



**LEICR CYNGOR Sir Garfield Annan**  
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### **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.

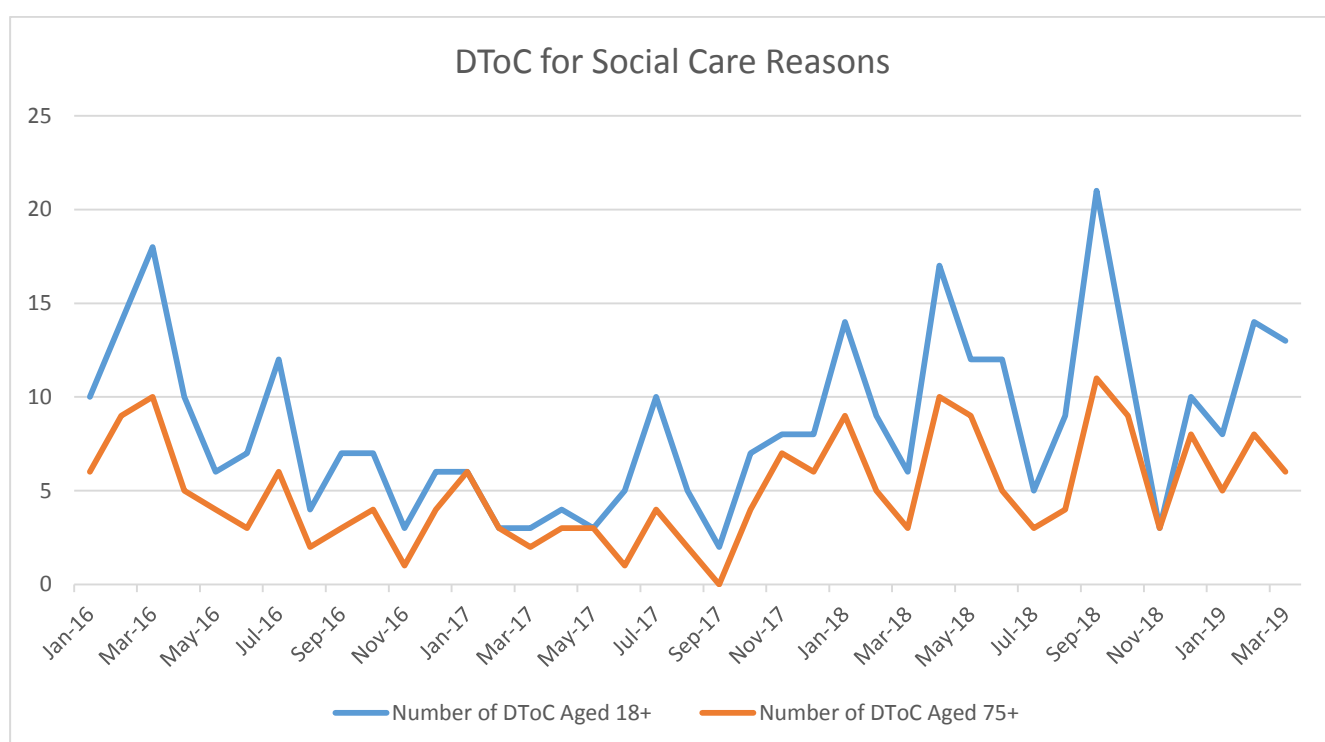
***Jake Morgan, Statutory Director of Social Services***

## 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.

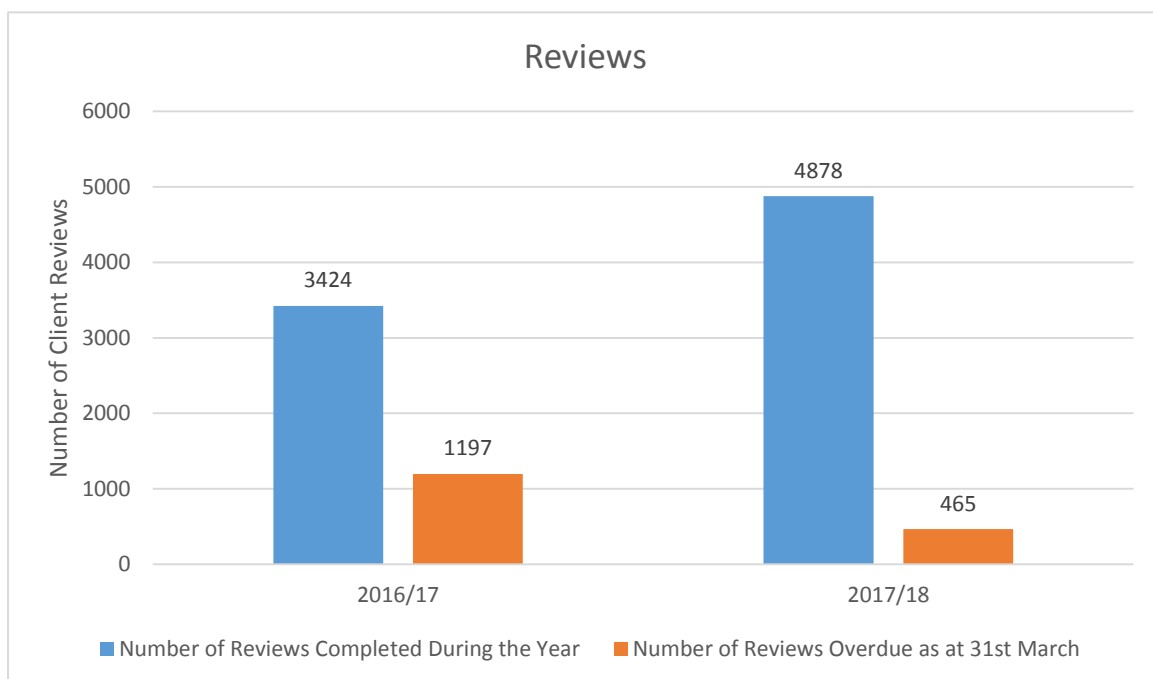


There has been a slight increase in delayed transfers of care for social care reasons, although numbers remain the same as the previous years. The primary reasons are the increased complexity exacerbated by the conditioning of the elderly when in hospital and the overall under-supply of domiciliary care. 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

