions

- Ensure strong working relationship with HDUHB reflecting the Welsh Government 'A Healthier Wales: our Plan for Health and Social Care' plan.<sup>9</sup>
- Work with Un Llais Cymru / One Voice Wales and Carmarthen Area Committee to embed a proactive approach to loneliness in town and community councils.
- Work with the Town & Community Council Liaison Forum to raise awareness and encourage local action to reduce loneliness in their community.
- Work with regeneration and other Local Authority departments in order to provide community benefits that will address loneliness in contracts and work streams.

## Recommendation Four:

### Directly address barriers to connection

The group acknowledges that practical issues often exacerbate issues of loneliness. Priority areas suggested are:

- **Poverty:** lack of financial resources can be a barrier to engagement, with support such as Time Credits being one example of a practical solution to overcome this.
- **Rurality:** some researchers have cautioned that rural residents could be at greater risk of isolation due to the increased distances they must travel to visit their friends and family. Practical transport issues and increased local activities could help alleviate loneliness in rural areas. One example of good community rural work witnessed by the Task & Finish Group is the HWB in Llansteffan. See further information in [2.1 Visits & Meetings](#).
- **Transport:** issues of transport are consistently cited as a major barrier to connection and engagement in Carmarthenshire. It is vital that we come up with creative and innovative solutions to this ever present problem. Accessible transport should meet a range of mobility and sensory needs.
- **Information and communication:** there should be an up to date and useable resource for people to find out information or advice about services available in their area. The existing Dewis database and other communication options such as the Delta Wellbeing Information, Advice & Assistance service (IAA) should be fully utilised to provide easy access to services in Carmarthenshire.
- **Supportive communities:** Practical work should be done to ensure that barriers, such as poverty or rurality, are addressed at a community level. This would involve rolling out a model of age, dementia and disability friendly communities as well as initiatives such as *The Children's Zone*<sup>10</sup> and *Carmarthenshire is Kind*.
- **Engagement and coproduction:** involving people and communities not just in giving their opinion about the extent of the issue or suggesting services to improve it, but also by delivering services, and ensuring that the potential contributions of community members as champions, supporters, advocates, workers and volunteers is maximised.

<sup>9</sup> <https://gweddiill.gov.wales/topics/health/publications/healthier-wales/?lang=en>

<sup>10</sup> <https://gov.wales/newsroom/people-and-communities/2017/children-first-pioneer-projects-announced/?lang=en>



This should include further promotion of the GP Social Prescribing initiative as a means of increasing social interaction and reducing loneliness.

## Action

A co-designed action plan should be developed to address barriers to connection.

## Practical suggestions

- More support for the Dewis website through transformation funds - with a Carmarthenshire specific link. [Funding already secured through Transformational Funds]
- Extending the Time Credit scheme, including initiatives to increase awareness and participation.
- Develop a county based community transport plan – improving awareness of what's available and how it connects together, replicating good practice of other local authority areas <https://www.swansea.gov.uk/communitytransport>.

## 4.0 Conclusions

It is clear that communities in Carmarthenshire and across the world are changing. Communication is often digital with many people across our county interacting with individuals, businesses and public services online rather than through talking to each other. Our citizens are also living longer, but not necessarily experiencing increased quality of life. Set against a backdrop of austerity, complex social and economic factors these changes mean that loneliness is being defined as a problem of epidemic proportions that may come to define our time<sup>11</sup>.

We also now understand the negative impacts of loneliness. Feeling lonely is often linked to early deaths – on a par with smoking or obesity. It's also linked to increased risk of coronary heart disease and stroke; depression, cognitive decline and an increased risk of Alzheimer's. The 2016-17 National Survey for Wales found that 17% of adults in Wales feel lonely often or always<sup>12</sup>.

Tackling loneliness not only alleviates the suffering, and improves the quality of life but it also brings wider benefits. It can support effective use of resources and reduce the demand for costly health and social care services. Given the high cost of these services there is a strong case for investment in this area, particularly given the relatively low cost of many effective schemes. For example a Community Agents scheme in Gloucestershire which identified the loneliest people in the community resulted in savings to health and social care services totalling £1.2 million, with every £1 that the scheme cost, the return on investment was calculated to be £3.10<sup>13</sup>.

There are a myriad of activities and initiatives across Carmarthenshire that are bringing about positive change and are tackling loneliness at a local level. It is recognised however that a much more targeted and strategic approach is needed to maximise impact and the Task and Finish Group on loneliness has recommended 4 key actions:

- 1) Take a strategic approach to loneliness
- 2) Address loneliness as a shared priority
- 3) Focus on building and supporting community assets
- 4) Directly address barriers to connection

The group welcomes development of this work and once again would like to thank everyone involved in this Task and Finish project. Particular thanks is extended to Julia Wilkinson, Locality Manager, Emma Bryer and Michelle Evans Thomas, Democratic Service Officers, for their support and guidance throughout the process. Also, thanks to all the individuals and organisations who have contributed to the research in preparing the report.

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<sup>11</sup> <https://www.bbc.co.uk/news/uk-42887932>

<sup>12</sup> <https://gov.wales/loneliness-and-isolation-rural-wales-ticking-time-bomb-huw-irranca-davies>

<sup>13</sup> <http://www.grcc.org.uk/individuals-and-families/community-wellbeing-service>

## 5.0 Bibliography / References

Reference	Link
Carmarthenshire County Council Well-being objectives	<a href="http://www.carmarthenshire.gov.wales/home/council-democracy/consultation-performance/well-being-objectives-2017-18/#.Ws4iMuaosiY">http://www.carmarthenshire.gov.wales/home/council-democracy/consultation-performance/well-being-objectives-2017-18/#.Ws4iMuaosiY</a>
Carmarthenshire Well-being Plan: The Carmarthenshire We Want - 2018-2023	<a href="http://www.thecarmarthenshirewewant.wales/media/8331/carmarthenshire-well-being-plan-final-may-2018.pdf">www.thecarmarthenshirewewant.wales/media/8331/carmarthenshire-well-being-plan-final-may-2018.pdf</a>
County Council's Corporate Strategy 2018-2023	<a href="http://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/corporate-strategy/">http://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/corporate-strategy/</a>
Moving Forward in Carmarthenshire: the next 5-years	<a href="https://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/moving-forward-in-carmarthenshire-the-next-5-years/">https://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/moving-forward-in-carmarthenshire-the-next-5-years/</a>
Carmarthenshire's Vision for Sustainable Services for Older People for the Next Decade: Promoting Independence Keeping Safe Improving Health and Well-Being 2015-2025	<a href="https://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/social-care-and-health-older-peoples-strategy-2015-2025/">https://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/social-care-and-health-older-peoples-strategy-2015-2025/</a>
Carmarthenshire's Aging Well Plan	<a href="https://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/ageing-well-plan/">https://www.carmarthenshire.gov.wales/home/council-democracy/strategies-and-plans/ageing-well-plan/</a>
A connected society: A strategy for tackling loneliness – laying the foundations for change	<a href="https://www.gov.uk/government/publications/a-connected-society-a-strategy-for-tackling-loneliness">https://www.gov.uk/government/publications/a-connected-society-a-strategy-for-tackling-loneliness</a>
Trapped in a bubble - An investigation into triggers for loneliness in the UK	<a href="https://www.redcross.org.uk/about-us/what-we-do/action-on-loneliness">https://www.redcross.org.uk/about-us/what-we-do/action-on-loneliness</a>
Marmot Review report – 'Fair Society, Healthy Lives	<a href="https://www.local.gov.uk/marmot-review-report-fair-society-healthy-lives">https://www.local.gov.uk/marmot-review-report-fair-society-healthy-lives</a>
Loneliness and Isolation: Guidance for Local Authorities and Commissioners Campaign to End Loneliness	<a href="https://campaigntoendloneliness.org/guidance/">https://campaigntoendloneliness.org/guidance/</a>
Improving the public's health: A resource for local authorities	<a href="https://www.kingsfund.org.uk/publications/improving-publics-health">https://www.kingsfund.org.uk/publications/improving-publics-health</a>
The missing millions: in search of the loneliest in our communities Campaign to End Loneliness	<a href="https://campaigntoendloneliness.org/guidance/">https://campaigntoendloneliness.org/guidance/</a>
A connected island: an Ireland free from loneliness. A Report from the Loneliness Taskforce	<a href="https://www.evidence.nhs.uk/search?q=loneliness">https://www.evidence.nhs.uk/search?q=loneliness</a>
Loneliness and isolation: a toolkit for health and wellbeing boards Campaign to End Loneliness	<a href="https://campaigntoendloneliness.org/guidance/">https://campaigntoendloneliness.org/guidance/</a>
Loneliness - What characteristics and circumstances are associated with feeling lonely?	<a href="https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/lonelinesswhatcharacteristicsandcircumstancesareassociatedwithfeelinglonely/2018-04-10">https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/lonelinesswhatcharacteristicsandcircumstancesareassociatedwithfeelinglonely/2018-04-10</a>
How you can reduce loneliness in your	<a href="https://www.jrf.org.uk/sites/default/files/jrf/migra">https://www.jrf.org.uk/sites/default/files/jrf/migra</a>

