

Pecyn Dogfennau



Mark James LLM, DPA, DCA
Prif Weithredwr,
Chief Executive,
Neuadd y Sir, Caerfyrddin. SA31 1JP
County Hall, Carmarthen. SA31 1JP

DYDD GWENER, 7 RHAGFYR 2018

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

YR WYF DRWY HYN YN EICH GALW I FYNYCHU CYFARFOD
O'R **PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD**
SYDD I'W GYNNAL YN **SIAMBR, - NEUADD Y SIR,
CAERFYRDDIN. SA31 1JP. AM 2.00 YP AR DYDD LLUN, 17EG
RHAGFYR, 2018** ER MWYN CYFLAWNI'R MATERION A
AMLINELLIR AR YR AGENDA ATODEDIG.

Mark James DYB

PRIF WEITHREDWR



AILGYLCHWCH OS GWELWCH YN DDA

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PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD 14 AELOD

GRŴP PLAID CYMRU – 7 AELOD

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

GRŴP LLAFUR – 4 AELOD

- | | | |
|----|------------|-----------------|
| 1. | Cynghorydd | Ken Lloyd |
| 2. | Cynghorydd | Andre McPherson |
| 3. | Cynghorydd | Eryl Morgan |
| 4. | Cynghorydd | Louvain Roberts |

GRŴP ANNIBYNNOL – 3 AELOD

- | | | |
|----|------------|---------------------------------|
| 1. | Cynghorydd | Sue Allen |
| 2. | Cynghorydd | Ieuan Wyn Davies [Is-Cadeirydd] |
| 3. | Cynghorydd | Rob Evans |

AGENDA

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2. DATGANIADAU O FUDDIANNAU PERSONOL GAN GYNNWYS UNRHYW CHWIPIAU PLEIDIAU A RODDIR MEWN YMATEB I UNRHYW EITEM AR YR AGENDA.
3. CWESTIYNAU GAN Y CYHOEDD (NID OEDD DIM WEDI DOD I LAW).
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Eitem Rhif 4

**PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC
IECHYD 17^{eg} RHAGFYR 2018**

**YMGYNGHORI YNGHYLCH STRATEGAETH Y GYLLIDEB REFENIW
2019/20 TAN 2021/22**

Atodiad A - Strategaeth ar gyfer y Gyllideb Gorfforaethol o 2019/20 tan 2021/22

Atodiad A (i) - Crynodeb effeithlonrwydd sy'n ymwneud â'r Gwasanaeth Gofal Cymdeithasol ac Iechyd

Atodiad A (ii) - Twf Gwasgedd sy'n ymwneud â'r Gwasanaeth Gofal Cymdeithasol ac Iechyd

Atodiad B - Y rhannau o'r gyllideb sy'n ymwneud â'r Gwasanaeth Gofal Cymdeithasol ac Iechyd

Atodiad C - Crynhoad o'r Taliadau sy'n ymwneud â'r Gwasanaeth Gofal Cymdeithasol ac Iechyd

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Bod yr aelodau yn ystyried ac yn gwneud sylwadau ar gynlluniau strategaeth y gyllideb
- Bod yr aelodau yn ystyried ac yn gwneud sylwadau ar gynlluniau ar gyfer arbedion effeithlonrwydd yn eu meysydd gwasanaeth hwy, a glustnodir yn Atodiad A(i)
- Hefyd, bod yr aelodau'n cael gwahoddiad i gyflwyno unrhyw gynlluniau eraill ar gyfer arbedion effeithlonrwydd.
- Bod yr aelodau'n edrych yn fanwl ar y Gyllidebau Adrannol
- Bod yr aelodau'n cymeradwyo'r Crynhodau o'r Taliadau

Rhesymau:

- Yn ei gyfarfod ar 19^{eg} Tachwedd 2018, bydd y Bwrdd Gweithredol yn ystyried Strategaeth y Gyllideb Refeniw o 2019/20 tan 2021/22 (Atodiad A) ac yn cymeradwyo'r adroddiad at ddibenion ymgynghori. Yn y cyfarfod caiff y wybodaeth ddiweddaraf ei rhoi ar lafar ynghylch unrhyw newidiadau neu gynlluniau penodol gan y Bwrdd Gweithredol, os bydd hynny'n briodol.

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

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

- Cyng. David Jenkins (Adnoddau)
- Cyng. Jane Tremlett (Gofal Cymdeithasol ac Iechyd)

Y Gyfarwyddiaeth: Gwasanaethau Corfforaethol Enw'r Gyfarwyddwr: Chris Moore Awdur yr adroddiad: Randal Hemingway	Swydd: Pennaeth y Gwasanaethau Corfforaethol	Rhif Ffôn / Cyfeiriad E-bost: 01267 224886 RHemingway@sirgar.gov.uk
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EXECUTIVE SUMMARY

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 17th DECEMBER 2018

REVENUE BUDGET STRATEGY CONSULTATION 2019/20 to 2021/22

The objective of the report is to allow members to consider the corporate budget strategy for the financial years 2019/20 to 2021/22 to consider the service delivery impact and options for the forthcoming years.

The report is set out as follows:-

Appendix A

- The attached report is a copy of the Revenue Budget Strategy 2019/20 to 2021/22 that has been presented to the Executive Board. As part of the budget consultation process the report is presented to this Scrutiny Committee for your consideration.
- The report provides members with an initial view of the revenue budget issues for the forthcoming year and also reflects departmental submissions.

Appendix B

Budget extracts for the Social Care & Health service which incorporates the initial Efficiencies/Service rationalisation proposals already reflected in the budget for consultation.

Appendix C

Charging Digest for the Social Care & Health service. The charges for 2019-20 have yet to be adopted and any change to the proposed charges will impact on the budget/efficiency proposals.

DETAILED REPORT ATTACHED?	YES
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IMPLICATIONS

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

Signed: **Chris Moore** Director of Corporate Services

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

1. Policy and Crime & Disorder

The budget is being prepared having regard to the Improvement Plan.

2. Finance

The report provides an initial view of the Budget Strategy for 2019/20, together with indicative figures for the 2020/21 and 2021/22 financial years. The impact on departmental spending will be dependent upon the final settlement from Welsh Government and the resultant final Budget adopted by County Council.

CONSULTATIONS

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

Signed: **Chris Moore** Director of Corporate Services

1. **Local Member(s)** – N/A

2. **Community / Town Council** – N/A

3. **Relevant Partners** – Consultation with relevant partners will be undertaken and results will be reported during the budget process.

4. **Staff Side Representatives and other Organisations** – Consultation with other organisations will be undertaken and results will be reported during the budget process.