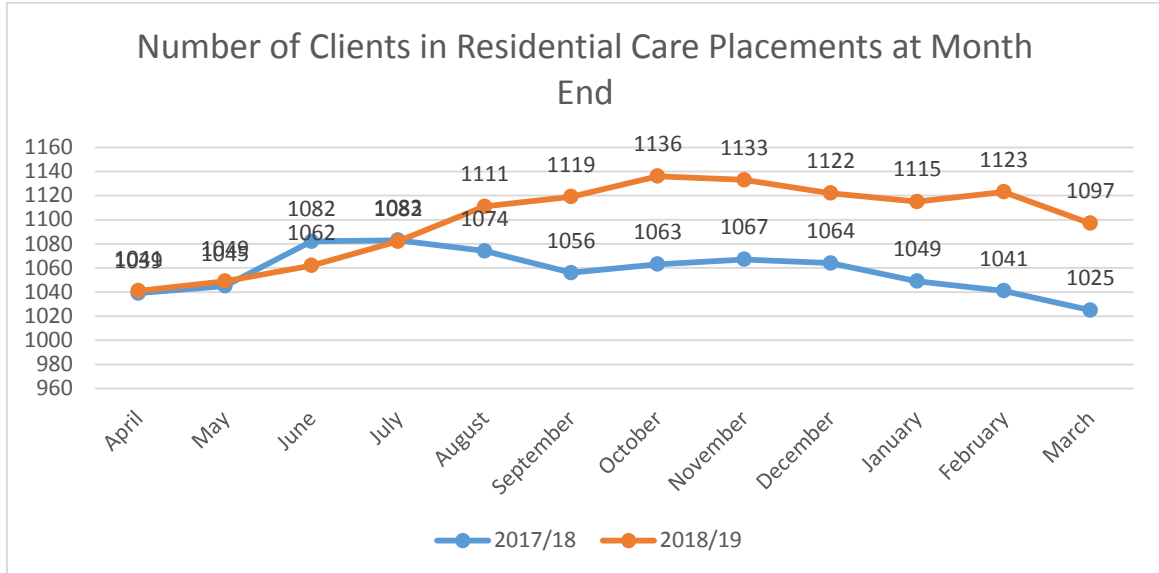
At the end of the financial year the number of outstanding statutory reviews requiring completion are low across the department, with data showing a significant improvement in performance compared to 2016/17.

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

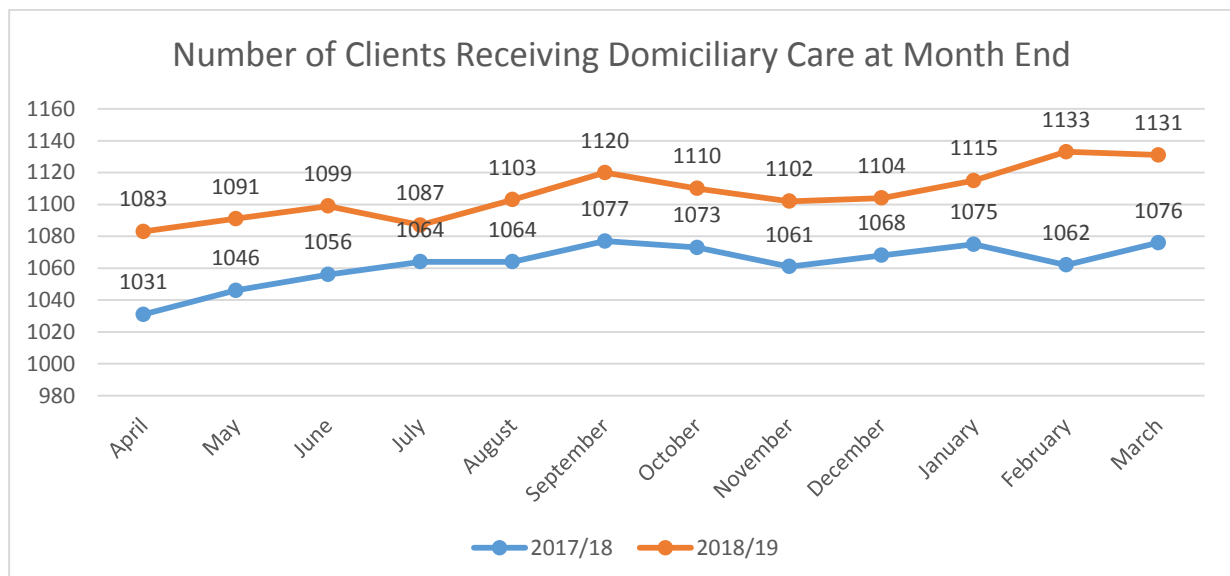
Increased admissions to long term residential care from 1041 to 1097. This year's data depicts an upward trend in number of admissions when compared to 2017/18's data.



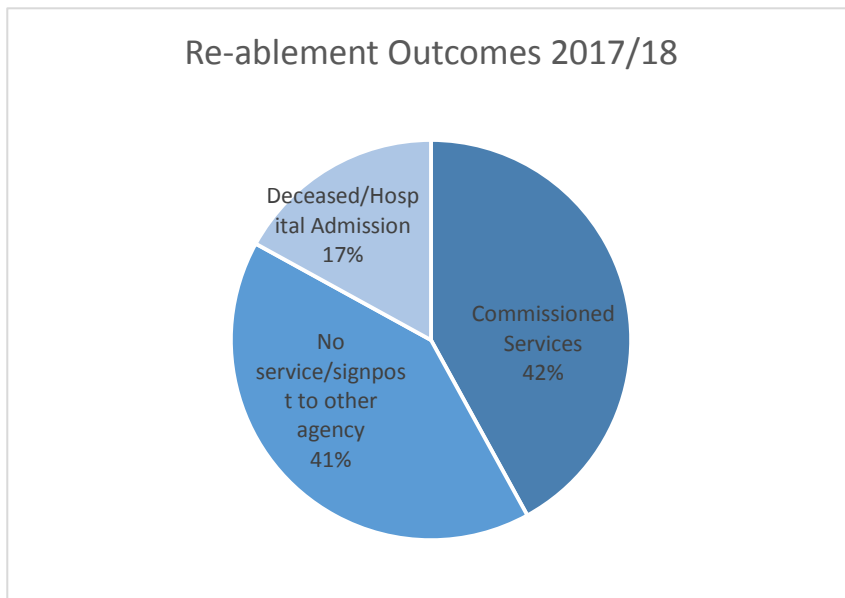
Average length of stay in residential care was 912 days in 2018/19, up from 860 days in 2017/18.