neighbourhood: Joseph Roundtree Foundation	<a href="#">ted/.../JRF Loneliness Process.pdf</a>
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*(Ctrl+Click to follow the hyperlinks and read the documents)*

DRAFT

## 6.0 Appendix A - Local information from Carmarthenshire County Councillors regarding activities in their area aimed at reducing loneliness.

Ward	Events
<b>Abergwili</b>	<p>Brechfa Wind Farm Community Fund supports and funds a number of village activities within the local catchment area and beyond the 6 km boundary. Tackling loneliness is a major and important consideration for panel members who allocate funding.</p> <p>"Friend of Mine" - Peniel Community Primary School - Important Intergenerational work is taking place to tackle loneliness.</p> <p>Many associations in my ward organise local MYW/WI/Chapel activities with cultural programs during the winter months.</p>
<b>Burry Port</b>	<p>In the Burry Port Ward, we have a Community Friendship Group that meets every Monday.</p> <p>There is also a Dementia support Group that meets twice a week on Monday and Thursday.</p>
<b>Cilycwm</b>	<p>Living in a very rural ward surprisingly there is a lot of clubs etc. in Cilycwm Ward.</p> <p>We have spinners, weavers and dyers group in Llansadwrn, community garden, country women's group and Sinema Sadwrn held in the village pub.</p> <p>There seems to be more on for women in the ward.</p> <p>As for men there is a choir and the pub, unless they travel to different wards to attend vintage clubs (Agricultural Machinery etc.) and sheepdog trials and there is always the weekly livestock marts.</p> <p>One major concern I have is the residents in my ward who do not attend any of these clubs etc. as they live in very rural locations and are unable to travel due to different reasons.</p> <p>With Llandovery being our main town which is in another ward residents travel to town to attend a variety of classes, clubs etc. Folk dancing, jive classes and a friendship club only to mention a few.</p>
<b>Glanaman</b>	<p>It may be worthwhile for a communication to be sent to Cwmamman Town Council as I am aware that several events are held within the Community Centre and other Council owned properties which bring people of the community together.</p>
<b>Gorslas</b>	<p>In the Gorslas ward there are a couple of organisations/activities in the</p>

	<p>area that help with the loneliness agenda:</p> <p><u>Gorslas Old Age Group</u> - meet monthly and organise trips and social activities.</p> <p><u>Drefach Old Age</u> - meet regularly and organise trips and social events.</p> <p><u>Cefneithin and Foelgastell Welfare Association</u> - weekly coffee morning for the elderly.</p> <p>In addition, the well-being committees in Gorslas, Cefneithin / Foelgastell and Drefach organise a number of events during the year which are open to everyone in the community to attend e.g. spring fairs, carnival, etc.</p> <p>In addition, we are working to establish a Men's Shed project in Drefach which will work to offer activities for men in the area. We are currently discussing a possible location in one of the wings of the former Ysgol y Gwendraeth.</p>
<b>Kidwelly</b>	<p>In the ward of Kidwelly, we did have a group of people set up going round visiting people that were living on their own and didn't have any family members, just to see if they wanted something or shopping or just a chat and company or help with any of their needs, but this work no longer happens as the group set up has now disbanded.</p> <p>I would be very interested personally to have help from anyone to set this great work back up in my ward.</p>
<b>Laugharne</b>	<b>INFO TO BE ADDED</b>
<b>Llandeilo</b>	<p>Like many rural or part rural wards, there is a lack of services coupled with poor transport links. Historically, the Authority cut the luncheon clubs and there is a very limited service offered by RVS.</p> <p>Llandeilo does have a number of club, societies etc. but unless you are a member or have an interest in the typical topic/subject, you may not interact. Chapels used to be a good meeting point/social gathering but numbers are dwindling.</p> <p>Trap is an active community and holds a lot of events in its old school. There are WI and Merched y Wawr groups in Llandeilo &amp; WI in Trap. Llandeilo is forming a dementia friendly group and one of our objectives will be meeting places for carers.</p>
<b>Llandovery</b>	<p>Marlene Jones – Community Hospital</p> <p>At present in Llandovery Hospital we have Volunteers who attend Ward area and chat to Patients, read books/newspapers, we encourage patients to take part in board games, we have a small Library Trolley with a variety of Large Print Books.</p> <p>The visiting times at Llandovery Hospital were increased last October to help combat loneliness, families &amp; friends can now visit from 2.30pm to 8.30pm.</p>

	Also Friendship club, monthly meeting and twice weekly luncheon club in Dolau Bran.
<b>Llanfihangel Aberbythych</b>	As far as I know, there are no specific meetings taking place in my ward to deal with loneliness.
<b>Llangadog</b>	<p>I am working closely with The Brecon Beacons National Park Authority as a member of the Park on behalf of Carmarthenshire County Council.</p> <p>Llandovery Male Voice Choir will sing in various locations within the Park to help promote the Welsh Language and Culture. The Well Being point of including men who live in rural areas to have a sense of belonging and being part of a community is very important and essential in preventing loneliness.</p> <p>Men who farm on the mountains like Llanddeusant, Myddfai and Gwynfe in the Llangadog Ward, rely on their weekly choir practise as a sociable event. Mindful of isolation, loneliness and depression in men, we want to raise the profile of how important this group of older men are and how we need to recruit men to keep the choir going.</p>
<b>Llangennech</b>	<p>The Bryn Hall committee, The Senior Citizens, and Bryn W.I. have events to reduce loneliness</p> <p>In Llangennech, lunch for the elderly is arranged by Crossroads every Wednesday and the Community Council pays the cost of the taxi to collect the people attending. There is space for 20 and they meet in the Community Centre.</p> <p>The "Knit and Natter" group meet every Monday morning with about 25 women coming together weekly to knit and make cards.</p> <p>There are successful karate classes and short mat bowling sessions held in the Community Centre on several nights each week. Also history lectures and folk dancing classes are held weekly and there is a strong Merched y Wawr movement in the village.</p>
<b>Llannon</b>	A Community Council dinner club in Tumble Hall and an "Opportunity" forum.
<b>Llansteffan</b>	<a href="#">See P13 for full details of the Llansteffan "Hwb".</a>
<b>Llanybydder</b>	<p>Llanybydder are at present setting up a Men's Shed at the redundant family centre porta cabins, it is at a very early stage, but lots have shown an interest</p> <p>I have also met with a representative from Men's Sheds Wales, unfortunately they only provide support, but no funding.</p>
<b>Llwynhendy</b>	<p>We as a group have applied for a number of grants to help tackle loneliness within the Llwynhendy Area.</p> <p>We were successful in receiving a grant and are now able to take residents out on monthly trips. Our first trip was to the Ashburnham</p>



Hotel for a Lunch, which we all thoroughly enjoyed.