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

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
2019/20 3 year Revenue Budget	Corporate Services Department, County Hall, Carmarthen

Mae'r dudalen hon yn wag yn fwriadol

REPORT OF DIRECTOR OF CORPORATE SERVICES

Social Care & Health Scrutiny Committee

17th December 2018

REVENUE BUDGET STRATEGY 2019/20 to 2021/22

(Copy of Executive Board report 19/11/18)

HEAD OF SERVICE & DESIGNATION.	DIRECTORATE	TELEPHONE NO.
C Moore, Director of Corporate Services	Corporate Services	01267 224121
AUTHOR & DESIGNATION	DIRECTORATE	TELEPHONE NO
R Hemingway, Head of Financial Services Officer	Corporate Services	01267 224886

1. INTRODUCTION

- 1.1. Executive Board in July 2018 received a report on the Revenue Budget Outlook for 2019/2020 to 2021/2022 which appraised Members of the financial outlook and the proposals for taking forward the budget preparation for the three year period.
- 1.2. This report provides Members with the current view of the Revenue Budget for 2019/2020 together with indicative figures for the 2020/2021 and 2021/2022 financial years. The report is based on officers' projections of spending requirements and takes account of the provisional settlement issued by Welsh Government on 9th October 2018. It also reflects the current departmental submissions for savings proposals.
- 1.3. Whilst significant work has already been undertaken in preparing the budget, this is only an initial position statement which will be updated over the coming months as the budget is further developed, council members are engaged, public consultation takes place, and the final settlement is received from Welsh Government.
- 1.4. The report is broken down into 5 parts:
 - Funding Projections
 - Budget Requirement
 - Impact on the Authority's budget requirement
 - Consultation
 - Conclusion
 - Recommendations

2. PROVISIONAL SETTLEMENT

- 2.1. The provisional settlement was announced on Tuesday 9th October 2018. Indicative figures for individual Local Authorities were provided for one financial year only, 2019/20, with no further information about future years' settlements.
- 2.2. Whilst the headline provisional settlement was better than this Council had forecast, it was a reduction on the current year's settlement. When inflationary factors, demographic and demand changes are considered there is a significant negative impact on the Council's resources.
- 2.3. Speaking on BBC Radio Wales on the day of the provisional settlement, the First Minister acknowledged the financial difficulty that this placed upon councils. He therefore committed that if there was a favourable Barnett consequential following the Chancellors Autumn Statement on 29 October, local government would be "first in the queue" for additional funding in Welsh Government's final budget, to be published in December.

However, responding to the Barnett consequential of £550m (£486m revenue by 2019-20) Cabinet Secretary for Finance Mark Drakeford was dismissive, saying that £365m had already been planned into the Welsh Government budget. WLGA's own indicative analysis is that there could be around £59m in 2019-20 available for WG to allocate in the final revenue settlement, published in December, if they so choose.

- 2.4. The main points of the Provisional Settlement 2019/2020 on an all Wales basis are as follows:

- 2.4.1. Local government revenue funding for 2019-20 set at £4.214 billion, a reduction of 0.3% (£12.3 million) compared to 2018-19, but this is after transfers into the settlement which WG have included at £12.1 million.

- 2.4.2. Our analysis suggests there are however inconsistencies in this:

WG's draft budget published on 2 October clearly states that £13.7 million has been included towards the cost of the September 2018 Teachers pay award, yet only £8.1 million has been provided. We therefore consider that the true settlement is £5.6 million worse than publicised. This appears to contradict both the Secretary of State for Wales' letter to Welsh Council Leaders as well as Welsh Government's own draft budget detailed proposals.

Similarly, there was explicit reference to £7.0 million of additional funding to meet Local Authorities costs arising from WG's approach to free school meals. On this, it is

clear that only £4.0 million has been provided, making the true settlement £3.0 million worse than publicised.

Like last year, there is reference in WG's draft budget to an extra £20 million for social care, however there is simply no extra money for this.

- 2.4.3. The WG budget does not include any funding for substantial increases in the Teachers' Pensions employer contribution rates (referred to in paragraph 3.2.3 below). WG officials have been unable to provide any clarity on the matter. We consider it likely that this information became available too late in the process to be included with the WG budget, and indeed some funding appears to have been set aside in the Chancellor's Autumn Statement.
- 2.4.4. £2.5 million floor funding to ensure that no authority sees a reduction of greater than 1.0% compared to its 2018-19 settlement allocation.
- 2.4.5. No information regarding any future arrangements on the WG previously stated aims as to how to make the Council Tax Reduction Scheme fairer.

2.5. The Settlement figures for Carmarthenshire are:

2.5.1. After adjustments for WG identified transfers, the reduction in the provisional settlement is 0.5% (£1.343m). The Aggregate External Finance (AEF) therefore reduces to £258,831k in 2019/20.

2.5.2. New responsibilities and transfers in:

- £422k for Free School Meals eligibility, however only £238k has actually been transferred in
- £843k for Teachers pay, of which only £497k has been transferred in

Taking account of these, the reduction for Carmarthenshire is 0.7% (£1.873m).

As this year's settlement includes a funding floor of -1.0%, and in the absence of any forward guidance for future years, the MTFP assumptions for 2020/21 and 2021/22 have each been revised upwards from -1.5% to -1.0%. This reduces the budget gap by £2.6m over the MTFP period.

2.6. Details of the Welsh Government Service Specific Grants were updated on 23rd October 2018, albeit there is no information for around £150m of

grants at an all Wales level. Of those published, the majority have been maintained at a **cash standstill position**, reducing the value of output which can be delivered once inflation is taken into account. There are however some important updates :

- There is a new social services grant of £30m across Wales. As there are no specific details, we are planning on the basis that this can be used in full towards the obvious and unavoidable service pressures. The Chancellor's autumn statement confirmed the National Living Wage increase from £7.83/hour to £8.21/hour which will impact significantly on the cost of many commissioned services.
- There is a new education grant of £15m across Wales. By contrast the Cabinet Secretary for Education has said publicly that this is to be largely used for teachers' professional development. As such we have not been able to count it when considering new pressures funding.
- There is a new "super grant" named the Children and Communities Grant of £135m which brings together previously separate funding streams of Flying Start, Families First, Communities for Work Plus and Communities First Legacy Education Improvement Grant.
- The temporary funding put in place in 2018/19 for Ethnic, Minority Gypsy Roma Traveller Learners has been maintained at £8.7m but there is no information on whether the current distribution, which does not favour Carmarthenshire, is to be changed or not.
- The £9m planned all Wales cut to Education Improvement Grant has not been implemented.
- The Concessionary Fares grant has increased by £2m to £60m, though no details are available on any conditions attached to this increase.