## 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

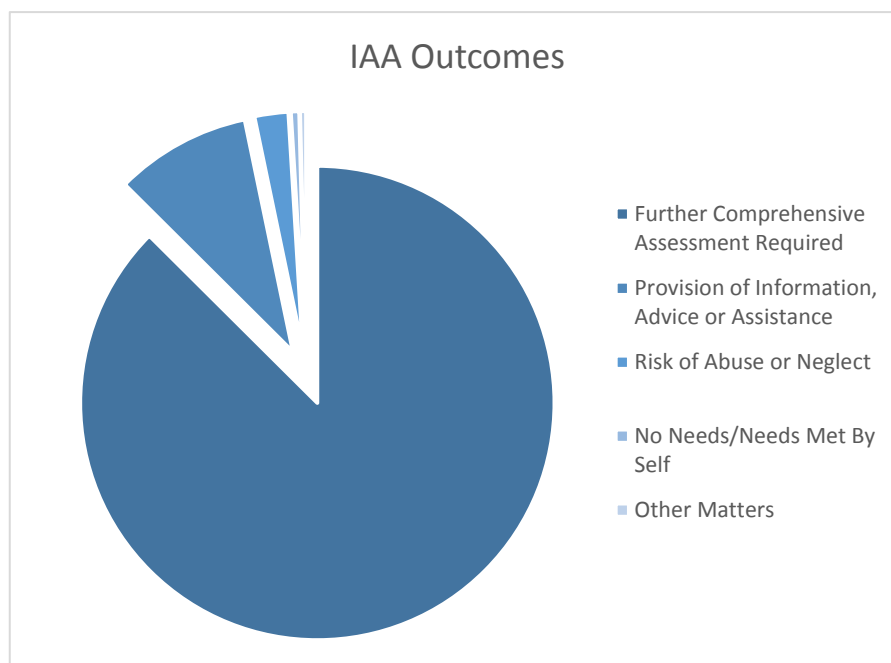
We completed more assessments this year than last. The number of assessments completed for adults/carers were:

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.

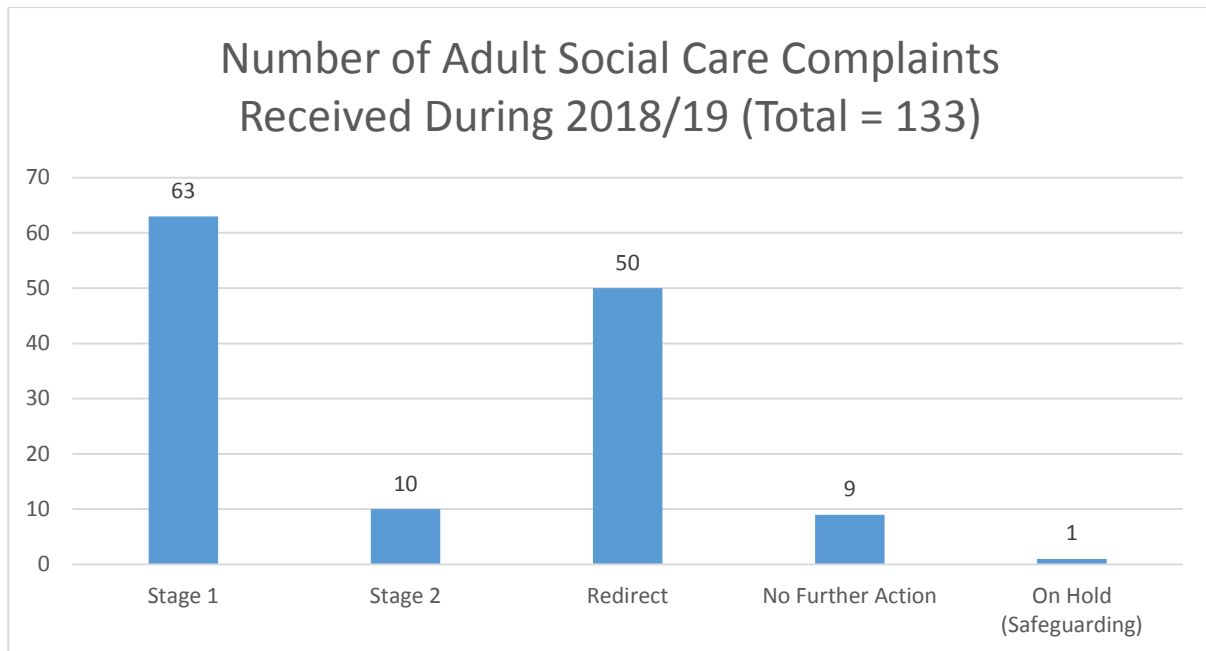


12 % of assessments conducted by the IAA service resulted in information and advice. Improving this rate so that people get the right advice at the right time with appropriate management oversight will be a priority in the coming year. Thus in the coming year we will review this new service to ensure 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.

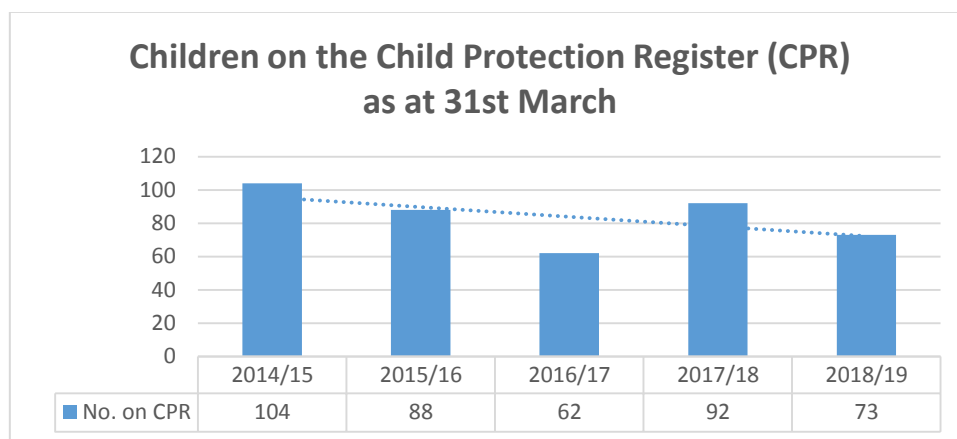
The survey was conducted between November 2018 and January 2019. Recipients received the questionnaire via post after being randomly selected from our CareFirst system. All recipients had a support plan or were receiving services from the local authority.

