



Report B

Scrutiny measures & actions full monitoring report Social Care and Health scrutiny - at End of Year 2015/16



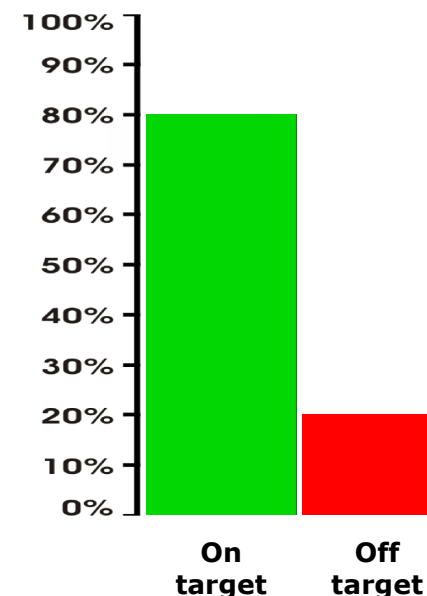
Filtered by:

Organisation - Carmarthenshire County Council
Source document - Improvement Plan 2015/16

The table below provides a summary progress against target for the Actions and Measures contained within the selected document

Performance against Target

		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
C. People in Carmarthenshire are healthier	Actions	15	15	0	0	N/A	0	100%	85%
	Measures	11	7	4	0	0	0	64%	
E. People who live, work and visit Carmarthenshire are safe and feel safer	Actions	3	2	1	0	N/A	0	67%	50%
	Measures	1	0	1	0	0	0	0%	
Overall Performance	Actions and Measures	30	24	6	0	0	0	80%	






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Theme: C. People in Carmarthenshire are healthier							
Sub-theme: C2 Preventing ill health and encourage healthy living							
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of people referred to the "Vitality Scheme" (NERS – National Exercise Referral Scheme) 3.4.2.5	Not applicable		End Of Year: 1245	Target: 320 Result: 257	Target: 650 Result: 552	Target: 950 Result: 810	Target: 1245 Result: 1129
Comment	Due to the Activity Coordinator (NERS lead) being on long term sick (April-June) we failed to achieve our target in quarter 1 and 2, which has had a knock on affect on the cumulating result for quarter 4. However, we have set ourselves a very challenging target of 1,245 for 2015/16 compared to a target of 1,008 for the year set by our funding body (Public Health Wales). Despite not meeting our own target, we are currently exceeding the Public Health Wales target at the end of quarter 4 at 1129. NERS has also had to contend with extended periods of time where the Activity Coordinator for both the South and West have been away from their post and not able to support the NERS team.						
Remedial Action	A comprehensive plan has been created to take NERS forward, a key focus of the plan is to continue to work hard to improve relations with our referral partners. The aim is to increase referral numbers but also to increase the number of appropriate and motivated referrals we receive.						
Service Head: Ian Jones			Performance status: Off target				



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ACTIONS - Theme: C. People in Carmarthenshire are healthier			
Sub-theme: C3 Improving the Emotional, Mental Health and Well-being of all people in the County			
Action		Target date	
	11711		31/03/2016
Action promised	We will improve transition between Children's Services and Adult Services to include Education, Careers and Health, ensuring that young people and their families are at the centre of plans for the future		
Comment	<p>We have undertaken a restructure within the Transition Team. We have created the Social Work Assistant post to replace the outdated key worker roles within the team. This ensures the post is aligned to Children's Services.</p> <p>We have also consolidated the management structure to retain an Assistant Team Manager and Team Manager to oversee the team.</p> <p>The team are in the process of transferring a number of young people now aged 24 and 25 to the adult long term teams. This will help create the additional capacity needed to meet the demand of the young people coming into the service. This year, the team will also focus on developing the information they give to young people and their families.</p> <p>A working group has been re-established to work with Coleg Sir Gar and Careers Wales to consider the recommendations of the Unlocking the Potential Report. Wherever possible disabled young people will stay in Carmarthenshire to receive their further education.</p> <p>The Real Opportunities Project will not be proceeding as an independent project but will be brought into the 'Cynydd' project, a regional project led by the Youth Service. We will be developing pathways to ensure that the service meets the needs of disabled young people.</p>		
Service Head: Stefan Smith		Performance status: On target	
Action		Target date	
	11713		31/03/2016
Action promised	We will undertake a scoping exercise for a strategic commissioning plan for the Mental Health and Learning Disability Service		