3. BUDGET REQUIREMENT 2019/2020

3.1. Current Years performance (2018/2019)

3.1.1. As the Authority's core spending requirements remains constant year on year, a review of current year's performance is important in identifying whether there are any underlying problems within the base budget

3.1.2. The current projection for the Revenue Outturn for 2018/19 (based on the August 2018 monitoring) is as follows

Service	Approved Budget £'000	Total Expenditure Forecast £'000	Variance Forecast For Year £'000
Chief Executive	13,832	14,078	246
Communities	97,714	98,507	793
Corporate Services	24,799	24,475	-324
Education and Children's Services	162,665	164,571	1,906
Environment	52,468	53,280	812
Departmental Expenditure	351,479	354,911	3,432
Cont from Dept/Earmarked Reserves		-650	-650
Capital Charges	-15,425	-15,970	-545
Levies and Contributions	9,724	9,724	0
Transfer to/ from Reserves	0	0	0
Net Expenditure	345,778	348,015	2,237

The main reasons for the departmental overspends are as follows:

- Chief Executive's Department: proposed savings in Corporate Health and Safety (285k) under review by TIC team.
- Communities Department: overspends against budget in the areas of Older People and Physical disabilities, Learning Disabilities, Mental Health and Safeguarding.
- Education and Children's Services: continues to face pressure due in the main to school based EVR and redundancy costs, Special Educational Needs Statements, shortfall in the Music service SLA income from schools and Out of County Placements.
- Environment Department: overspends are primarily due to non-achievement of car park income targets and a decrease in planning application income.

The Authority is currently forecasting a variance of £2.237m at the year-end that will have to be met from General Balances.

3.2. Validation

3.2.1. Validation reflects the changes in expenditure requirements to deliver the **current level** of services in future years. Primarily this is inflation, but also includes some service specific changes. The key validation factors are as follows:

	<u>2019/20</u> <u>Original</u>	2019/20 Proposed	<u>2020/21</u>	<u>2021/22</u>
General inflation	2.3%	2.3%	2.0%	2.0%
Electricity	5.0%	5.0%	5.0%	5.0%
Gas	5.0%	5.0%	5.0%	5.0%
Fuel	5.0%	5.0%	5.0%	5.0%
Pay Inflation - non teaching	2.0%	2.0%	2.0%	2.0%
Pay Inflation - Teaching	2.0%	1.6%	2.0%	2.0%
Levies	2.9%	2.9%	2.5%	2.5%
Pension Contributions	£209k	£209k	£213k	£218k
New Pay Spine	£1800k	£2000k	n/a	n/a
Capital Charges	£250k	£250k	£250k	£250k

3.2.2. There are very significant pressures in terms of the council's pay bill. With a clear cessation of the 1% public sector pay cap over the last year, the budget is built on the an assumption of a 2% per annum increase generally – with two exceptions:

- Teachers pay - Factoring in the full year effect of the September 2018 award, but then reverting to the annual 2% each September;
- NJC pay spine – implementing the nationally agreed pay spine, which for Carmarthenshire means an average increase of 3.5% in April 2019, based on budgeted Top-of-Grade salaries, then reverting to 2% each April.

3.2.3. Furthermore, our draft budget considers the effect of the increase in Teachers Pensions Employer contributions. The increase from 16.48% to 23.6% is forecast to cost £2.75m in 2019/20 (September implementation) and a further £1.75m in 2020/21, totalling c. £4.5m full year effect. Our working assumption is that either this is fully funded through a direct grant in 2019/20 or accommodated in full in the final settlement

published in December. **Anything other than a fully funded position will further add to the budget cuts faced by Local Authorities – therefore if it factored into the settlement, this is likely to add around £50 million to the headline figure without providing any true relief.**

3.2.4. As a result of these factors, validation is high relative to recent years and adds £11.8m to the current year's budget.

3.3. Cost reduction Programme

3.3.1. In anticipation of the settlement reductions, significant work in identifying further service efficiencies/rationalisation proposals has been undertaken.

3.3.2. The savings targets set for each financial year are as follows:

	2019/20 £m	2020/21 £m	2021/22 £m
Original targets (July Budget Outlook report)	11.473	11.240	10.249
Updated targets (following Provisional Settlement)	9.825	9.539	8.481

3.3.3. Accordingly departments have developed a range of proposals, and these efficiencies are included in **Appendix A** of this report.

- The efficiency proposals are categorised as follows:
 Managerial – Efficiencies that result in no perceivable change to the overall level of service delivery but may in some instances affect quality of service provided;
 Policy – Efficiency or service rationalisation proposals that will directly affect service delivery.

	2019/20 £m	2020/21 £m	2021/22 £m
Managerial	5.527	3.878	3.893
Existing Policy	3.078	3.126	3.021
New Policy	1.220	0.660	0.696
Total	9.825	7.664	7.610
Shortfall	0	1.875	0.871

(Detail at **Appendix A**)

3.3.4. The summary sheet at Appendix A sets out the savings targets set for individual departments and the value of savings currently identified.

3.4. New Expenditure Pressures

3.4.1. New expenditure pressures are the combination of additional cost to meet existing service needs e.g. increased client base/greater service take up and the costs of meeting change in service provision e.g. policy changes.

3.4.2. The original budget outlook report included £3m per annum to meet growth pressures.

3.4.3. Initial growth bids of £7.4m have been submitted by departments for 2019-20. Based on an evaluation of the value and unavoidable nature of pressures submitted, the current estimated value required has risen to £4m, of which £2.2m will need to be met from corporate funding and is allocated as follows:

	£'000
Communities (£1.8m to be met from social services grant)	400
Education	500
Environment	1,300

Departments will need to prioritise their departmental allocation against their original submissions

The detail is provided at **Appendix B**.

3.5. Schools Delegated Budgets

3.5.1 The current budget strategy proposals adopted in February 2018 and maintained in the July 2018 Budget strategy report assumed a cash neutral settlement to schools. This does require schools to identify their own efficiencies to meet known inflationary pressures, but provides relative protection when compared against the larger reductions allocated to other council departments. The council has allocated dedicated support from the TIC team to help schools identify efficiencies and has allocated a dedicated invest to save fund of £500k as an enabler.

The significant and clearly unavoidable pressure related to Teachers Pensions Employer Contributions is considered outside this process – for the purposes of Schools Delegated Budgets it is assumed to be fully funded. **Should funding not be confirmed in full by the time of our final budget in February 2019, this may have a significant detrimental effect on service provision and/or require an unprecedented jump in the scale of council tax increases.**

3.6. Internal Funding

3.6.1. Generally speaking whilst the use of reserves to support annual budgets should not be summarily discounted, it must be treated with caution. Funding on-going expenditure from such funds merely defers and compounds difficult financial problems to the following year. One-off items of expenditure within any budget proposal lend themselves better for such funding support.

3.6.2. In deliberating this point however, members must bear in mind any **inherent risks** that may be built into the budget strategy. These include:

- Challenging Efficiency targets
- Future inflation/interest rates
- Current economic and political climate continuing
- Impact of BREXIT
- A new First Minister to take over in December 2018
- Additional pressure on demand lead Services

In spite of positive progress last year, this year there is no indication from Welsh Government in respect of future settlements, therefore it remains difficult to construct multi-year budgets in the absence of any clear forecasts.