Our next planned trip is in April to the Gower Heritage Centre.

We have also secured the use of a bus for our area, transport is a major issue for most residents therefore, we can now pre book the bus and take residents out.

We set up a knit and natter group in the Llwynhendy Library, they meet every Monday between 2pm-4pm. Last July the knit and natter were involved with the children in the local schools developing "Under the Sea Project". It was lovely to see the elderly and young coming together. They are currently working on another project for this year.

We are in the process of setting up a bingo night, at the Bryn and Trallwm Centre.

We are working with the ICC, providing breakfast which the Llwynhendy/ Pemberton Forum pay for, to encourage parents and children to participate together in activities.

I am also in the process of looking at developing a community hall within Llwynhendy, within this Centre we will be developing a number of groups to encourage wellbeing and isolation within our community.

#### **Whitland**

Currently the Taf QT club for those with dementia and their carers. The Co-op did something briefly which was a weekly coffee and cake in the Memorial Hall but that has now ceased. The men go to the pub and occasionally the women.

The problem is the really lonely do not engage. Jake Morgan mentioned the Vinclere? Initiative in Spain. I believe this may mean clamshell in the Catalan language. This does explain the lonely issue quite well but translation may not be accurate. I believe there is an initiative where CCC ring up people or contact them on occasions.

## 7.0 Appendix B – Task & Finish Group Meetings and Attendance

Meeting	Councillors Present	Officers Present
Thursday, 21st June, 2018 10:00 a.m. Democratic Services Committee Room, County Hall, Carmarthen	Cllr. Gwyneth Thomas Cllr. Ieuan Wyn Davies Cllr. Ken Lloyd Cllr. Louvain Roberts Cllr. Emlyn Schiavone Cllr. Dorian Williams	Julia Wilkinson Michelle Evans Thomas
Wednesday, 13th September, 2018 9:30 a.m. Meeting Room 11, Y.M.C.A. Building, 1 The Kingsway, Swansea	Cllr. Gwyneth Thomas Cllr. Ieuan Wyn Davies Cllr. Ken Lloyd Cllr. Dorian Williams	Ann-Marie Rogan Charlotte Davies Julia Wilkinson Michelle Evans Thomas
Wednesday, 17th October, 2018 10:00 a.m. Regeneration Meeting Room, County Hall, Carmarthen	Cllr. Gwyneth Thomas Cllr. Ieuan Wyn Davies Cllr. Ken Lloyd Cllr. Louvain Roberts Cllr. Emlyn Schiavone Cllr. Dorian Williams	Susan Smith Julia Wilkinson Michelle Evans Thomas Emma Bryer
Tuesday, 11 <sup>th</sup> December, 2018 2:00 p.m. Democratic Services Committee Room, County Hall, Carmarthen	Cllr. Gwyneth Thomas Cllr. Ken Lloyd Cllr. Dorian Williams	Martyn Palfreman Michelle Evans Thomas Emma Bryer
Thursday, 17 <sup>th</sup> January, 2019 10:00 a.m. Democratic Services Committee Room, County Hall, Carmarthen	Cllr. Gwyneth Thomas Cllr. Ieuan Wyn Davies Cllr. Ken Lloyd Cllr. Louvain Roberts Cllr. Emlyn Schiavone Cllr. Dorian Williams	Susan Smith Michelle Evans Thomas Emma Bryer
Thursday, 14 <sup>th</sup> February, 2019 2:00 p.m. Ferryside Men's Shed	Cllr. Gwyneth Thomas Cllr. Ieuan Wyn Davies Cllr. Ken Lloyd Cllr. Emlyn Schiavone Cllr. Dorian Williams	Emma Bryer
Monday, 11 <sup>th</sup> March, 2019 10:00 a.m. Democratic Services Committee Room, County Hall, Carmarthen	Cllr. Gwyneth Thomas Cllr. Ken Lloyd Cllr. Emlyn Schiavone Cllr. Dorian Williams	Julia Wilkinson Emma Bryer
Wednesday 10 <sup>th</sup> April, 2019 1:00 p.m. Committee Room 1, Spilman Street, Carmarthen	Cllr. Gwyneth Thomas Cllr. Ieuan Wyn Davies Cllr. Ken Lloyd Cllr. Emlyn Schiavone Cllr. Dorian Williams	Julia Wilkinson Emma Bryer
Wednesday 22 <sup>nd</sup> May, 2019 10:00 a.m. Democratic Services Committee Room, County Hall, Carmarthen	Consultation with EBM: Cllr. J Tremlett Cllr. Gwyneth Thomas Cllr. Ieuan Wyn Davies Cllr. Ken Lloyd	Emma Bryer

Poem used by Carmarthenshire is Kind to show how one small gesture can make a difference.

Smiling is infectious  
You catch it like the flu  
When someone smiled at me today  
I started smiling too

I walked around a corner  
And someone saw me grin  
When he smiled I realised  
I'd passed it on to him

I thought about the smile  
And then realised its worth  
A single smile like mine  
Could travel round the earth

So if you feel a smile begin  
Don't leave it undetected  
Start an epidemic  
And get the world infected

Spike Milligan

Mae'r dudalen hon yn wag yn fwriadol

# PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD

## 3 GORFFENNAF 2019

### Blaenraglen Waith y Pwyllgor Craffu Gofal Cymdeithasol ac Iechyd ar gyfer 2019/20

#### Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Bod y Pwyllgor yn cadarnhau ei Flaenraglen Waith ar gyfer 2019/20.

#### Rhesymau:

- Mae'n ofynnol yn ôl Cyfansoddiad y Cyngor Sir bod pwyllgorau craffu'n datblygu ac yn cyhoeddi blaenraglenni gwaith blynyddol sy'n nodi'r pynciau a'r adroddiadau sydd i'w hystyried yn ystod blwyddyn y cyngor.

**Angen cyfeirio'r mater at y Bwrdd Gweithredol er mwyn gwneud penderfyniad: NAC OES**

**Aelod y Bwrdd Gweithredol sy'n gyfrifol am y Portffolio: DDIM YN BERTHNASOL**

<b>Y Gyfarwyddiaeth:</b> Prif Weithredwr  <b>Enw Pennaeth y Gwasanaeth:</b> Linda Rees-Jones  <b>Awdur yr adroddiad:</b> Emma Bryer	<b>Swyddi:</b>  Pennaeth Gweinyddiaeth a'r Gyfraith  Swyddog Gwasanaethau Democrataidd	<b>Rhifau Ffôn / Cyfeiriadau E-bost:</b>  01267 224010 <a href="mailto:lrjones@sirgar.gov.uk">lrjones@sirgar.gov.uk</a>  01267 224029 <a href="mailto:ebryer@sirgar.gov.uk">ebryer@sirgar.gov.uk</a>
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## EXECUTIVE SUMMARY

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

## 3 JULY 2019

### Social Care & Health Scrutiny Committee Forward Work Programme for 2019/20

#### Purpose of the Forward Work Programme

Article 6.2 of the County Council's Constitution states that: *"Each scrutiny committee is required to develop and publish an annual forward work programme, identifying issues and reports to be considered during the course of a municipal year"*.