Comment	The document was completed in so far as it was a scoping document only and was to be considered in the development of a commissioning plan for both learning disabilities and mental health. This is to be taken forward in 2016/17
Service Head: Avril Bracey	Performance status: On target



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Theme: C. People in Carmarthenshire are healthier
Sub-theme: C4 Reducing inequities in health

Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of physical disability clients who are supported in the community during the year aged 18-64 9.2.5.0	Not applicable		End Of Year: 97.25	Target: 97.23 Result: 96.79	Target: 97.22 Result: 97.43	Target: 97.21 Result: 98.11	Target: 97.20 Result: 97.69 Calculation: (508÷520) × 100
Service Head: Rhian Dawson			Performance status: On target				
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of learning disability clients who are supported in the community during the year aged 18-64 9.2.5.1	Not applicable		End Of Year: 87.64	Target: 86.68 Result: 86.68	Target: 86.75 Result: 86.83	Target: 87.50 Result: 87.56	Target: 87.76 Result: 87.94 Calculation: (569÷647) × 100

Service Head: Avril Bracey			Performance status: On target				
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Percentage of mental health needs clients who are supported in the community during the year aged 18-64 9.2.5.4	Not applicable		End Of Year: 79.53	Target: 80.38 Result: 83.18	Target: 79.20 Result: 84.34	Target: 79.64 Result: 85.12	Target: 80.13 Result: 85.24 Calculation: (283÷332) × 100
Service Head: Avril Bracey			Performance status: On target				
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of adult clients provided with a direct payment by the Social Care Department to enable them to independently source their own care. 9.2.5.7	Not applicable		End Of Year: 331	Target: 333 Result: 337	Target: 337 Result: 355	Target: 341 Result: 360	Target: 347 Result: 360
Service Head: Rhian Dawson			Performance status: On target				
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over SCA/001	1.43	3.39	End Of Year: 6.18	Target: 1.42 Result: 0.92	Target: 2.83 Result: 1.51	Target: 4.25 Result: 2.42	Target: 5.77 Result: 4.69

							Calculation: (87÷18560) × 1000
Service Head: Rhian Dawson				Performance status: On target			
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The rate of older people Supported in the community per 1,000 population aged 65 or over at 31 March SCA/002a	75.13	61.96	End Of Year: 61.87	Target: 61.82 Result: 61.32	Target: 59.05 Result: 60.42	Target: 59.01 Result: 60.59	Target: 58.93 Result: 57.92 Calculation: (2405÷41523) × 1000
Comment	This statutory measure expects as many older people as possible to be helped to live at home. However as a Council we want to promote independent living and our innovative range of services aims to support people via community based services. Reductions in day care and meal provision have resulted from efforts to find community-based options that promote involvement in their local community.						
Remedial Action	See above comment						
Service Head: Rhian Dawson				Performance status: Off target			
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The rate of older people whom the authority supports in care homes per 1,000 population aged 65 or over at 31 March SCA/002b	16.25	19.17	End Of Year: 20.48	Target: 20.48 Result: 19.46	Target: 19.59 Result: 19.77	Target: 19.59 Result: 19.07	Target: 19.59 Result: 18.74

								Calculation: (778 ÷ 41523) × 1000
Service Head: Rhian Dawson							Performance status: On target	



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ACTIONS - Theme: C. People in Carmarthenshire are healthier			
Sub-theme: C4 Reducing inequities in health			
Action		Target date	
	10842		31/12/2015 (original target 31/03/2016)
Action promised	In partnership with Family Housing Association, we will progress the new Argel extra care housing development and develop the next phase of our Extra Care/Residential Care Investment Programme (designed to help older people to maintain their independence by providing self-contained 1 & 2 bedroom apartments catering for people with different needs)		
Comment	<p>Practical completion of Cartref Cynnes took place on 4/11/15, although TRJ are on site addressing snagging and other items. Outstanding development issues that require attention include; Family centre boundary, gate from external courtyard and shower in day centre, remarking of parking bays in kitchen, shelving in office areas.</p> <p>The Extra Care Project Board acknowledged the receipt of financial report at the December board meeting, noted costs and await further explanation which will be tabled for January 2016 ECPB meeting.</p> <p>The lettings and occupation are in advance of agreed letting schedule and has exceeded expectations. The letting arrangement is for 60% of the apartments to be for people with substantial and critical needs. Carmarthenshire County Council are providing Care and Support for the scheme; this is being monitored to provide further information.</p> <p>Further operational meetings are to be held at Cartref Cynnes.</p>		
Service Head: Rhian Dawson		Performance status: On target	
Action		Target date	
	11159		31/03/2016
Action promised	We shall increase the number of unique visitors to the new improved adult social care website (Yr1 2013/14 baseline 33,800; Yr2 2014/15 target 35,500 - Actual 37,447. Yr3 2015/16 target 35,700)		
Comment	There have been 39,807 unique page views (UPVs) from 1 April 2015 to 31 March 2016. Target met.		
Service Head: Jake Morgan		Performance status: On target	