3.6.3. The following table summarises the main categories of reserves held by the Authority.

	1 st Apr 2018 £'000	31 st Mch 2019 £'000	31 st Mch 2020 £'000	31 st Mch 2021 £'000
Schools Reserves	1,515	-474	-474	-474
General Reserves	9,783	7,598	7,598	7,598
Earmarked Reserves	81,139	52,844	39,077	20,167

3.6.4. School Reserves

- Schools have delegated responsibility for the management of their own finances. The level of reserves held by an individual school at any point in time will depend on a number of factors

including the level of contingency fund that the school governing body considers appropriate, and the particular plans each school has for expenditure. Officers have yet to be informed of any transfers to/from these reserves by individual schools for future years.

- Legislation allows schools to carry forward reserves from one financial period to another. The School Funding (Wales) Regulations 2010 requires schools to limit their accumulated reserves at year end to £50,000 for Primary Schools and £100,000 for Secondary and Special Schools or 5% of their budget dependant on what is greater. School Improvement officers are currently working with schools to ensure they comply with the guidance. As at 31st March 2018, 28 primary, 5 secondary and no special schools were in deficit and 18 primary and 6 secondary schools held surpluses in excess of the thresholds above, a small improvement from the year before.

3.6.5. General Reserves

- In the changeable and challenging environment currently facing Local Government the Authority is committed to maintaining a reasonable level of General reserves or Balances. Whilst there is no prescribed minimum level for Balances, Council has previously deemed 3% of net expenditure as being a prudent level, which has been accepted by our Auditors as being reasonable
- The overall level of balances is taken into consideration each year when the annual budget is set and has on occasions been utilised to augment expenditure/reduce council tax. The 2018-2019 budget was set on the basis of no transfers from the General Reserves. Based upon the August Budget monitoring (outlined in paragraph 3.1.2 above) there could be draw of £2,237k against General Reserves at the end of the current financial year.

- Given the likely draw on this reserve in the current year therefore it is deemed imprudent at this stage to assume any further support for future years budgets from the current General Reserves.
- Taking account of the reduction in general reserves forecasted, consideration needs to be given to how these balances are built back up over future years.

3.6.6. Earmarked Reserves

- The Authority holds earmarked reserves which have been set up to finance the delivery of specific projects, or in protecting the authority against future liabilities or issues. The reserves can be summarised as follows:

Reserve	31 March 2018	31 March 2019	31 March 2020	31 March 2021
	£'000	£'000	£'000	£'000
Insurance	10,741	11,041	11,216	11,391
Capital Funds	43,212	26,189	16,187	-653
Development Fund	1,627	923	1,091	1,257
Corporate Retirement Fund	2,959	2,202	1,445	688
Joint Ventures	1,248	1,284	1,386	1,488
Other	21,352	11,205	7,752	5,996
TOTAL	81,139	52,844	39,077	20,167

- As can be seen from the table above the level of earmarked reserves fluctuates greatly year on year, and whilst the level in each fund is not an exact science it is based on an informed estimate and past experience of the likely call on the authority in future years in line with the intended purpose of each reserve. Great care must therefore be taken when considering utilising such funds for purposes other than those which they were created as this could lead to the authority being faced with substantial unfunded liabilities in the future
- The budget proposals therefore assume nil contribution from reserves in support of the revenue budget in 2019/20 and a further analysis of the reserves held will be undertaken over the coming months with any further proposed utilisation being considered at the budget finalisation stage.
- Taking account of the proposals within this report, the Director of Corporate Services confirms that overall the estimated level of financial reserves (as indicated above) is adequate for the financial year 2019/20, with the General Reserves being at the minimum that could be supported. However the Director is very conscious of the ongoing commitment to capital projects and of the demand on future services and therefore feels the reserves will need to be monitored closely going forward.

4. IMPACT ON THE AUTHORITY'S BUDGET STRATEGY

The table below provides an updated position on the current financial outlook taking account of the provisional settlement and also other recent validation changes.

- 4.1. The Current Financial Outlook (updated for the Provisional Settlement) is set out in the table below:

	Current MTFP		Proposed Financial Model		
	2019/20 £'000	2020/21 £'000	2019/20 £'000	2020/21 £'000	2021/22 £'000
Previous Year's Budget	345,778	346,988	345,778	349,996	352,503
General Inflation	2,367	2,526	3,201	2,815	2,874

Pay Inflation	6,019	4,840	6,219	4,840	4,324
Transfers in & other	1,052	713	2,423	1,392	1,101
Growth	3,000	3,000	2,200*	3,000	3,000
Savings proposals	-8,812	-8,209	-9,825	-7,664	-7,610
Further savings to be identified	-2,417	-2,791	0	-1,875	-871
Net Expenditure	346,988	347,065	349,996	352,503	355,321
Funded by:					
Revenue Settlement	-256,793	-254,941	-258,831	-256,243	-253,680
Council Tax Receipts	-90,194	-94,124	-91,165	-96,260	-101,641
Council Tax Increase:	3.78%	3.67%	4.89%	4.89%	4.89%

*Assumes new £30m Social Services grant can be used to fund pressures

- 4.2. The total of cost reductions now required for 2019/20 is £9.8m and for the 3 year period are estimated at £28m.

5. CONSULTATION

Budget consultation has been planned for the coming months and a summary of the individual approaches are as follows:

- 5.1. Members seminars. (November and December 2018)
- 5.2. The consultation process will commence online from the 20th November 2018.
- 5.3. Town & Community Councils and commercial ratepayers consultation in December 2018.
- 5.4. Consultation with Scrutiny Committees during December 2018 and January 2019.
- 5.5. 'Insight' youth conference in December 2018.
- 5.6. Consultation with the Schools Budget Forum in November 2018
- 5.7. Trade Union Consultation December 2018/January 2019

6. WELLBEING OF FUTURE GENERATIONS (WALES) ACT 2015

- 6.1. In considering the budget proposals, members need to take into consideration the requirements of the Wellbeing of Future Generations (Wales) Act 2015. The Act requires that we must carry out sustainable development, improving the economic, social environmental and cultural well-being of Wales.

‘... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs’

6.2. In doing so, we must demonstrate the following 5 ways of working:

- Looking at the long-term so that we do not compromise the ability of future generations to meet their own needs
- Understanding the root causes of the issues to prevent them recurring
- Taking an integrated approach so that we look at all well-being goals and objectives of other services and partners
- Collaboration – Working with others in a collaborative way to find shared sustainable solutions
- Involving a diversity of population in decisions that affect them

6.3. Carmarthenshire’s Well Being objectives:

Start Well

1. Help to give every child the best start in life and improve their early life experiences
2. Help children live healthy lifestyles
3. Continue to improve learner attainment for all
4. Reduce the number of young adults that are Not in Education, Employment or Training

Live Well

5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty
6. Create more jobs and growth throughout the county
7. Increase the availability of rented and affordable homes
8. Help people live healthy lives (tackling risky behaviour and obesity)
9. Support good connections with friends, family and safer communities

Age Well

10. Support the growing numbers of older people to maintain dignity and independence in their later years
11. A Council wide approach to support Ageing Well in Carmarthenshire

In a Healthy and Safe Environment

12. Look after the environment now and for the future
13. Improve the highway and transport infrastructure and connectivity
14. Promote Welsh Language and Culture

Governance

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

7. CONCLUSION

- 7.1. Currently the budget proposals assume the full delivery of all of the savings proposals submitted, together with the identification and delivery of the shortfall in savings proposals 2020-21, and 2021-22.
- 7.2. Further cost reductions need to be identified and/or larger council tax increases be agreed to deliver a balanced budget in each of the three years.
- 7.3. Given the scale of the budget gap forecast, Council Tax increases have been increased from the previous MTFP to 4.89% in each of the three financial years. This provides at least some mitigation to the savings proposals which the council needs to consider.