The development of a work programme:

- Provides an opportunity for members to determine the priority issues to be considered by their scrutiny committee over the course of the next year.
- Provides a focus for both officers and members, and is a vehicle for communicating the work of the Committee to the public. The programme (see attached report) will be published on the council's website [www.carmarthenshire.gov.uk/scrutiny](http://www.carmarthenshire.gov.uk/scrutiny) and it will be updated on a quarterly basis.
- Ensures agreement of provisional agendas for scheduled scrutiny meetings within the council diary. The Programme is a flexible document that can be amended to reflect additional meetings and agenda items during the course of the year.

The draft Forward Work Programme includes statutory and annual reports as well as those reports requested by the Committee during the course of previous meetings.

**DETAILED REPORT ATTACHED?**

**Forward Work Programme 2019/20**

## IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: Linda Rees-Jones Head of Administration & Law

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	NONE	NONE	NONE	NONE	NONE

**1. Policy, Crime & Disorder and Equalities** – In line with requirements of the County Council's Constitution.

**2. Legal** – In line with requirements of the County Council's Constitution.

## CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: Linda Rees-Jones Head of Administration & Law

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

**Section 100D Local Government Act, 1972 – Access to Information**  
List of Background Papers used in the preparation of this report:

**THESE ARE DETAILED BELOW:**

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Social Care & Health Scrutiny Committee Reports and Minutes	<a href="http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?CommitteeId=169">http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?CommitteeId=169</a>



Mae'r dudalen hon yn wag yn fwriadol

# SC&H Scrutiny Committee – Forward Work Programme 2019/20

20 May 19	10 June 19 <u>Joint with E&amp;PP</u>	<del>3 July 19</del> <u>Joint with E&amp;CS</u> <u>CANCELLED</u>	3 July 19	24 September 19	21 November 19	17 December 19	22 January 20	5 March 20	15 April 20
Adult Social Care Compliments & Complaints <b>End of Year</b> Report 2018/19	Area Planning Board's Drug & Alcohol Misuse Annual Report 2018	<del>Draft Annual Report of the Statutory Director of Social Services 18/19</del>	Draft Annual Report of the Statutory Director of Social Services 18/19	Q1 Performance Management Report for the Council's 2019/20 Wellbeing Objectives	Half Yearly Adult Social Care Compliments & Complaints Report 2019/20	Revenue Budget Consultation 2020/21 - 2022/23	Services & Support for Children & Young People (Multi Agency Forum Update)	Budget Monitoring 2019/20	Q3 Performance Management Report for the Council 2019/20 Well Being Objectives
Budget Monitoring 2018/19	Substance Misuse Service Annual Report 2017/18		Annual Report on the Wellbeing Objectives 2018/19	CIW Inspection of Older People Services	Developing & Sustaining the workforce	Communities Department Business Plan 2019/20 – 2022		Actions & Referrals Update	
			Compliments & Complaints End of Year Report 2018/19	SC&H Scrutiny Committee Annual Report 2018/19	The Transformation Programme	5 Year Capital Programme Budget Consultation			
			Annual Safeguarding Report	Actions & Referrals Update		Actions & Referrals Update			
			End of Year Budget Monitoring						
			Task & Finish Report - Loneliness						

Tudalen 302	20 May 19	10 June 19 <u>Joint with E&amp;PP</u>	3 July 19 <u>Joint with E&amp;CS</u> <b>CANCELLED</b>	3 July 19	24 September 19	21 November 19	17 December 19	22 January 20	5 March 20	15 April 20
				SC & Health Scrutiny Committee Forward Work Programme 2019/20						
<b>Reports to be received electronically</b>										
					Budget Monitoring 2019/20	Budget Monitoring 2019/20				

#### ITEMS CARRIED OVER FROM PREVIOUS WORK PROGRAMME:

- ~~End of Year Adult Social Care Compliments & Complaints End of Year Report 2018/19 [20<sup>th</sup> May]~~
- Forward Work Programme Plan 2019/20 [3<sup>rd</sup> July]

#### ITEMS FOR JOINT MEETINGS IN 2019/20:

- Area Planning Board's Drug & Alcohol Misuse Annual Report 2019 - (E&PP and Social Care & Health) - (May 2019)
- Substance Misuse Service Annual Report 2018/19 - (E&PP and Social Care & Health) - (May 2019)
- Draft Annual Report of the Statutory Director of Social Services 18/19 - (Social Care & Health and E&C) - (July 2019)

#### SITE VISITS:

#### TASK & FINISH REVIEW:

#### DEVELOPMENT SESSIONS:

##### 10<sup>th</sup> June

- Carmarthenshire is Kind (Action 014 18/19)
- Red Cross Presentation on Home to Hospital Service (Action 013 18/19)  
TO BE RE-SCHEDULED

##### 24<sup>th</sup> September

- Intermediate Care – Neil Edwards (Action 006 18/19)
- Healthier Wales Strategy presentation – (Action 023-18/19)
- Update on Continuing Care / NHS Summit – Neil Edwards

##### 17<sup>th</sup> December

- Fulfilled Lives (domiciliary care/dementia) – Neil Edwards
- LDP Update (raised at FWP 20/05/19)
- Social Prescribing – Neil Edwards

##### 5<sup>th</sup> March 2020

#### REPORTS REQUESTED:

- Living Units for people with learning disabilities – Martyn Palfreman (Action 011 18/19) – **REPORT VIA E-MAIL**
- Services & Support for Children & Young People (Multi Agency Forum Update) (Action 017-18/19) Avril Bracey (Jan 2020)
- Workforce Development Plan / Developing & Sustaining the workforce – Neil Edwards (November)

# SOCIAL CARE SCRUTINY COMMITTEE

## 3<sup>rd</sup> July 2019

### EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
<b>Compliments and Complaints 2018-19 Annual Report</b>	Gwyneth Ayres	The report is regrettably late being produced. The report this year will also include all Corporate compliments and compliments as opposed to a stand along report for Social Care.	Proposed date of 24.09.19 with agreement of the Chair.

Mae'r dudalen hon yn wag yn fwriadol

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

## 3RD JULY 2019

### FORTHCOMING ITEMS TO BE HELD ON 24<sup>TH</sup> SEPTEMBER 2019 [10.00 A.M.]

In order to ensure effective Scrutiny, Members need to be clear as to the purpose of requesting specific information and the outcome they are hoping to achieve as a consequence of examining a report. Limiting the number of agenda items may help to keep meetings focused and easier to manage.

Discussion Topic	Background	Reason for report
Q1 New Corporate Strategy Performance Monitoring Report 2019/20	To report on the Well-being objectives and Improvement objectives as set out in the Corporate Strategy. The report will cover quarter 1 (1 <sup>st</sup> April to 30 <sup>th</sup> June 2019).	This item will enable the Committee to consider and comment upon progress achieved and to enable members to exercise their scrutiny role.
CIW Inspection of Older People Services	This report informs members of the outcomes of the CIW Inspection of Older People Services.	To inform the committee of the outcome of the recent CIW Inspection.
SC & Health Scrutiny Committee Annual Report 2018/19	<p>In accordance with Article 6.2 of the County Council's Constitution, each Scrutiny Committee must "prepare an annual report giving an account of its activities over the previous year."</p> <p>This report will provide members with an overview of the Committee's work during the 2018/19 municipal year.</p>	To comply with the requirements of the Council's Constitution.
Actions & Referrals Update	These quarterly updates provide details on progress made in relation to actions and requests which arose at previous meetings.	To enable the Committee to scrutinise progress made in relation to actions and requests arising from previous meetings.

**Items circulated to the Committee under separate cover since the last meeting**

No items have been circulated to members of the Committee for information since the last meeting.