Action	11618	Target date	31/03/2016
Action promised	We will maintain an Annual External Accreditation in the Careline Service to ensure an industry standard quality service to customers		
Comment	Careline service met standards for this year. service will undertake a full inspection in October 2016 as part of it`s 3 year inspection cycle		
Service Head: Rhian Dawson	Performance status: On target		
Action	11657	Target date	31/03/2016
Action promised	We shall develop Older Person 10 Year Vision for Carmarthenshire supported by an action plan for its implementation		
Comment	Strategy approved by Executive Board 28/9 and due to be considered by full Council on 14/10/15.		
Service Head: Rhian Dawson	Performance status: On target		
Action	11658	Target date	30/06/2016 (original target 31/03/2016)
Action promised	We shall review models of care and support within Domiciliary Services i.e. Rapid Response and Reablement		
Comment	<p>The review of Reablement and other short term services commenced in November 2015. The initial focus was on the Reablement service looking at four key areas of improvement- Referral Detail, Referral Process, Assessment & Support, Performance Measures. It was proposed in the early stages of the review that community services in Carmarthenshire are reframed and divided into two distinct service areas: Reablement and Long Term Care. A Short Term Assessment and Support service was proposed as the first point of contact for an individual presenting with increased need or functional decline. The Long Term Care service would continue to provide care management for those with complex and ongoing needs requiring commissioned social care. Implementation of some of the new processes commenced with referrals being undertaken by Domiciliary Supervisors concentrating on Hospital settings. Generally this has been a positive step but not without ongoing problems. An Evaluation Report was produced by Service Managers for a 3 month period-November 2015- January 2016 and evidences some improvements in performance/ service outcomes and also highlights various ongoing issues that continue to have a negative impact on performance and overall effectiveness of the service.</p> <p>Also during this period the funding contribution from Health and overall cost of the service was reviewed, these discussions continue to take place.</p> <p>As a way forward it has now been agreed that a Service Specification is developed by Commissioners in order to provide a clear brief that outlines the commissioning requirements, describing the service model to meet the demand and expectation of Health and Social Care Service.</p>		

Service Head: Robin Staines		Performance status: On target	
Action	11659	Target date	31/03/2016
Action promised	We will develop, in accordance with the Welsh Government requirement, an Ageing Well Plan for Carmarthenshire based on five core themes:- Loneliness and isolation, Employment for opportunities and new skills, Falls prevention, Dementia supportive communities, Age friendly communities		
Comment	Developed following consultation (950 responses), the Ageing Well Carmarthenshire plan was adopted by Council in December 2015. Work is underway to ensure contributory action is within the 2016-17 business plans of the Authority.		
Service Head: Wendy S Walters		Performance status: On target	
Action	11660	Target date	31/03/2016
Action promised	We shall continue to increase the numbers of clients having reviews in Adult Service (2014/15 - 71.9% (SCA/007))		
Comment	We have increased the number of completed reviews in 15/16 by 349 and actual numbers completed being 2867 for the year. We have placed greater focus on completing reviews whilst balancing the demands of referrals coming through the front door. We have initiatives such as "releasing time to care" and a new domiciliary commissioning framework which has placed an emphasis on reviewing commissioned packages of care. We continue to prioritise outstanding reviews and aim to increase these figures year on year.		
Service Head: Rhian Dawson		Performance status: On target	



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Theme: C. People in Carmarthenshire are healthier							
Sub-theme: C6 Improve access to health and social care for all people including vulnerable groups							
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year SCA/007	87.2	79.5	End Of Year: 71.9	Target: 20.0 Result: 43.9	Target: 40.0 Result: 55.5	Target: 60.0 Result: 66.9	Target: 80.0 Result: 74.7 Calculation: (2867 ÷ 3837) × 100
Comment	Whilst we accomplished an increase of 3.89% on last year we are short of the target by 5.3 percentage points.						
Remedial Action	To rectify this we are appointing a team under the releasing time to care, to focus on reviews to ensure that people are receiving the appropriate level care.						
Service Head: Rhian Dawson			Performance status: Off target				
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of carers of adults who were offered an assessment or review of their needs in their own right during the year	96.0	93.7	End Of Year: 100.0	--	--	--	Target: 100.0 Result:

SCA/018a								100.0 Calculation: (1096 ÷ 1096) × 100
Service Head: Rhian Dawson				Performance status: On target				
Measure Description	2014/15 Comparative Data			2015/16 Target and Results				
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year	
The percentage of adult clients who are supported in the community during the year SCA/020	87.19	85.51	End Of Year: 83.08	Target: 79.06 Result: 81.01	Target: 80.14 Result: 82.08	Target: 80.94 Result: 83.06	Target: 83.05 Result: 79.49 Calculation: (4892 ÷ 6154) × 100	
Comment	This statutory measure expects as many older people as possible to be helped to live at home. However as a Council we want to promote independent living and our innovative range of services aims to support people via community based services. Reductions in day care and meal provision have resulted from efforts to find community-based options that promote involvement in their local community.							
Remedial Action	Assistance is now focussed on the people who have more significant disabilities to help them live well at home.							
Service Head: Rhian Dawson				Performance status: Off target				



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ACTIONS - Theme: C. People in Carmarthenshire are healthier			
Sub-theme: C6 Improve access to health and social care for all people including vulnerable groups			
Action		Target date	
	11714		31/03/2016
Action promised	We shall continue to implement the regional carers strategy		
Comment	The Regional Carers Measure Information and Consultation Strategy came to a close in March 2016. During its lifetime some really innovative ideas have been developed, particularly the Investors in Carers Programme. A team of 3 part time workers, one per county, has made great inroads to the embedding of carer recognition and support across primary care in the region. As previously reported, activity to expend the programme into Acute hospital settings, pharmacies, schools and colleges is underway although this has been under threat in the latter part of the year. However, the Welsh Government has provided 2 years of further funding to support transition of the Act into the Social Services and Well Being Act. Although the WG has prescribed what they want to see happening the Strategy Implementation Group are satisfied that continuation of the established work streams will meet the WG directive. Therefore we will persevere with plans to embed and expand on the work we have already had a good deal of success with.		
Service Head: Rhian Dawson		Performance status: On target	
Action		Target date	
	11716		31/03/2016
Action promised	We will review the way we allocate services to disabled children and their families to ensure that our processes are aligned with adult social care for continuity of provision and we are making the best use of our available resources by providing a service based upon need		
Comment	We have undertaken a review of our activity with the Institute of Public Care. This has determined whether our systems and processes support us to make the best use of our available resources for disabled children and their families. This will inform our business planning for the coming years to ensure that children and families get what they need, when they need it. We will consult with families and other stakeholders as part of this process.		

Service Head: Stefan Smith		Performance status: On target	
Action	11718	Target date	31/03/2016
Action promised	We will develop a multi agency action plan to implement the recommendations of the Autistic Spectrum Disorder (ASD) Position Statement developed by the People and Work Unit		
Comment	The ASD steering and stakeholder groups have continued to meet throughout 2015/16. An interim action plan has been developed and we have been implementing this. Welsh Government have launched their refreshed all Wales strategy which is out for consultation. Once the document is finalised we will develop a local action plan to implement Welsh Government strategic priorities. Whilst awaiting the Welsh Government strategy a great deal of work has continued in Carmarthenshire to raise awareness, offer information and support and develop services. Carmarthenshire continues to be a member of the all Wales ASD Lead's forum and has had a key role in helping to develop initiatives and drive the agenda forward both locally and nationally.		
Service Head: Stefan Smith		Performance status: On target	
Action	11719	Target date	01/06/2016 (original target 31/03/2016)
Action promised	We will develop and publish information for disabled young people and their families about our services		
Comment	Leaflets, pop ups and information booklets have been produced for Camau Bach, Giant Steps and there is a range of Autistic Spectrum Disorder (ASD) information available. The short break statement has been produced and is currently being updated. A series of parents workshops have been developed and delivered on a range of topics including social stories, ASD awareness, managing behaviour. A quarterly newsletter is produced for parents.		
Service Head: Stefan Smith		Performance status: On target	