8. RECOMMENDATION

- 8.1. Note the contents of the report and approve the three year budget strategy as a basis for consultation. Specifically seek comments from consultees on the efficiency proposals in Appendix A.
- 8.2. Give consideration as to what additional savings proposals can be identified to deliver a balanced budget over the financial planning period.

Mae'r dudalen hon yn wag yn fwriadol

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
17th December 2018
Efficiency Summary

	ORIGINAL TARGETS			
	2019/20	2020/21	2021/22	Total
	£'000	£'000	£'000	£'000
Chief Executive	679	665	600	1,944
Education & Children	1,535	1,503	1,356	4,394
Schools Delegated	2,642	2,593	2,452	7,687
Corporate Services	292	286	258	837
Community Services	4,234	4,145	3,738	12,117
Environment	2,090	2,047	1,846	5,983
	11,473	11,240	10,249	32,962

	REVISED TARGETS			
	2019/20	2020/21	2021/22	Total
	£'000	£'000	£'000	£'000
Chief Executive	552	534	464	1,551
Education & Children	1,249	1,208	1,048	3,505
Schools Delegated	2,642	2,593	2,452	7,687
Corporate Services	238	230	199	667
Community Services	3,443	3,330	2,890	9,664
Environment	1,700	1,644	1,427	4,772
	9,825	9,539	8,481	27,845

Proposals	Pages 2 to 11				Page 12-13				Page 14-17				TOTAL PROPOSALS			
	MANAGERIAL				EXISTING POLICY PROPOSALS				NEW POLICY PROPOSALS							
	2019/20	2020/21	2021/22	Total	2019/20	2020/21	2021/22	Total	2019/20	2020/21	2021/22	Total	2019/20	2020/21	2021/22	Total
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Chief Executive	498	279	153	930	0	0	0	0	0	7	0	7	498	286	153	937
Education	380	235	0	615	50	50	0	100	610	475	280	1,365	1,040	760	280	2,080
Schools Delegated	0	0	0	0	2,642	2,593	2,452	7,687	0	0	0	0	2,642	2,593	2,452	7,687
Corporate Services	292	286	228	806	0	0	0	0	0	0	0	0	292	286	228	806
Community Services	3,361	2,646	2,815	8,822	74	14	14	102	188	110	105	403	3,623	2,770	2,934	9,327
Environment	996	432	697	2,125	312	469	555	1,336	422	68	311	801	1,730	969	1,563	4,262
	5,527	3,878	3,893	13,298	3,078	3,126	3,021	9,225	1,220	660	696	2,576	9,825	7,664	7,610	25,099

SHORTFALL - to be identified	
	Total
	£'000
Chief Executive	614
Education & Children	1,425
Schools Delegated	-0
Corporate Services	-139
Community Services	336
Environment	510
	2,745

Department	2018-19 Budget	FACT FILE	2019-20 Proposed	2020-21 Proposed	2021-22 Proposed	Total	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	£'000	
Community Services							
Social Care							
Domiciliary Care	15,527	Domiciliary Care Services, also known as Homecare, provide practical or personal care for someone in their own home. This could be because health or mobility is declining, or a person may have been in hospital or they have a long term health condition. As at the end of August 2018 there were 1,098 clients receiving a Domiciliary Service.	298	300	100	698	Domiciliary Care Reduce % of Double handed care to match best performing authorities' performance. Needs an £80k Invest to Save
Domiciliary Care	15,527	Domiciliary Care Services, also known as Homecare, provide practical or personal care for someone in their own home. This could be because health or mobility is declining, or a person may have been in hospital or they have a long term health condition. As at the end of August 2018 there were 1,098 clients receiving a Domiciliary Service.	75	75	75	225	Domiciliary Care Reduce % of people receiving 4 calls+ per day
Domiciliary Care	15,527	Domiciliary Care Services, also known as Homecare, provide practical or personal care for someone in their own home. This could be because health or mobility is declining, or a person may have been in hospital or they have a long term health condition. As at the end of August 2018 there were 1,098 clients receiving a Domiciliary Service.	130	130	130	390	Domiciliary Care Outcome focused Dementia care / Fulfilled Lives
Domiciliary Care	15,527	Domiciliary Care Services, also known as Homecare, provide practical or personal care for someone in their own home. This could be because health or mobility is declining, or a person may have been in hospital or they have a long term health condition. As at the end of August 2018 there were 1,098 clients receiving a Domiciliary Service.	164	0	0	164	Rightsizing of long term care packages for new clients discharged from hospital, including improved reablement
Care Management		Management costs to support frontline care delivery	60	0	0	60	Review/remove vacant posts & general review of staffing
Domiciliary Care	15,527	Domiciliary Care Services, also known as Homecare, provide practical or personal care for someone in their own home. This could be because health or mobility is declining, or a person may have been in hospital or they have a long term health condition. As at the end of August 2018 there were 1,098 clients receiving a Domiciliary Service.	94	156	140	390	Domiciliary Care Halve the number of small packages of care by 2020
Domiciliary Care	15,527	Domiciliary Care Services, also known as Homecare, provide practical or personal care for someone in their own home. This could be because health or mobility is declining, or a person may have been in hospital or they have a long term health condition. As at the end of August 2018 there were 1,098 clients receiving a Domiciliary Service.	0	186	186	372	Information Advice & Assistance Support people to manage their difficulties without care
Residential Care	25,161	Residential care is provided in local authority and private sector care homes for individuals who can no longer live independently in the community. Depending on the nature of their needs, their placement may be made by the local authority or jointly with the health board, or entirely by the health board if they qualify for free continuing health care (CHC).	60	30	30	120	Residential Care Moving 6 S.U out to Adult Placements
Residential Care	25,161	Residential care is provided in local authority and private sector care homes for individuals who can no longer live independently in the community. Depending on the nature of their needs, their placement may be made by the local authority or jointly with the health board, or entirely by the health board if they qualify for free continuing health care (CHC).	150	300	300	750	Residential Care Manage Demand from hospital inc CHC + Out of County placement
Residential Care	25,161	Residential care is provided in local authority and private sector care homes for individuals who can no longer live independently in the community. Depending on the nature of their needs, their placement may be made by the local authority or jointly with the health board, or entirely by the health board if they qualify for free continuing health care (CHC).	0	0	0	0	Respite/Short Term - proposal under development
Domiciliary Care	15,527	Domiciliary Care Services, also known as Homecare, provide practical or personal care for someone in their own home. This could be because health or mobility is declining, or a person may have been in hospital or they have a long term health condition. As at the end of August 2018 there were 1,098 clients receiving a Domiciliary Service.	0	0	0	0	TEC Solutions - proposal under development
Residential Care Homes	25,161	People may move into a care home because they have gradually found it more difficult to manage at home, or because an illness or accident has affected their ability to live independently. Residential care homes offer services such as laundry and meals and help with personal care. Some homes offer short-term stays but normally they provide more long-term or permanent care. As at August 2018 there were 199 Mental Health & Learning Disability clients funded in a Private Residential Care Home	120	80	80	280	Stepping down 9 individuals from residential care into Shared Lives settings £1000-£350 = £650pw, £300k (half year effect = £150k)
Residential Care Homes	25,161	People may move into a care home because they have gradually found it more difficult to manage at home, or because an illness or accident has affected their ability to live independently. Residential care homes offer services such as laundry and meals and help with personal care. Some homes offer short-term stays but normally they provide more long-term or permanent care. As at August 2018 there were 199 Mental Health & Learning Disability clients funded in a Private Residential Care Home	41	50	50	141	Conversion of residential placements into Supported Living for 6 individuals Based on evidence of Y BWA project in February 2018
Supported Living	6,863	Supported living is a type of residential support that helps vulnerable adults, including people with learning disabilities, to live independently in the community. Supported living arrangements are very flexible and are designed to give each person choice and control over their home and the way they live their life. As of the 30th September 2016 there were 146 Mental Health & Learning Disability clients receiving supported accommodation.	255	100	100	455	Review of hours in supported living 3.5% reduction of hours of 7m
Residential Care Homes	25,161	People may move into a care home because they have gradually found it more difficult to manage at home, or because an illness or accident has affected their ability to live independently. Residential care homes offer services such as laundry and meals and help with personal care. Some homes offer short-term stays but normally they provide more long-term or permanent care. As at August 2018 there were 199 Mental Health & Learning Disability clients funded in a Private Residential Care Home	195	100	100	395	reduction in 1:1 hours in residential care due to reviews / right sizing and intervention of Positive Behaviour Team 25 x 10 hours per week x 52 weeks x £20ph based on 9 months