**The following document(s) attached for information**

1. The latest version of the Executive Board Forward Work Programme 2019/20



## **BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20 ar 15fed Mawrth 2019**

### **Cyflwyniad**

Cyhoeddir y cynllun hwn er mwyn hybu a hyrwyddo gwell dealltwriaeth rhwng y Weithrediaeth, y Cynghorwyr, y cyhoedd a rhanddeiliaid eraill. Mae'n gymorth i'r Pwyllgorau Craffu wrth iddynt gynllunio eu cyfraniad tuag at ddatblygu polisiau a dwyn y weithrediaeth i gyfrif.

Mae'r cynllun yn gyfle i'r cyhoedd a'r rhanddeiliaid weld y penderfyniadau mawr y bydd y Bwrdd Gweithredol a'r Cyngor Sir yn eu gwneud yn ystod y deuddeng mis nesaf. Adolygir a chyhoeddir y cynllun bob chwarter i roi sylw i newidiadau a phenderfyniadau allweddol ychwanegol.

# BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20

## ar 15fed Mawrth 2019

### PRIF WEITHREDWR

Y testun a disgrifiad cryno o'r hyn sydd dan sylw yn yr adroddiad	Y Swyddog Arweiniol	Yr Aelod o'r Bwrdd Gweithredol	Ymgynghoriad gyda'r Pwyllgor Craffu	Dyddiad y penderfyniad disgwyledig gan y bwrdd gweithredol
ADRODDIAD CHWARTEROL YNGHYLCH PERFORMIAD	Wendy Walters Cyfarwyddwr Adfywio a Pholisi	AD	Holl Bwyllgoracu Craffu	AMH
ADRODDIAD CYDRADDOLDEB	Wendy Walters, Cyfarwyddwr Adfywio a Pholisi/Gwyneth Ayres	Tai	Gorffennaf	Gorffennaf
ADRODDIAD BLYNYDDOL Cwynion A Chanmoliaeth	Wendy Walters Cyfarwyddwr Adfywio a Hamdden	Dirprwy Arweinydd	Medi	

**BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20**  
ar 15fed Mawrth 2019

**PRIF WEITHREDWR**

Y testun a disgrifiad cryno o'r hyn sydd dan sylw yn yr adroddiad	Y Swyddog Arweiniol	Yr Aelod o'r Bwrdd Gweithredol	Ymgynghoriad gyda'r Pwyllgor Craffu	Dyddiad y penderfyniad disgwyliedig gan y bwrdd gweithredol
ABSENOLDEB SALWCH – Y DIWEDDARAF	Paul R Thomas Prif Weithredwr Cynorthwyol	Dirprwy Arweinydd	Mehefin – adroddiad Monitro	
ADRODDIAD BLYNYDDOL TRAWSNEWID I WNEUD CYNNYDD	Jon Owen – Rheolwr TIC	Dirprwy Arweinydd	HYDREF	HYDREF 18
AMCANION LLESIANT	Wendy Walters Cyfarwyddwr Adfywio A pholis	Cymunedau a Materion Gwledig		
ADRODDIAD CYNNYDD BLYNYDDOL - STRATEGAETH TRAWSNEWID DIGIDOL 2017-2020	Noelwyn Daniel Pennaeth TGCH	Dirprwy Arweinydd	EBRILL	MAI

# BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20

## ar 15fed Mawrth 2019

### PRIF WEITHREDWR

Y testun a disgrifiad cryno o'r hyn sydd dan sylw yn yr adroddiad	Y Swyddog Arweiniol	Yr Aelod o'r Bwrdd Gweithredol	Ymgynghoriad gyda'r Pwyllgor Craffu	Dyddiad y penderfyniad disgwyliedig gan y bwrdd gweithredol
ADRODDIAD BLYNYDDOL AR YR IAITH GYMRAEG	Wendy Walters, Cyfarwyddwr Adfywio a Pholisi/Gwyneth Ayres	Diwylliant, Chwaraeon a Thwristiaeth	Mehefin	Gorffennaf
ADOLYGIAD BLYNYDDOL O'R CYNLLUN LWFANSAU I'R CYNGHORWYR A'R AELODAU CYFETHOLEDIG	Gaynor Morgan Gwasanaethau Democrataidd		Pwyllgor Gwasanaethau Democrataidd  MAWRTH 2019	
DOGFENNAU YMGYNGHORI LLYWODRAETH CYMRU	Wendy Walters Cyfarwyddwr Adfywio a Pholisi	Dirprwy Arweinydd	Os yw'n berthnasol	Os yw'n berthnasol
ADOLYGU FFINIAU CYNGHORAU CYMUNED A THREFNIADAU ETHOLIADOL	Wendy Walters, Cyfarwyddwr Adfywio a Pholisi	ADNODDAU	YN ÔL YR ANGEN	

**BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20**  
ar 15fed Mawrth 2019

**PRIF WEITHREDWR**

Y testun a disgrifiad cryno o'r hyn sydd dan sylw yn yr adroddiad	Y Swyddog Arweiniol	Yr Aelod o'r Bwrdd Gweithredol	Ymgynghoriad gyda'r Pwyllgor Craffu	Dyddiad y penderfyniad disgwyledig gan y bwrdd gweithredol
ADOLYGIAD O'R CYFANSODDIAD (NEWIDIADAU DEDDFWRIAETHOL) -GWC	Linda Rees Jones Pennaeth Gweinyddiaeth a'r Gyfraith	AMH CRWG - FEB	AMH	YN ÔL YR ANGEN
ADRODDIADAU/CEISIADAU AM GYNADLEDDAU	Gaynor Morgan Gwasanaethau Democrataidd	Arweinydd	AMH	AMH
Y WYBODAETH DDIWEDDARAF AM Y FARGEN DDINESIG (GAN GYNNWYSY PROSIECT GWYDDOR BYWYD A LLESIANT)	Wendy Walters Cyfarwyddwr Adfywio a Pholisi	Arweinydd		
ADRODDIAD y GRŴP TASG MATERION GWLEDIG	Wendy Walters Cyfarwyddwr Adfywio a Pholis/Gwyneth Ayres	Cymunedau a Materion wledig		

# BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20

## ar 15fed Mawrth 2019

### GWASANAETHAU CYMUNEDOL

Y testun a disgrifiad cryno o'r hyn sydd dan sylw yn yr adroddiad	Y Swyddog Arweiniol	Yr Aelod o'r Bwrdd Gweithredol	Ymgynghoriad gyda'r Pwyllgor Craffu	Dyddiad y penderfyniad disgwyledig gan y bwrdd gweithredol
TREFNIADAU CRONFEYDD CYFUN (HOLL OEDOLION)	Martin Palfreman –Pennaeth Cydweithio Rhanbarthol	I&GC	I'w Gadarnhau	I'w Gadarnhau
TREFNIADAU CRONFEYDD CYFUN IFST (Rhag 2018)	Martin Palfreman –Pennaeth Cydweithio Rhanbarthol	I&GC	I'w Gadarnhau	I'w Gadarnhau
DIWEDDARIAD YMDDIRIEDOLAI TH ORIEL MYRDDIN	Ian Jones – Pennaeth Hamdden	Dewilliant, Chwaraeon a Thwristiaeth	NA	I'w Gadarnhau
PRYDLESU TIR – CRP BRYNAMMAN	Ian Jones – Pennaeth Hamdden	Dewilliant, Chwaraeon a Thwristiaeth	NA	I'w Gadarnhau
ADRODDIAD BLYNYDDOL Y CYFARWYDDWR GWASANAETHAU CYMDEITHASOL	Jake Morgan - Cyfarwyddwr	I&GC	04/07/18 Ar y cyd I&GC & A&P	30/07/18

**BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20**  
**ar 15fed Mawrth 2019**

**GWASANAETHAU CYMUNEDOL**

Y testun a disgrifiad cryno o'r hyn sydd dan sylw yn yr adroddiad	Y Swyddog Arweiniol	Yr Aelod o'r Bwrdd Gweithredol	Ymgynghoriad gyda'r Pwyllgor Craffu	Dyddiad y penderfyniad disgwyliedig gan y bwrdd gweithredol
<b>POLISI TAI AFFORDDIADWY</b>	Jonathan Morgan Pennaeth Cartrefi a Chymunedau Mwy Diogel)	Tai		
<b>SAFONAU TAI AFFORDDIADWY</b>	Jonathan Morgan Pennaeth Cartrefi a Chymunedau Mwy Diogel)	TAI	I'w Gadarnhau	I'w Gadarnhau

**BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20**  
**ar 15fed Mawrth 2019**

<b>GWASANAETHAU CORFFORAETHOL</b>				
<b>Y testun a disgrifiad cryno o'r hyn sydd dan sylw yn yr adroddiad</b>	<b>Y Swyddog Arweiniol</b>	<b>Yr Aelod o'r Bwrdd Gweithredol</b>	<b>Ymgynghoriad gyda'r Pwyllgor Craffu</b>	<b>Dyddiad y penderfyniad disgwyliedig gan y bwrdd gweithredol</b>
<b>ADRODDIADAU DEUFISOL YNGHYLCH MONITRO'R CYLLIDEBAU REFENIW A CHYFALAF</b>	<b>Chris Moore Cyfarwyddwr Gwasanaethau Corfforaethol</b>	<b>ADNODDAU</b>	<b>AMH</b>	<b>EBRILL MEHEFIN MEDI TACHWEDD IONAWR MAWRTH</b>
<b>ADRODDIAD CHWARTEROL YNGHYLCH Y DANGOSYDDION DARBODAETH A RHEOLI'R TRYSORLYS</b>	<b>Chris Moore Cyfarwyddwr Gwasanaethau Corfforaethol</b>	<b>ADNODDAU</b>	<b>AMH</b>	<b>GORFFENNAF HYDREF IONAWR</b>
<b>ADRODDIAD BLYNYDDOL YNGHYLCH Y DANGOSYDDION DARBODAETH A RHEOLI'R TRYSORLYS</b>	<b>Chris Moore Cyfarwyddwr Gwasanaethau Corfforaethol</b>	<b>ADNODDAU</b>	<b>AMH</b>	<b>GORFFENNAF</b>
<b>RHAGLEN GYFALAF 5 MLYNEDD</b>	<b>Chris Moore Cyfarwyddwr Gwasanaethau Corfforaethol</b>	<b>ADNODDAU</b>	<b>HOLL RHAG/ IONAWR</b>	<b>Tach</b>



**BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20**  
ar 15fed Mawrth 2019

<b>GWASANAETHAU CORFFORAETHOL</b>				
Y testun a disgrifiad cryno o'r hyn sydd dan sylw yn yr adroddiad	Y Swyddog Arweiniol	Yr Aelod o'r Bwrdd Gweithredol	Ymgynghoriad gyda'r Pwyllgor Craffu	Dyddiad y penderfyniad disgwyledig gan y bwrdd gweithredol
SYLFAEN Y DRETH GYNGOR	Chris Moore / John Gravelle	ADNODDAU	AMH	NOV
CYNLLUN GOSTYNGIADAU'R DRETH GYNGOR	Chris Moore / John Gravelle	ADNODDAU	AMH	CHWEF
RHAGOLYGON CYLLIDEBOL (Refeniw a Chyfalaf)	Chris Moore Cyfarwyddwr Gwasanaethau Corfforaethol	ADNODDAU	ALL RHAG/ IONAWR	TACH
CYNLLUN RHYDDHAD ARDRETHI'R STRYD FAWR	Chris Moore / John Gravelle	ADNODDAU	AMH	Diwedd MAI/ dechrau Mehefin
STRATEGAETH RISG	Chris Moore / Helen Pugh	ADNODDAU	I'w Gadarnhau – Pwyllgor Archwilio	

# BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20 ar 15fed Mawrth 2019

## GWASANAETHAU CORFFORAETHOL

Y testun a disgrifiad cryno o'r hyn sydd dan sylw yn yr adroddiad	Y Swyddog Arweiniol	Yr Aelod o'r Bwrdd Gweithredol	Ymgynghoriad gyda'r Pwyllgor Craffu	Dyddiad y penderfyniad disgwyledig gan y bwrdd gweithredol
RHEOLAU GWEITHDREFN ARIANNOL	Chris Moore / Helen	ADNODDAU	TBC – Audit Committee	
POLISI A STRATEGAETH RHEOLI'R TRYSORLYS	Chris Moore Cyfarwyddwr Gwasanaethau Corfforaethol	ADNODDAU	AMH	FEB
CYLLIDEB DERFYNOL	Chris Moore Cyfarwyddwr Gwasanaethau Corfforaethol	ADNODDAU	AMH	FEB
ADRODDIAD CYLLIDEB Y CYFRIF REFENIW TAI A PHENNU RHENTI	Chris Moore Cyfarwyddwr Gwasanaethau Corfforaethol	ADNODDAU	TAI	FEB
RHAGOLYGON CYLLIDEBOL	Chris Moore Cyfarwyddwr Gwasanaethau Corfforaethol	ADNODDAU	AMH	GORFFENNAF/MEDI

**BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20**  
**ar 15fed Mawrth 2019**

<b>ADDYSG A PHLANT</b>				
Y testun a disgrifiad cryno o'r hyn sydd dan sylw yn yr adroddiad	Y Swyddog Arweiniol	Yr Aelod o'r Bwrdd Gweithredol	Ymgynghoriad gyda'r Pwyllgor Craffu	Dyddiad y penderfyniad disgwyledig gan y bwrdd gweithredol
<b>Y RHAGLEN MODERNEIDDIO ADDYSG - ADRODDIADAU CYNNYDD CHWARTEROL</b>	<b>Simon Davies - Rheolwr Moderneiddio Gwasanaethau</b>	<b>ADDYSG A PHLANT</b>	<b>AMH</b>	<b>AMH</b>

# BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20

## ar 15fed Mawrth 2019

### YR AMGYLCHEDD

Y testun a disgrifiad cryno o'r hyn sydd dan sylw yn yr adroddiad	Y Swyddog Arweiniol	Yr Aelod o'r Bwrdd Gweithredol	Ymgynghoriad gyda'r Pwyllgor Craffu	Dyddiad y penderfyniad disgwyliedig gan y bwrdd gweithredol
<b>CYNNIG GOLEUIADAU LED GAN GYNGHORAU CYMUNED</b>	Ruth Mullen Cyfarwyddwr/ Steve Pilliner Pennaeth Priffyrdd a Thrafnidiaeth	Yr Amgylchedd	N/A	01/04/2019
<b>CYNLLUN DATLYGU LLEOL</b>	Ruth Mullen Cyfarwyddwr/ Llinos Quelch Pennaeth Cynllunio	Cynllunio Strategol	N/A	29/04/2019
<b>LLWYBR DYFFRYN TYWI</b>	Ruth Mullen Cyfarwyddwr/ Steve Pilliner Pennaeth Priffyrdd a Thrafnidiaeth	Yr Amgylchedd	N/A	29/04/2019

**BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20**  
**ar 15fed Mawrth 2019**

<b>YR AMGYLCHEDD</b>				
<b>Y testun a disgrifiad cryno o'r hyn sydd dan sylw yn yr adroddiad</b>	<b>Y Swyddog Arweiniol</b>	<b>Yr Aelod o'r Bwrdd Gweithredol</b>	<b>Ymgynghoriad gyda'r Pwyllgor Craffu</b>	<b>Dyddiad y penderfyniad disgwyledig gan y bwrdd gweithredol</b>
<b>DARPARIAETH AILGYLCHU GWASTRAF CARTREF</b>	Ruth Mullen Cyfarwyddwr yr Amgylchedd / Ainsley Williams Pennaeth y Gwasanaethau Amgylcheddol a Gwastraff	Yr Amgylchedd	17/05/2019	03/06/2019
<b>GORCHYMYN DIOGELU LLEOEDD CYHOEDDUS</b>	Ruth Mullen Cyfarwyddwr yr Amgylchedd / Ainsley Williams Pennaeth y Gwasanaethau Amgylcheddol a Gwastraff	Yr Amgylchedd	17/05/2019	03/06/2019

# BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20

## ar 15fed Mawrth 2019

### YR AMGYLCHEDD

Y testun a disgrifiad cryno o'r hyn sydd dan sylw yn yr adroddiad	Y Swyddog Arweiniol	Yr Aelod o'r Bwrdd Gweithredol	Ymgynghoriad gyda'r Pwyllgor Craffu	Dyddiad y penderfyniad disgwyliedig gan y bwrdd gweithredol
STRATEGAETH CYFLEUSTER CYHOEDDUS	Ruth Mullen Cyfarwyddwr yr Amgylchedd / Ainsley Williams Pennaeth y Gwasanaethau Amgylcheddol a Gwastraff	Yr Amgylchedd	17/05/2019	03/06/2019
DATGANIAD TECHNEGOL RHANBARTHOL AR GYFER AGREGAU	Ruth Mullen Cyfarwyddwr yr Amgylchedd / Llinos Quelch Pennaeth Cynllunio	Cynllunio Strategol		29/07/2019

**BLAENRAGLEN WAITH Y BWRDD GWEITHREDOL 19/20**  
ar 15fed Mawrth 2019

<b>YR AMGYLCHEDD</b>				
Y testun a disgrifiad cryno o'r hyn sydd dan sylw yn yr adroddiad	Y Swyddog Arweiniol	Yr Aelod o'r Bwrdd Gweithredol	Ymgynghoriad gyda'r Pwyllgor Craffu	Dyddiad y penderfyniad disgwyledig gan y bwrdd gweithredol
<b>ADRODDIAD YMCHWILIAD LLIFOGYDD</b>	Ruth Mullen Cyfarwyddwr/ Ainsley Williams Pennaeth y Gwasanaethau Amgylcheddol a Gwastraff	Yr Amgylchedd	05/07/2019	29/07/2019
<b>MABWYSIADU CYNLLUN RHEOLI RISG LLIFOGYDD</b>	Ruth Mullen Cyfarwyddwr Ainsley Williams Pennaeth y Gwasanaethau Amgylcheddol a Gwastraff	Yr Amgylchedd		01/07/2019
<b>ADOLYGIAD GLANHAU</b>	Ruth Mullen Cyfarwyddwr/ Ainsley Williams Pennaeth y Gwasanaethau Amgylcheddol a Gwastraff	Yr Amgylchedd	30/09/2019	21/11/2019

Mae'r dudalen hon yn wag yn fwiadol



## PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD

Dydd Llun, 20 Mai 2019

**YN BRESENNOL:** Y Cynghorydd G. Thomas (Cadeirydd)

**Y Cynghorwyr:**

S.M. Allen, K.V. Broom, D.M. Cundy (yn lle A.L. Fox), I.W. Davies, K.Davies, R.E. Evans, W.T. Evans, G.R. Jones, M.J.A. Lewis, K. Lloyd, B.A.L. Roberts, E.M.J.G. Schiavone, G. Thomas a D.T. Williams

**Hefyd yn bresennol:**

Y Cynghorwyr J. Tremlett, Aelod Y Bwrdd Geithredol dros Gofal Cymdeithasol Ac Iechyd

**Yr oedd y swyddogion canlynol yn gwasanaethu yn y cyfarfod:**

A. Bracey, Pennaeth Iechyd Meddwl ac Anableddau Dysgu  
N. Edwards, Pennaeth Dros Dro Y Gwasanaethau Integredig  
A. Thomas, Gyfrifydd Grwp  
S. Sauro, Rhelwyr Perfformiad, Dadansoddi a Systemau  
E. Bryer, Swyddog Gwasanaethau Democrataidd

**Siambr, - Neuadd y Sir, Caerfyrddin. SA31 1JP. - 1.00 - 2.30 yp**

**1. YMDDIHEURIADAU AM ABSENOLDEB**

Cafwyd ymddiheuriad am absenoldeb gan y Cynghorydd A.L. Fox.

**2. DATGANIADAU O FUDDIANNAU PERSONOL GAN GYNNWYS UNRHYW CHWIPIAU PLEIDIAU A RODDIR MEWN YMATED I UNRHYW EITEM AR YR AGENDA**

Ni chafwyd dim datganiadau ynghylch buddiannau personol na chwip waharddedig.

**3. CWESTIYNAU GAN Y CYHOEDD (NID OEDD DIM WEDI DOD I LAW)**

Dyweddodd y Cadeirydd nad oedd dim cwestiynau wedi dod i law gan y cyhoedd.

**4. TREFN BUSNES**

Dyweddodd y Cadeirydd wrth y Pwyllgor, yn unol â Rheol 2(3) o Weithdrefn y Cyngor, ei bod yn mynd i newid trefn y materion ar yr agenda er mwyn i'r Adroddiad Cwynion a Chanmoliaeth Gofal Cymdeithasol i Oedolion gael ei ystyried yn ddiweddarach yn y cyfarfod.

**5. ADRODDIAD MONITRO CYLLIDEB CYFALAF A REFENIW 2018/19**

Bu'r Pwyllgor yn ystyried yr Adroddiad Monitro ynghylch y Gyllideb Refeniw a'r Gyllideb Gyfalaf ar gyfer y Gwasanaeth Gofal Cymdeithasol ac Iechyd a oedd yn rhoi'r wybodaeth ddiweddaraf am y sefyllfa gyllidebol fel yr oedd ar 28 Chwefror 2019, mewn perthynas â blwyddyn ariannol 2018/19.

Rhagwelid y byddai'r Gwasanaeth Gofal Cymdeithasol ac Iechyd yn gorwario £760k o ran y gyllideb refeniw ac y byddai -£64k o amrywiant net yn erbyn y gyllideb gyfalaf oedd wedi'i chymeradwyo ar gyfer 2018/19.

Codwyd y cwestiynau/sylwadau canlynol wrth drafod yr adroddiad:

### **Atodiad C**

- Mynegwyd pryder y byddai gorwariant mawr oni bai am swyddi gwag.

Rhoddwyd gwybod i'r Pwyllgor y byddai pwysau ychwanegol ar gyllid pe bai'r holl swyddi'n llawn ond y byddai hyn yn wir bob amser oherwydd trosiant staff.

- Gofynnwyd i'r swyddogion a oes proses ar waith ar gyfer recriwtio i swydd y Swyddog Adsefydlu (Comisiynu Pobl Hŷn) dros gyfnod mamolaeth.

Dywedodd y swyddog nad oedd ganddo'r wybodaeth wrth law ond y byddai'n rhoi gwybod i'r Pwyllgor ar ôl y cyfarfod.

- Mynegwyd pryder ynghylch y swyddi gwag ar gyfer gweithwyr cymdeithasol yn y Tîm Adnoddau Cymunedol. Dywedwyd bod y Pwyllgor wedi gofyn y cwestiwn sawl gwaith ond nad oedd wedi cael ymateb.