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)

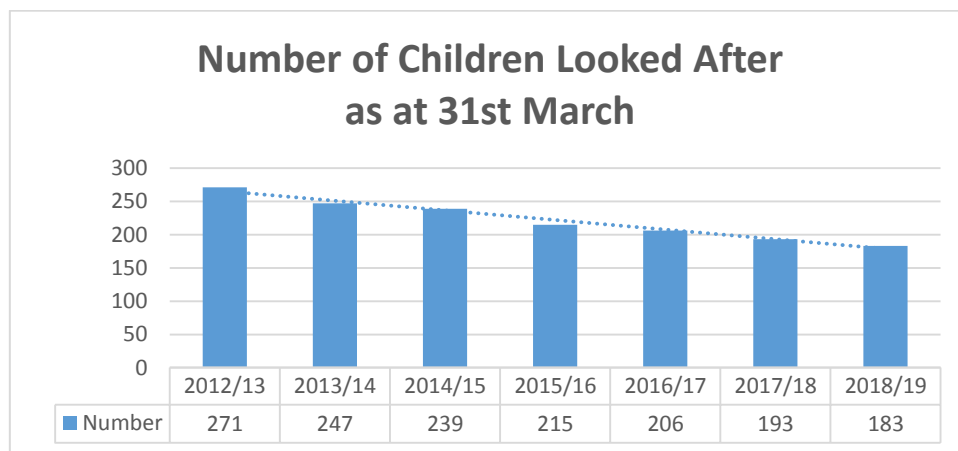
- ✓ **90.6%** of Looked After Children Reviews were completed in timescales compared with 88.9% in 2017/18
- ✓ **80.8%** of Care & support Reviews were completed in timescales compared with 71.2% in 2017/18

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.

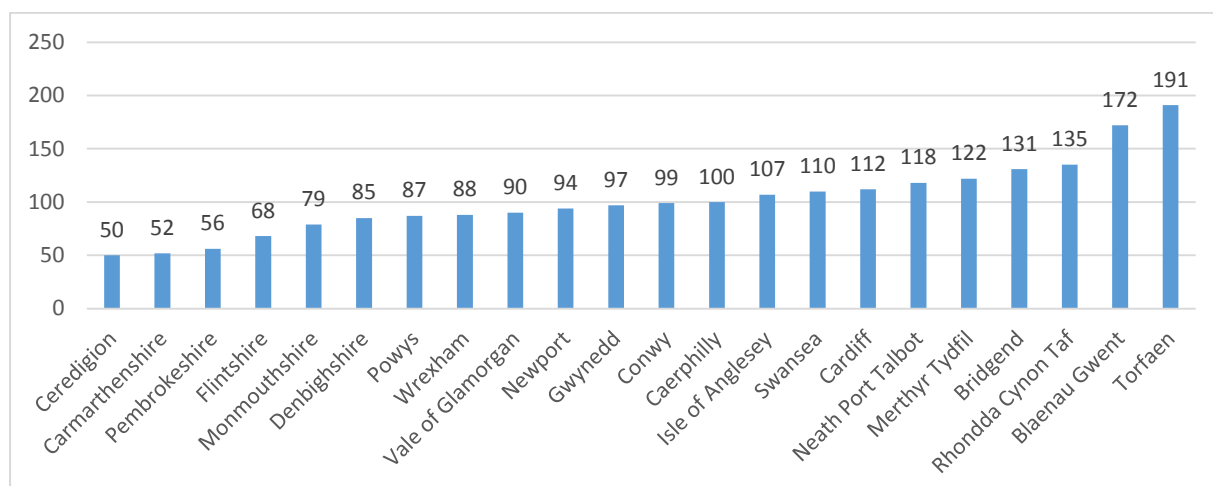
### Looked After Children:

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).

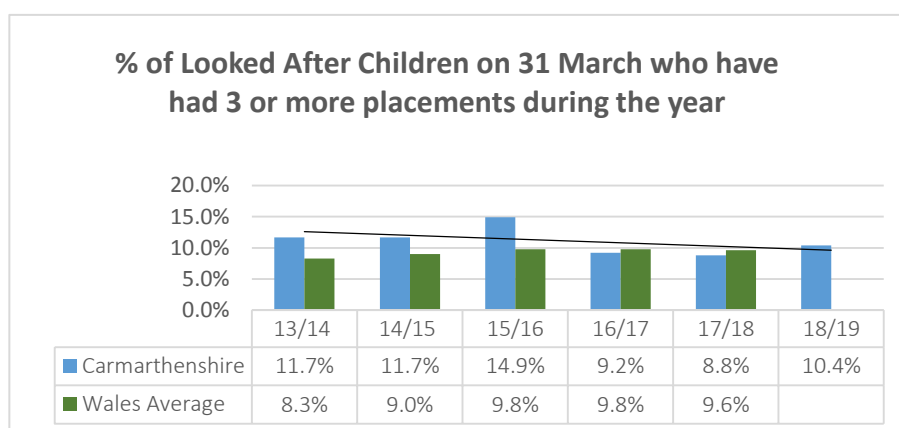
## Children looked after at 31 March 2018 per 10,000 population aged under 18 by local authority



Published November 2018

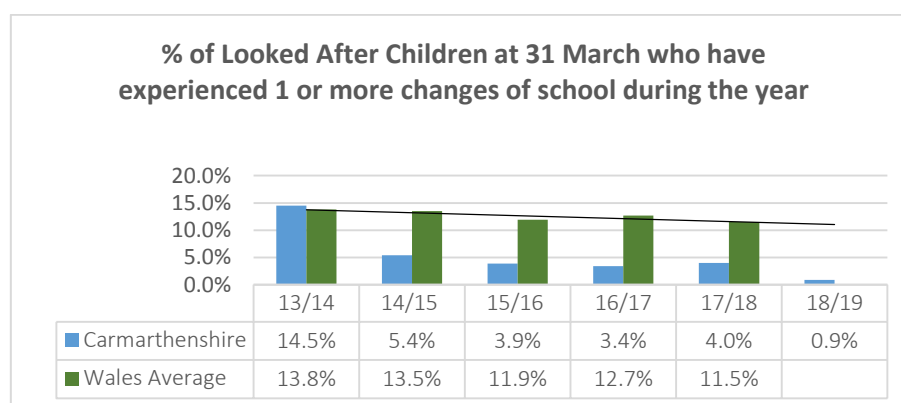
The number in Carmarthenshire has continued to fall since 2012 where we had 72 in care per 10,000 of the population. Our overall position is amplified as many authorities experience out of control rises. It should be noted that our admissions to care remain relatively stable but we have seen children 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.