Department	2018-19 Budget	FACT FILE	2019-20 Proposed	2020-21 Proposed	2021-22 Proposed	Total	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	£'000	
Residential Care Homes	25,161	People may move into a care home because they have gradually found it more difficult to manage at home, or because an illness or accident has affected their ability to live independently. Residential care homes offer services such as laundry and meals and help with personal care. Some homes offer short-term stays but normally they provide more long-term or permanent care. As at August 2018 there were 199 Mental Health & Learning Disability clients funded in a Private Residential Care Home	300	200	200	700	Review existing and new joint funded service users to ensure correct CHC contribution
LD Day Services	4,249	LD & MH day services currently provide support for approximately 300 individuals across the county utilising 9 different sites. The services provide opportunities for individuals to receive therapy, maintain their health and wellbeing, gain skills, socialise whilst also providing respite for carers. The review of day services has highlighted the need to develop community options and specialist services which will see a decline in the use of building based services. This will provide opportunities for us to develop intergenerational services in partnership with adult services within Coleshill and Manor rd and vacate the premises at Crosshands.	216	100	10	326	Collaboration with social enterprise for craft / Reprovision of a day centre / transport
Community Inclusion		LD & MH day services currently provide support for approximately 300 individuals across the county utilising 9 different sites. The services provide opportunities for individuals to receive therapy, maintain their health and wellbeing, gain skills, socialise whilst also providing respite for carers. The review of day services has highlighted the need to develop community options and specialist services which will see a decline in the use of building based services. This will provide opportunities for us to develop intergenerational services in partnership with adult services within Coleshill and Manor rd and vacate the premises at Crosshands.	138			138	restructure of management posts in Community Inclusion and removal of vacant posts
Community Services	2,216	Provision by the private sector of Day Care and Community Support for people with learning disabilities	60	30	30	120	Improved commissioning framework for LD Community Services
Residential Care Homes	25,161	People may move into a care home because they have gradually found it more difficult to manage at home, or because an illness or accident has affected their ability to live independently. Residential care homes offer services such as laundry and meals and help with personal care. Some homes offer short-term stays but normally they provide more long-term or permanent care. As at August 2018 there were 199 Mental Health & Learning Disability clients funded in a Private Residential Care Home	0	100	200	300	Develop market for range of accommodation
Residential Care Homes	25,161	People may move into a care home because they have gradually found it more difficult to manage at home, or because an illness or accident has affected their ability to live independently. Residential care homes offer services such as laundry and meals and help with personal care. Some homes offer short-term stays but normally they provide more long-term or permanent care. As at August 2018 there were 199 Mental Health & Learning Disability clients funded in a Private Residential Care Home	0	50	150	200	Utilisation of Intermediate care Fund Capital and Housing revenue Account
Preventative Services		Preventative services for Mental Health, Learning Disability and Substance Misuse clients need to be developed and strengthened in order to prevent crisis, escalation of need and to enable service users to live as well and independently as possible. There are a range of services currently available and a number of opportunities to explore with in house provision and external partners	0	100	200	300	Investment in preventative services
Management		This proposals will explore the possibilities of working closer and building on existing relationships with our partners in other organisations and sectors.	0	50	50	100	Explore opportunities for regional and integrated management structure
Packages of care		Resource Allocation System is a tool to allow for a more fair, transparent and equitable distribution of resources for social care. Evidence suggests that the current systems produce a mismatch in the allocation of resources relative to need and that the proposed model results in better choice and control for service users and their families and lower overall expenditure.	0	50	150	200	Employment of resource allocation system
Local Authority Residential Care Service	2858	People may move into a care home because they have gradually found it more difficult to manage at home, or because an illness or accident has affected their ability to live independently. Residential care homes offer services such as laundry and meals and help with personal care. Some homes offer short-term stays but normally they provide more long-term or permanent care. As at August 2018 there were 875 clients funded in a Residential Care Home for Older People and Physical Disabilities	120	120	120	360	Care Homes Voids - Quicker turnaround of empty beds in Care Homes, increasing availability and not buying care home placements from private sector.
Local Authority Residential Care Service	2858	People may move into a care home because they have gradually found it more difficult to manage at home, or because an illness or accident has affected their ability to live independently. Residential care homes offer services such as laundry and meals and help with personal care. Some homes offer short-term stays but normally they provide more long-term or permanent care. As at August 2018 there were 875 clients funded in a Residential Care Home for Older People and Physical Disabilities	180			180	Care Homes - convalescence beds - Additional income received from remaining 12 convalescence beds in Care Homes
Local Authority Domiciliary Care Service	15527	Domiciliary Care Services, also known as Homecare, provide practical or personal care for someone in their own home. This could be because health or mobility is declining, or a person may have been in hospital or they have a long term health condition. As at the end of August 2017 there were 1,041 clients receiving a Domiciliary Service.	120	50	50	220	Domiciliary Care - introduction of new IT system- 3% efficiency through increased contact capacity to take on additional service users thus reducing reliance on private sector commissioning.
Local Authority Domiciliary Care Service	15,527	Domiciliary Care Services, also known as Homecare, provide practical or personal care for someone in their own home. This could be because health or mobility is declining, or a person may have been in hospital or they have a long term health condition. As at the end of August 2017 there were 1,041 clients receiving a Domiciliary Service.	45			45	Domiciliary Care - introduction of new IT system - 10% reduction in mileage costs due to better rostering planning
Local Authority Domiciliary Care Service	15,527	Domiciliary Care Services, also known as Homecare, provide practical or personal care for someone in their own home. This could be because health or mobility is declining, or a person may have been in hospital or they have a long term health condition. As at the end of August 2018 there were 1,098 clients receiving a Domiciliary Service.	26			26	Domiciliary Care - introduction of new IT system - Reduction in stationery/postage costs