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ACTIONS - Theme: C. People in Carmarthenshire are healthier			
Sub-theme: C7 Reducing drug and alcohol misuse			
Action		Target date	
	11308		31/03/2016 (original target 31/03/2015)
Action promised	We will review our Substance Misuse Service alongside Integrated Family Support Team (IFST) to ensure they are effective		
Comment	<p>We have undertaken a pilot with the Integrated Family Support Team (IFST) this year. A senior practitioner from IFST worked across both teams, holding cases of parents with substance misuse problems.</p> <p>This approach has seen many benefits, the teams are now jointly screening all cases to avoid duplication and ensure that cases are managed by the appropriate service. The co-location and sharing of practice between teams was seen as positive by the staff and options for arrangements between the teams will be considered in the future.</p> <p>Within Adult Social care a review is underway which includes a management realignment. This will give us the opportunity to consider whether further collaboration across departments and teams would be beneficial.</p>		
Service Head: Stefan Smith		Performance status: On target	
Action		Target date	
	11721		31/03/2016
Action promised	We shall review the transition arrangements for young people with substance misuse problems to ensure they do not get lost between children and adult services.		
Comment	<p>The Transition team now deal with all enquiries from within children and adult social care. This ensures that we undertake appropriate level of screening and onward referral for cases.</p> <p>We continue to develop arrangements for integrated care for children and young people. The specialist services for under-18s are now based at our Unit 3 premises in Llanelli. They are co-located with our local supported lodgings and advocacy services. We have regular meetings with our colleagues from the Youth Offending Services, CAMHS and the third sector to ensure we are meeting the needs of children and young people.</p>		


Comment	<p>This year we have undertaken some work with the Head of the Pupil Referral Units. This has been in response to an increase in substance misuse by pupils who attend the units. This has ensured we take a holistic approach and ensure that the pupils are receiving the support they need and the staff and parents feel equipped to deal with the issue.</p> <p>We have undertaken a pilot with the Integrated Family Support Team (IFST) this year. A senior practitioner from IFST worked across both teams, holding cases of parents with substance misuse problems. This approach has seen many benefits, the teams are now jointly screening all cases to avoid duplication and ensure that cases are managed by the appropriate service. The co-location and sharing of practice between teams was seen as positive by the staff and options for arrangements between the teams will be considered in the future.</p> <p>We continue to attend the MARAC domestic violence meetings on behalf of substance misuse service and have been commended for our work in this area.</p>
Service Head: Avril Bracey	Performance status: On target



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Theme: E. People who live, work and visit Carmarthenshire are safe and feel safer							
Sub-theme: E5 Safeguarding all people from abuse, victimisation, neglect and exploitation							
Measure Description	2014/15 Comparative Data			2015/16 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of adult protection referrals completed where the risk has been managed SCA/019	100.00	98.78	End Of Year: 98.98	Target: 98.00 Result: 100.00	Target: 98.00 Result: 100.00	Target: 98.00 Result: 100.00	Target: 98.00 Result: 92.61 Calculation: (213 ÷ 230) × 100
Comment	<p>In the past year we have received a number of referrals relating to allegations of abuse towards vulnerable adults who have passed away before the referral has been made.</p> <p>We also have received referrals from Dyfed Powys Police where an allegation of financial abuse has been made directly to them but subsequent investigation has resulted that there has been no evidence to support the allegations.</p> <p>We do not therefore consider that the risk to these adults can be recorded as reduced or removed.</p>						
Remedial Action	See above comment						
Service Head: Mark Evans				Performance status: Off target			



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ACTIONS - Theme: E. People who live, work and visit Carmarthenshire are safe and feel safer			
Sub-theme: E5 Safeguarding all people from abuse, victimisation, neglect and exploitation			
Action	11746	Target date	31/03/2016
Action promised	We will consolidate and develop effective and robust provider performance systems in association with the safeguarding service		
Comment	We have continued to run provider performance meetings covering adult social care, with good representation from various disciplines and organisations and to convene any meetings in connection with care providers warranting concern as appropriate. We have negotiated or enforced embargos or suspension of packages proportionately and as necessary and have continued to work closely with the safeguarding team and other relevant colleagues		
Service Head: Neil Edwards		Performance status: On target	
Action	11747	Target date	31/03/2016
Action promised	We will develop criteria for allocating investigations to service providers and care management teams		
Comment	Criteria agreed and implemented		
Service Head: Neil Edwards		Performance status: On target	
Action	11748	Target date	31/03/2016
Action promised	We will convene a workshop on "Investigations for Investigating officers and Adult Services Managers" to learn lessons and share best practice		
Comment	The action has been delayed throughout the year due to managerial staff changes, departmental restructure and preparation for the implementation of the Social Services and Wellbeing Act 2014.		
Remedial Action	The workshop will be convened when the new structure confirmed and key attendees identified		

Service Head: Neil Edwards

Performance status: Off target