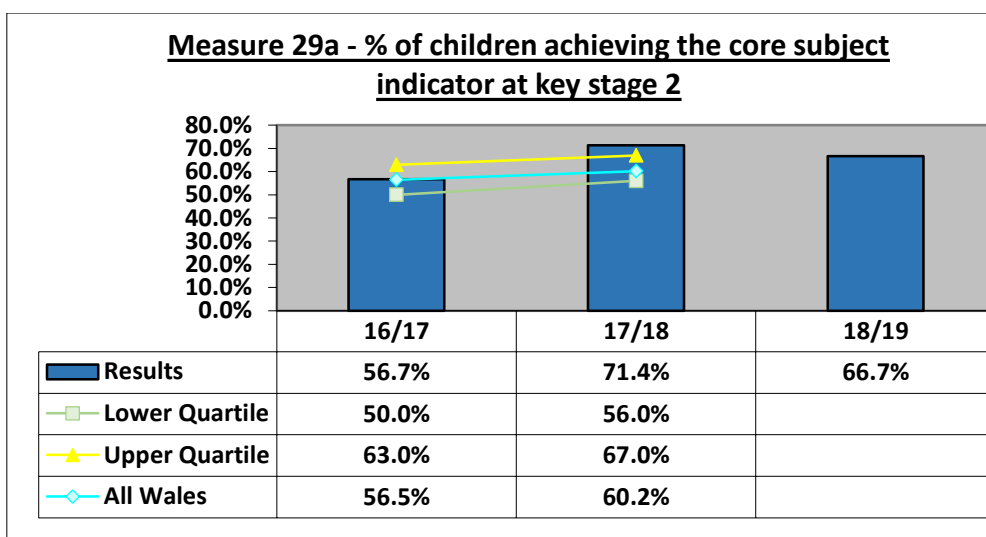
School stability is also an important factor in improving outcomes, and it is therefore important to note that Looked After children in Carmarthenshire experience significantly fewer school moves than anywhere else in Wales – **0.9% during 2018/19** (better than Wales average 11.5% 2017/18).



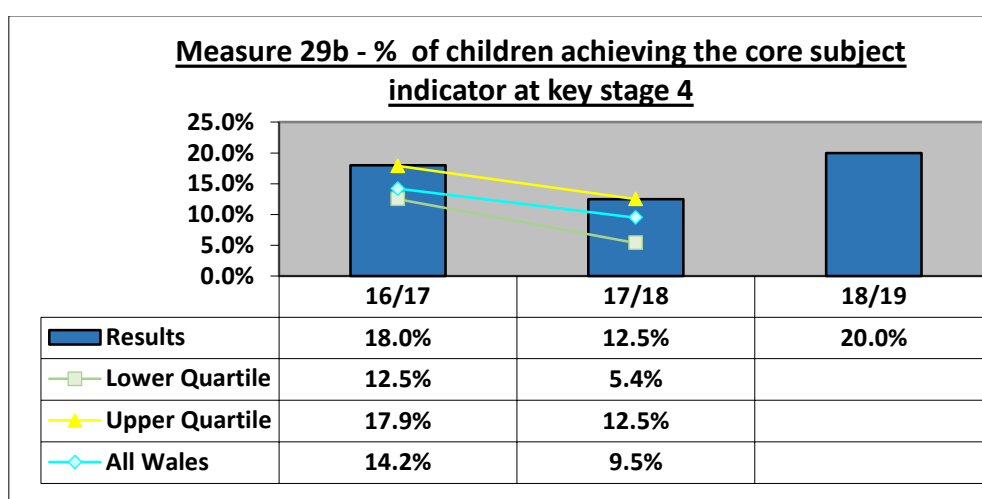
## Attainment of Carmarthenshire looked after children & Care Leavers

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.

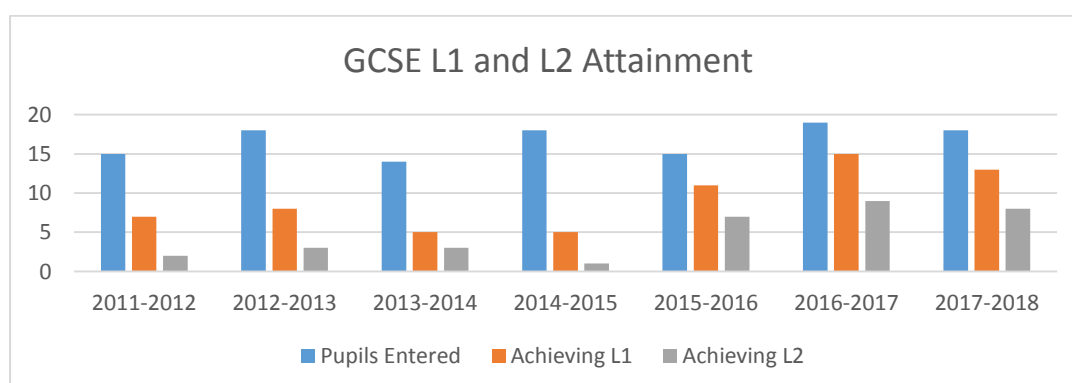
- 66.7% children received the core subject indicator at Key Stage 2. We are pleased to have exceeded our target of 64.1%, and the Wales average of 60.2%.



- 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.

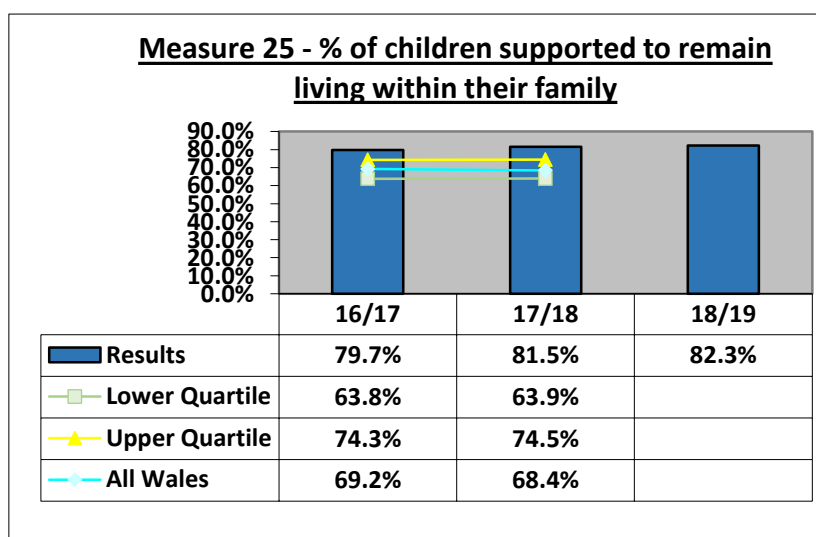
During 2018/19 (MWAS):