Dywedodd yr Aelod o'r Bwrdd Gweithredol y byddai datganiad ffurfiol o'r sefyllfa yn cael ei ddarparu trwy Bennaeth y Gwasanaeth cyn cyfarfod nesaf y Pwyllgor Craffu.

### **Atodiad E**

- Gofynnwyd cwestiwn ynghylch pam yr oedd yna oedi o ran prosiectau Datblygu Llety Anableddau Dysgu.

Rhoddwyd gwybod i'r Pwyllgor bod y prosiect wedi'i ohirio gan ei fod yn cael ei gyllido gan y Gronfa Gofal Integredig ac y byddai cyllid yn cael ei gadarnhau yn y dyfodol agos.

- Gofynnwyd i'r swyddogion am y rheswm pam yr oedd Cartref Cynnes yn parhau i gael ei nodi yn Adroddiad Monitro'r Gyllideb.

Rhoddwyd gwybod i'r Pwyllgor ei bod yn debygol bod hyn yn digwydd oherwydd taliadau cyfalaf sy'n berthnasol.

### **Atodiad F**

- Gofynnwyd a oedd yr arbedion y manylir arnynt yn Atodiad F yn gysylltiedig â chanlyniadau'r Adolygiad TIC.

Rhoddwyd gwybod i'r Pwyllgor bod yr adroddiad yn dangos y cynnydd yn erbyn yr arbedion effeithlonrwydd arfaethedig sy'n cael eu pennu bob blwyddyn yn ystod y broses gyllidebu.

**PENDERFYNWYD derbyn yr adroddiad.**

## 6. ADRODDIAD CWYNION A CHANMOLIAETH GOFAL CYMDEITHASOL I OEDOLION 1 EBRILL, 2018 - 31 MAWRTH, 2019

Bu'r Pwyllgor yn ystyried adroddiad a oedd yn manylu ar y cwynion a'r ganmoliaeth ynghylch Gofal Cymdeithasol i Oedolion, a oedd wedi dod i law ar gyfer blwyddyn ariannol 2018/19. Roedd yr adroddiad yn crynhoi nifer y cwynion a'r ganmoliaeth oedd wedi dod i law ac yn cynnwys gwybodaeth am y math o gŵynion a'r maes gwasanaeth sy'n ymwneud â chwynion a chanmoliaeth.

Cynghorwyd y Pwyllgor i nodi nifer y sylwadau canmoliaethus a ddaeth i law a soniwyd am Mark Bryan a oedd wedi'i ganmol am wasanaeth rhagorol i gynorthwyo achwynwyr yn ystod y broses gwyno.

Gofynnwyd nifer o gwestiynau ac roedd y prif faterion fel a ganlyn:

- Gofynnwyd a oedd cwynion ynghylch cwmnïau preifat wedi'u cynnwys yn yr adroddiad ac a oedd modd darparu tystiolaeth o batrymau cwynion.

Dywedodd Pennaeth Dros Dro y Gwasanaethau Integredig fod y wybodaeth yn cael ei chasglu ar gyfer yr holl wasanaethau Gofal Cymdeithasol gan gynnwys gwasanaethau a ddarperir gan gwmnïau preifat. Roedd yn bosibl gweld tueddiadau a phatrymau ymysg y cwynion ac roedd y rheiny'n cael eu rheoli'n aml drwy fonitro contractau a phroses ymyrraeth gan y tîm Comisiynu a Chontractau. Dywedwyd wrth y Pwyllgor fod cwynion hefyd yn cael eu monitro drwy ddefnyddio amrywiaeth o ddulliau eraill megis siarad â defnyddwyr gwasanaeth, darparwyr gofal, arolygon a fforymau.

- Gofynnwyd am eglurdeb ynghylch at beth yr oedd y 60 o gŵynion ychwanegol yn cyfeirio, fel y manylir arnynt yn y crynodeb o'r cwynion.

Rhodddwyd gwybod i'r Pwyllgor bod y rhain yn cynnwys materion a godwyd a'u bod yn cae; eu hailgyfeirio i feysydd mwy priodol a'u bod hefyd yn cynnwys achosion o gyngor. Dywedwyd y byddai "ymholiadau" yn derm mwy priodol i'w ddefnyddio yn hytrach na chwynion.

- Codwyd cwyn ynghylch yr amser aros am alwad ar gyfer Llesiant Delta.

Dywedodd Pennaeth Dros Dro y Gwasanaethau Integredig fod data perfformiad yn dangos bod gan Lesiant Delta gyfradd ymateb uchel o ran canrannau ond y byddai'n anfon y gŵyn yn ôl i Lesiant Delta.

- Gofynnwyd am eglurdeb ynghylch y diffiniad o gŵyn.

Rhodddwyd gwybod i'r Pwyllgor gan Bennaeth Dros Dro y Gwasanaethau Integredig mai mynegiant o anfonlonrwydd yw cwyn a bod staff yn cael eu hannog i gofnodi'r holl fynegiannau o anfonlonrwydd.

- Cyfeiriwyd at nifer isel y cwynion a ddaeth i law o gymharu â nifer fawr defnyddwyr y gwasanaeth a'r ffaith ei fod yn bosibl bod hyn yn digwydd

oherwydd amharoddrwydd i gyflwyno cwynion oherwydd yr effaith bosibl ar y gofal.

Cytunodd Pennaeth Dros Dro y Gwasanaethau Integredig fod y niferoedd yn isel ac er bod gwybodaeth yn cael ei chasglu drwy ymatebion i arolygon roedd cyfle i wella'r arolwg ar gyfer casglu cwynion.

- Mynegwyd pryderon ynghylch gofalmwyr yn colli ymweliadau a'i fod yn bosibl nad oedd yr Awdurdod yn ymwybodol o ymweliadau a gollwyd.

Rhoddodd Pennaeth Dros Dro y Gwasanaethau Integredig sicrwydd i'r Pwyllgor fod goddefiannau a systemau ar waith i fonitro a rheoli ymweliadau a gollwyd, ond maent yn dibynnu ar yr holl bartïon i roi gwybod i'r Awdurdod.

- Gofynnwyd a oedd y Swyddogion Annibynnol sy'n ymchwilio i gŵynion Cam 2 yn annibynnol ar yr Awdurdod.

Rhoddwyd gwybod i'r Pwyllgor bod Swyddogion Ymchwilio Cam 2 yn annibynnol ar yr Awdurdod.

**PENDERFYNWYD derbyn yr adroddiad.**

## **7. EGLURHAD AM BEIDIO Â CHYFLWYNO ADRODDIAD CRAFFU**

Cafodd y Pwyllgor esboniad dros beidio â chyflwyno'r adroddiadau craffu canlynol:

- Adolygiad o Ofal Canolraddol
- Diweddariad ar Ofal Parhaus / Uwchgynhadledd y GIG.

**PENDERFYNWYD nodi'r eglurhad am beidio â chyflwyno'r adroddiad.**

## **8. EITEMAU AR GYFER Y DYFODOL**

**PENDERFYNWYD nodi'r rhestr o eitemau ar gyfer y dyfodol a oedd i'w hystyried yn y cyfarfod nesaf ar 3 Gorffennaf 2019.**

## **9. LLOFNODI YN GOFNOD CYWIR COFNODION Y CYFARFOD A GYNHALIWYD AR 17 EBRILL, 2019**

**PENDERFYNWYD YN UNFRYDOL lofnodi cofnodion cyfarfod y Pwyllgor oedd wedi ei gynnal ar 17 Ebrill 2019 gan eu bod yn gywir.**

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**CADEIRYDD**

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**DYDDIAD**