Department	2018-19 Budget	FACT FILE	2019-20 Proposed	2020-21 Proposed	2021-22 Proposed	Total	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	£'000	
Local Authority Day Services	1,014	Day Care Services provide an opportunity for people to take part in activities or learn new skills outside of the home, whilst providing a break for carers. There are four day centres for older people managed by Carmarthenshire County Council: Llys y Bryn and Y Bwthyn in Ilanelli, and the day centres at Cartref Cynnes and Cwmamman. Demand is low in some areas. Day Care Services are also provided by other providers.	20			20	Reduction in transport related costs to in-house Day Services - New IT system will result in review of routes and more efficient planning)
Support Services	2,244	The service provides business support for Social Care. The functions include payment of creditors, management of transport and premises; the assessment and collection of income for residential and non residential services; and general business support	15	10	10	35	Supplies & Services
Support Services	2,244	The service provides business support for Social Care. The functions include payment of creditors, management of transport and premises; the assessment and collection of income for residential and non residential services; and general business support	18	14		32	Staffing
Support Services	2,244	The service provides business support for Social Care. The functions include payment of creditors, management of transport and premises; the assessment and collection of income for residential and non residential services; and general business support	21	21	21	63	Income
Regional Collaboration	195	The Regional Collaboration Unit provides strategic support for the West Wales Care Partnership which is one of seven strategic partnerships across Wales which oversee delivery of the Sustainable Social Services agenda and ensure that statutory requirements of the Social Services and Wellbeing (Wales) Act 2014 are met. The Regional Collaboration Unit coordinates development and delivery of the regional programme. It is hosted by Carmarthenshire County Council.	9	9	9	27	Contribution to West Wales Care Partnership Regional Collaboration Unit
Care management	3,465	Community Resource Team Social Workers responsible for commissioning services for older people and those with physical disabilities - receive referrals, carry out assessments, review care packages	15	0	0	15	Reduce staff travelling budget
Grants to Voluntary Organisations	211	Provision of grants to Voluntary Organisations related to support provided to older people	17	0	0	17	No inflation for voluntary organisations
Total Social Care			2,961	2,410	2,491	7,862	

Department	18-19 Budget	FACT FILE	2019-20 Proposed	2020-21 Proposed	2021-22 Proposed	Total	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	£'000	
Community Services							
Local Authority Day Services	1,014	Day Care Services provide an opportunity for people to take part in activities or learn new skills outside of the home, whilst providing a break for carers. There are four day centres for older people managed by Carmarthenshire County Council: Llys y Bryn and Y Bwthyn in Ilanelli, and the day centres at Cartref Cynnes and Cwmamman. Demand is low in some areas. Day Care Services are also provided by other providers.	60			60	Redevelopment and expansion of Llys y Bryn (continuation of relocating day service provision to Y Bwthyn / Coleshill)
Community Services Total			60	0	0	60	

Department	2018-19 Budget	FACT FILE	2019-20 Proposed	2020-21 Proposed	2021-22 Proposed	Total	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	£'000	
Community Services							
Social Care							
LD Day Services	4,249	The Mental Health and Learning Disability division has offered training opportunities for those who face barriers to training and employment in two commercial catering settings within the council. There has been a significant decline in the take up of the catering training with those require this being supported in commercial ventures in the community.	120			120	Cease provision of one LD Day Services which used to provide catering training - no service users affected
Third Sector Contracts	447	The Council provides grants to third sector organisations to support people with learning disabilities and mental health issues.	50			50	Work with third sector providers to develop services and projects together
LD Day Services	4,249	LD & MH day services currently provide support for approximately 300 individuals across the county utilising 8 different sites. The services provide opportunities for individuals to receive therapy, maintain their health and wellbeing, gain skills, socialise whilst also providing respite for carers. The review of day services has highlighted the need to develop community options and specialist services which will see a decline in the use of building based services. This will provide opportunities for us to develop community hubs, social enterprises and activities in existing community venues.	0	50	50	100	Improve building usage in day centre provision to reduce by one building, saving building operating costs.
Total Social Care			170	50	50	270	

Demographic, Legislative or Continuing pressures

	2019-2020 £'000	2020-2021 £'000	2021-2022 £'000	Description	Proposed Allocation 2019-20 £'000
Demographic Pressure 3.9% population growth 75+	1,797	1,867	1,940	Based on anticipated increase in demand on residential and domiciliary care related to population growth	
National Living Wage pressure on Commissioned care	1,695	1,695	1,145	Current estimate on commissioned services if Govt make mandatory increases in hourly rate of Dom care and res care	
Domiciliary Care - impact of Allied Health situation	100	100	100		
Total for the Communities Department	3,592	3,662	3,185		2,200 (400 excl grant)