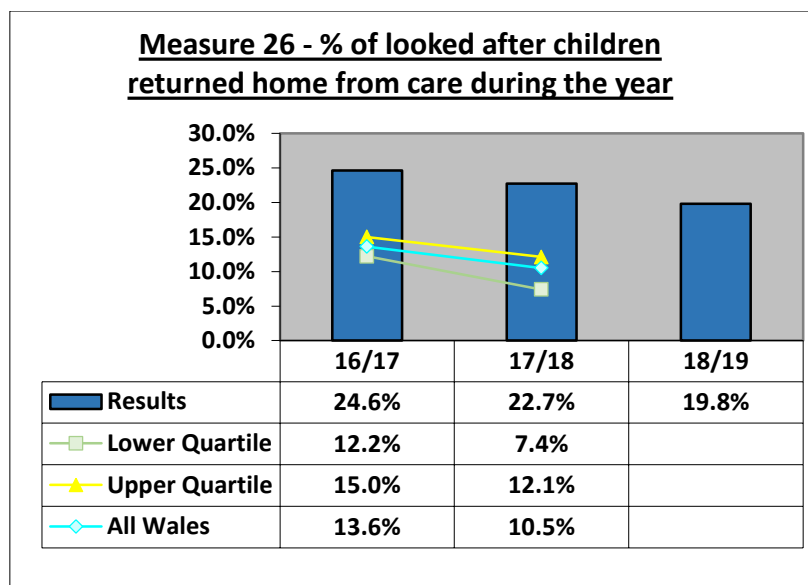
- 35 children were 'placed for adoption' in the region
- 31 'should be placed' for adoption decisions made
- 36 Placement Orders made
- 30 Adoption Orders granted
- 35 children matched with adopters

### 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

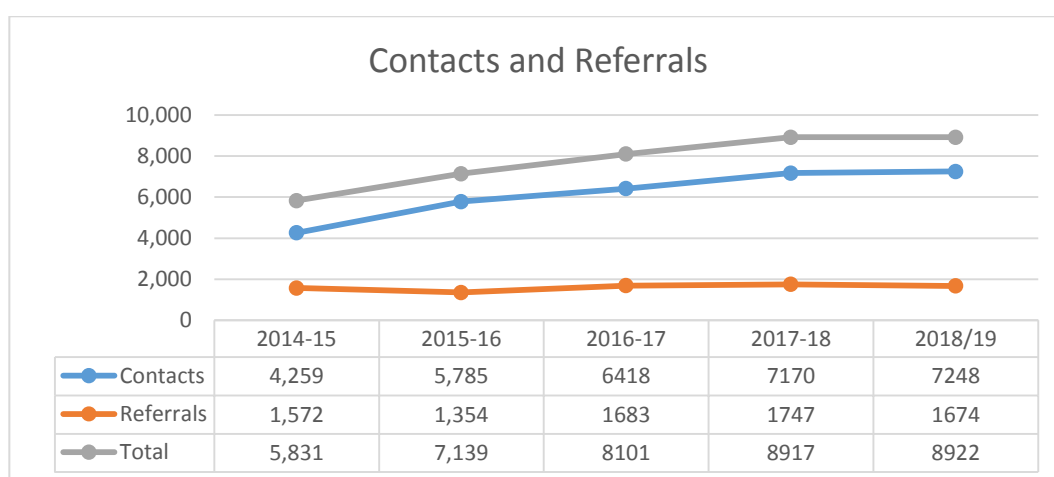
During 2018/19:

- 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.

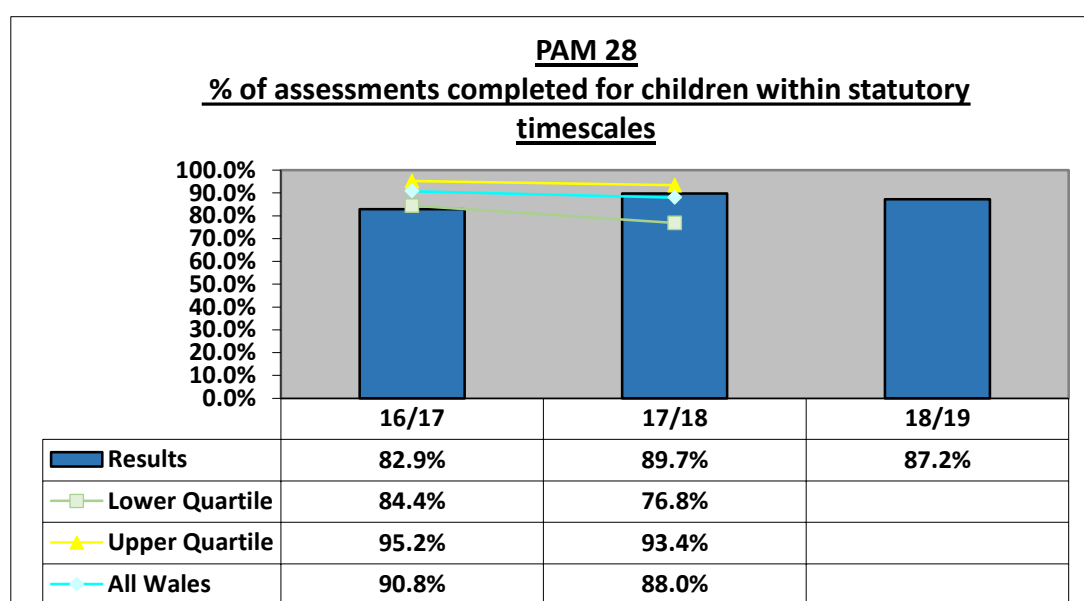


We have seen a reduction in compliance with timescales for **initial child protection case conferences** with 79.0% of initial child protection conferences being held within 15 working days of the strategy discussion during the year (compared to

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.

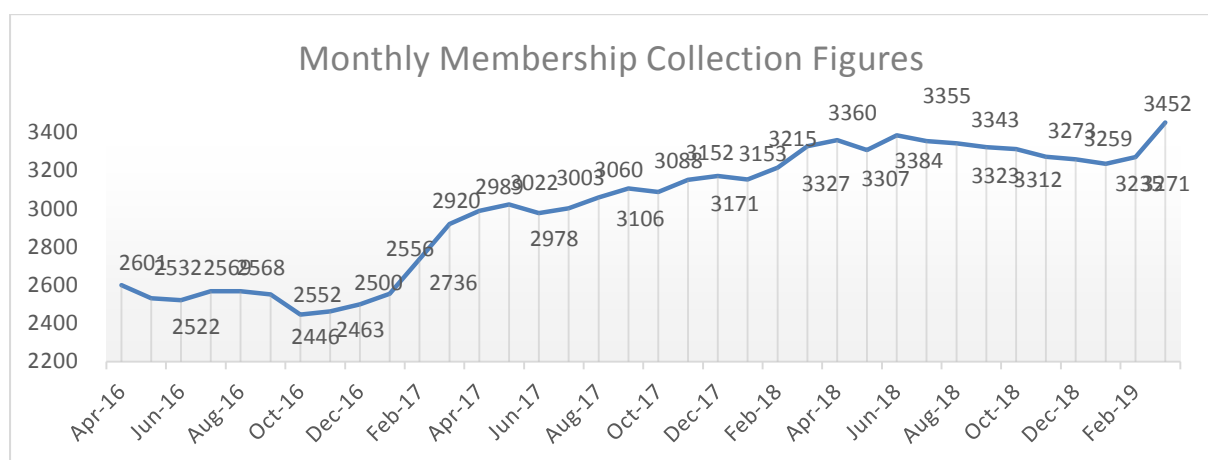
87.2% **Assessments for Care and support** were completed in statutory timescales (compared with 89.7% during 2017/18). Although we have seen an improvement compared to the first three quarters of the year, unfortunately we have missed our target of 90% and just missed the Wales average of 88.0%. Staffing 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. Complements 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)

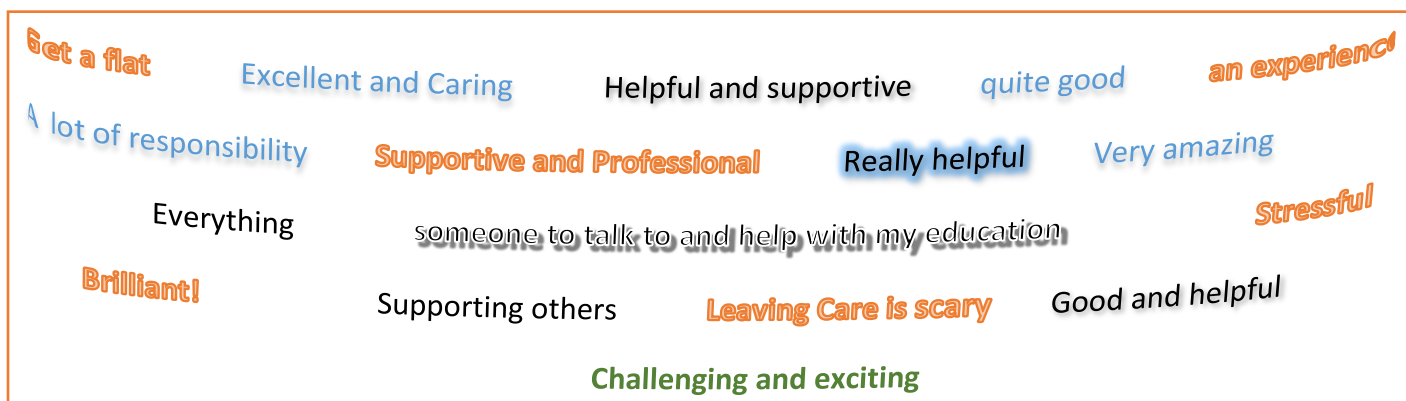
"They guide us to  
a good future"

(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 Cockerle 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.

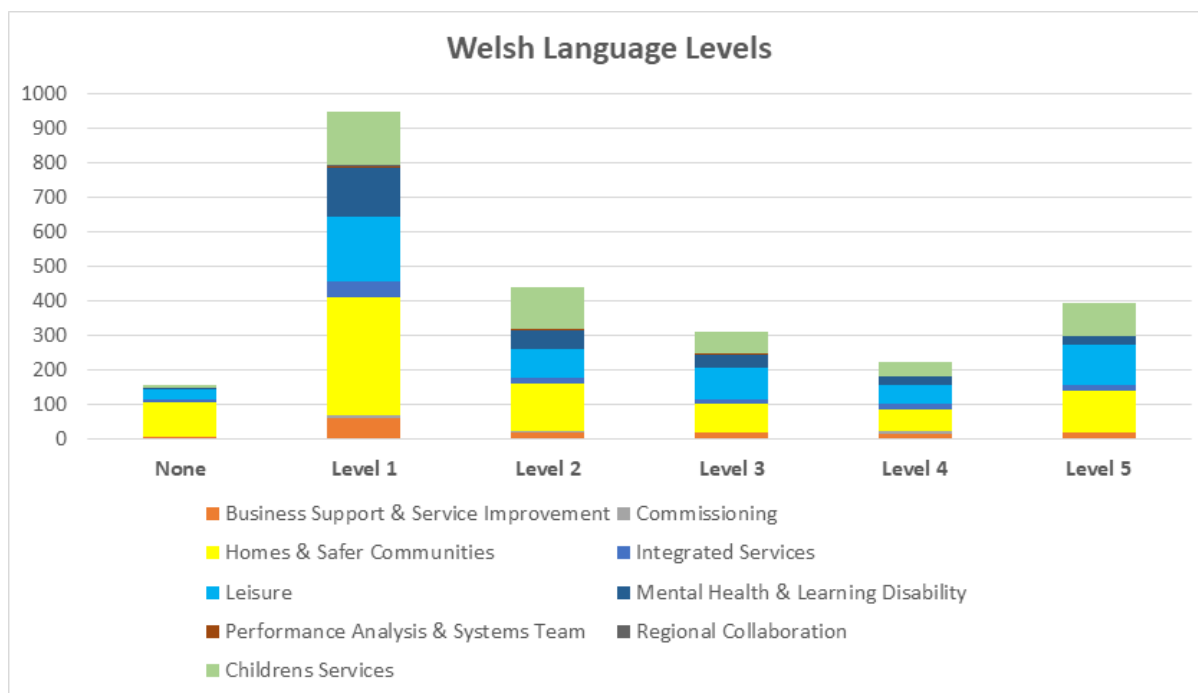
The Active Offer continues to be a core element. It is important that staff offer Welsh language services to people who use our services rather than expect people to have to ask for them. A review of the ability to deliver the ‘Active offer’ across Social Services has been undertaken across the department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

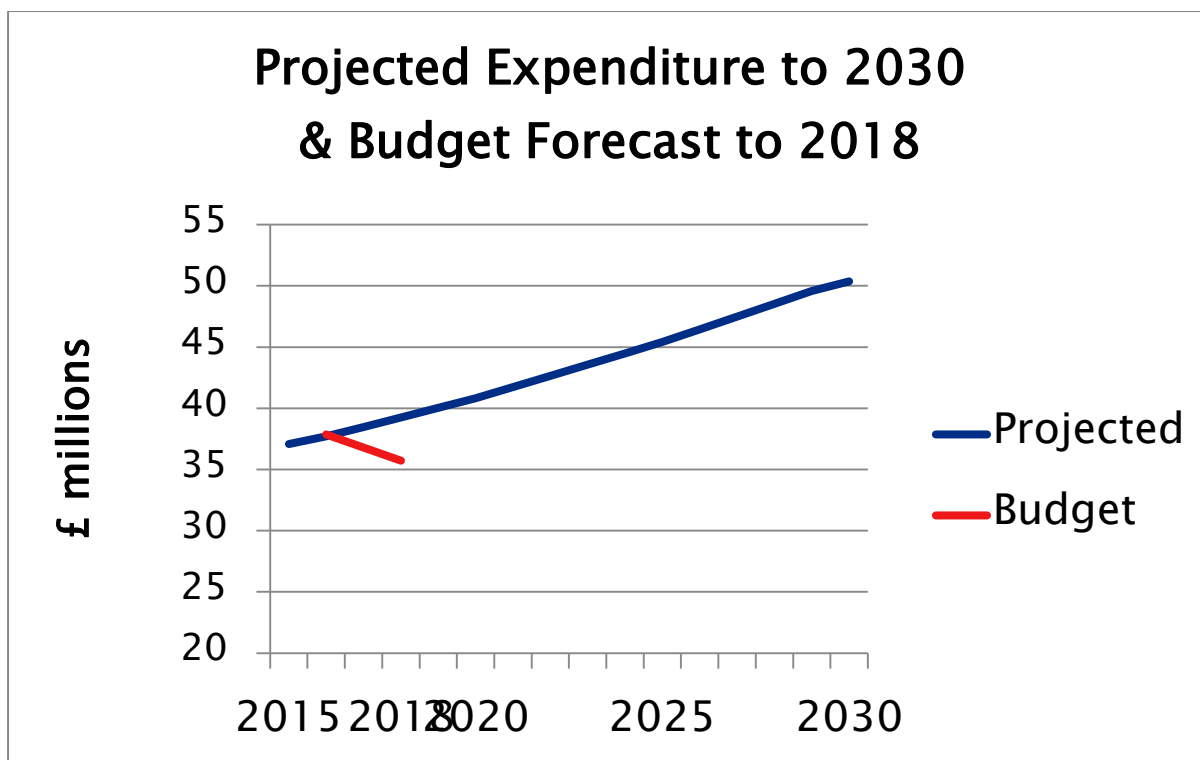
Carmarthenshire, like other councils in Wales, has faced annual reductions in its funding from Welsh Government year on year, whilst having to meet rising costs and increasing demands for services.

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**

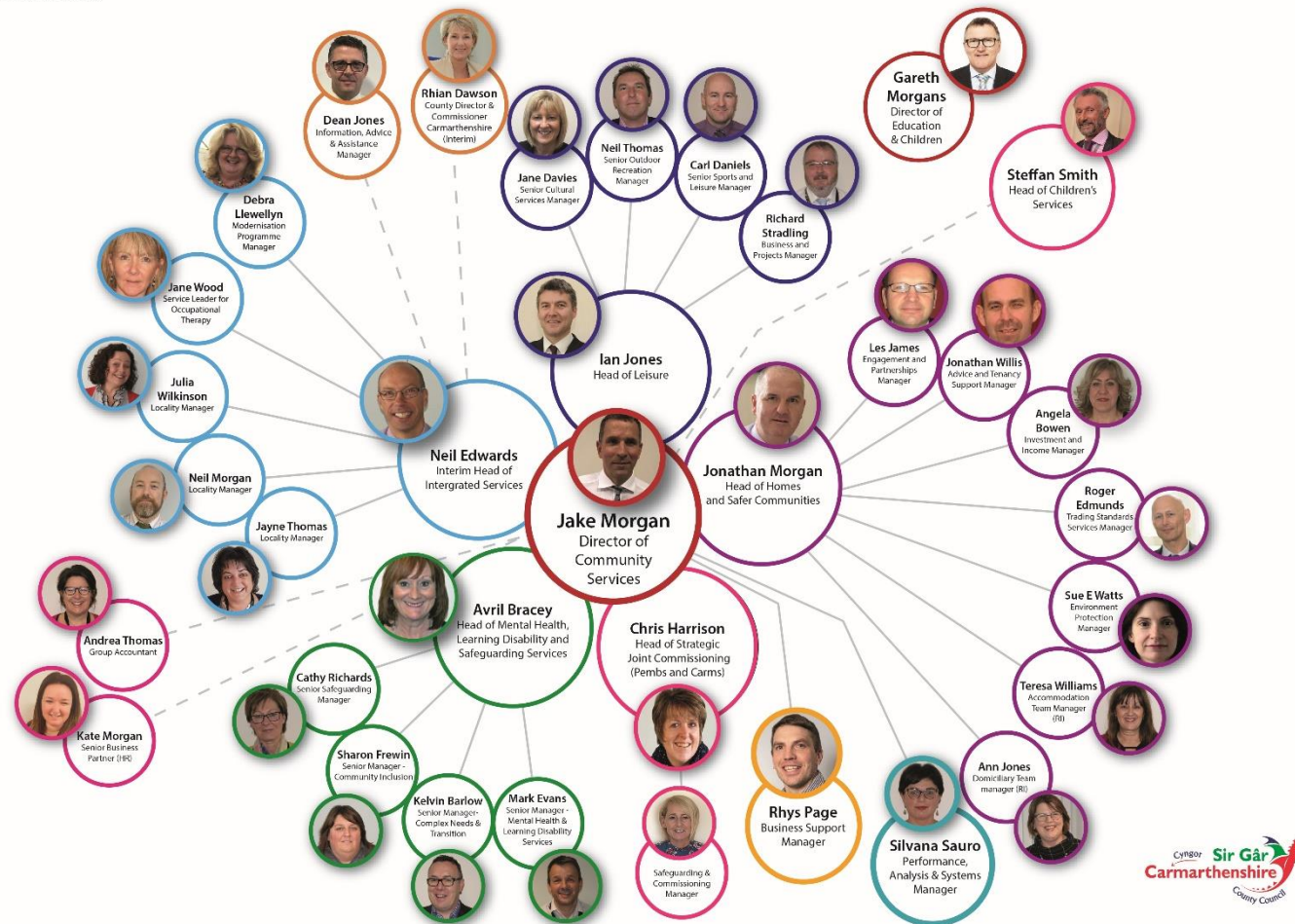
Children's Services Division is located within the Department for Education & Children's which is well embedded and promotes strong links with schools, education welfare and educational psychology services. There is clear strategic direction for the service with a formal protocol in place for social 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.