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SOCIAL CARE & HEALTH SCRUTINY
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2018/19			Statutory S/NS/Both	2019/20			2020/21			92			
Expenditure	Income	Net		Expenditure	Income	Net	Expenditure	Income	Net	Expenditure	Income	Net	
£'000	£'000	£'000		£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	
<u>SOCIAL CARE</u>													
<u>Older People Services</u>													
4,024	-625	3,399	Commissioning	S	4,072	-626	3,446	4,150	-627	3,523	4,230	-629	3,601
8,274	-4,436	3,838	L.A Residential Homes	S	8,529	-4,830	3,699	8,698	-5,049	3,649	8,871	-5,273	3,598
21,912	-11,897	10,015	Private Sector Residential Homes	S	22,921	-12,124	10,797	23,036	-12,356	10,680	23,159	-12,591	10,568
765	0	765	Extra Care	S	783	0	783	799	0	799	815	0	815
6,403	-431	5,972	L.A Home Care Services	S	6,414	-431	5,983	6,494	-431	6,063	6,575	-431	6,144
334	-173	161	Meals On Wheels	S	341	-176	165	348	-180	168	354	-184	170
1,160	-287	873	Direct Payments	S	1,188	-293	895	1,211	-299	912	1,235	-305	930
423	-202	221	Grants to Voluntary Organisations	S	416	-202	214	424	-202	222	432	-202	230
9,842	-2,164	7,678	Private Sector Home Care	S	9,997	-2,207	7,790	9,331	-2,251	7,080	8,872	-2,296	6,576
1,902	-938	964	Management and Support	S	1,955	-941	1,014	1,992	-945	1,047	2,029	-948	1,081
1,734	-1,719	15	Careline	S	1,788	-1,753	35	1,821	-1,788	33	1,854	-1,824	30
2,297	-586	1,711	Enablement	S	2,373	-586	1,787	2,422	-586	1,836	2,472	-586	1,886
1,249	-71	1,178	Community Day Services	S	1,199	-72	1,127	1,223	-74	1,149	1,247	-75	1,172
60,319	-23,529	36,790			61,976	-24,241	37,735	61,949	-24,788	37,161	62,145	-25,344	36,801
<u>Physical/Sensory Disabled</u>													
662	-81	581	Occ Therapy Services	S	683	-82	601	697	-82	615	711	-83	628
596	-66	530	Private Sector Residential Homes	S	610	-67	543	622	-69	553	634	-70	564
1,263	-160	1,103	Group Homes	S	1,293	-163	1,130	1,318	-167	1,151	1,344	-170	1,174
180	0	180	Community Support	S	184	0	184	188	0	188	192	0	192
291	-85	206	Private Sector Home Care	S	298	-87	211	304	-88	216	310	-90	220
1,091	-397	694	Aids + Equipment	S	1,119	-397	722	1,140	-397	743	1,161	-397	764
171	-20	151	Grants to Voluntary Organisations	S	175	-20	155	179	-20	159	182	-20	162
2,292	-555	1,737	Direct Payments	S	2,347	-566	1,781	2,394	-577	1,817	2,441	-589	1,852
8	0	8	Manual Handling	S	9	0	9	9	0	9	9	0	9
6,554	-1,364	5,190			6,718	-1,382	5,336	6,851	-1,400	5,451	6,984	-1,419	5,565
66,873	-24,893	41,980	Social Care - Carried Forward		68,694	-25,623	43,071	68,800	-26,188	42,612	69,129	-26,763	42,366

SOCIAL CARE & HEALTH SCRUTINY

2018/19			Statutory S/NS/Both	2019/20			2020/21			92		
Expenditure	Income	Net		Expenditure	Income	Net	Expenditure	Income	Net	Expenditure	Income	Net
£'000	£'000	£'000		£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
66,873	-24,893	41,980		68,694	-25,624	43,070	68,800	-26,187	42,613	69,128	-26,761	42,367
SOCIAL CARE - Brought Forward												
<u>Learning Disabilities</u>												
2,677	-888	1,789	S	2,261	-896	1,365	2,098	-904	1,194	2,024	-912	1,112
1,027	0	1,027	S	1,048	0	1,048	1,068	0	1,068	1,089	0	1,089
9,841	-2,733	7,108	S	9,291	-2,788	6,503	8,700	-2,844	5,856	7,689	-2,901	4,788
2,167	-526	1,641	S	2,419	-537	1,882	2,467	-547	1,920	2,516	-558	1,958
8,649	-2,158	6,491	S	9,195	-2,189	7,006	9,276	-2,221	7,055	9,358	-2,254	7,104
1,087	-812	275	S	1,120	-812	308	1,142	-812	330	1,165	-812	353
270	-148	122	S	276	-151	125	282	-154	128	287	-157	130
4,037	-465	3,572	S	4,146	-471	3,675	4,227	-477	3,750	4,309	-483	3,826
606	0	606	S	624	0	624	635	0	635	647	0	647
2,255	-154	2,101	S	2,309	-156	2,153	2,355	-158	2,197	2,402	-160	2,242
298	-25	273	S	305	-25	280	311	-25	286	317	-25	292
3,026	-2,294	732	S	3,103	-2,327	776	3,164	-2,361	803	3,226	-2,396	830
675	-341	334	S	693	-341	352	706	-341	365	719	-341	378
3,135	0	3,135	S	3,210	0	3,210	3,274	0	3,274	3,340	0	3,340
39,750	-10,544	29,206		40,000	-10,693	29,307	39,705	-10,844	28,861	39,088	-10,999	28,089
<u>Mental Health</u>												
908	-69	839	S	938	-70	868	956	-70	886	976	-71	905
6,293	-2,605	3,688	S	6,443	-2,657	3,786	6,570	-2,710	3,860	6,701	-2,764	3,937
879	-397	482	S	900	-402	498	918	-406	512	936	-410	526
142	-42	100	S	145	-43	102	148	-43	105	151	-44	107
551	-85	466	S	564	-87	477	575	-88	487	586	-90	496
274	-10	264	S	281	-11	270	286	-11	275	291	-11	280
79	-27	52	S	81	-27	54	83	-28	55	85	-28	57
369	-132	237	S	380	-132	248	387	-132	255	394	-132	262
9,495	-3,367	6,128		9,732	-3,429	6,303	9,923	-3,488	6,435	10,120	-3,550	6,570
<u>Support Costs</u>												
2,882	-304	2,578	S	2,915	-328	2,587	2,934	-353	2,581	2,967	-378	2,589
335	-40	295	NS	344	-40	304	351	-40	311	357	-40	317
902	-19	883	S	930	-19	911	949	-19	930	968	-19	949
407	-236	171	S	410	-236	174	409	-236	173	408	-236	172
495	-108	387	S	510	-110	400	520	-112	408	530	-114	416
1,627	-1,638	-11	S	1,677	-1,668	9	1,715	-1,699	16	1,754	-1,730	24
6,648	-2,345	4,303		6,786	-2,401	4,385	6,878	-2,459	4,419	6,984	-2,517	4,467
122,766	-41,149	81,617		125,212	-42,146	83,066	125,306	-42,979	82,327	125,321	-43,829	81,492
SOCIAL CARE TOTAL												

APPENDIX C

CHARGING DIGEST - Social Services

2017/18 Actual £	2018/19 Budget £	2019/20 Budget £	Business Unit	Service Provided	2018/19 Charge Levied £	2019/20 Proposed Charge £	Comments
2,293	2,925	2,983		Laundry Cost per person to max 1 load	2.40	2.45	All Charges normally change from the date that DWP benefits increase for recipients. The changes will therefore be effective from: 8th April 2019 2% increase for inflation
285,329	379,470	387,059		Community meals incl day care Cost per meal	4.70	4.80	8th April 2019 - 2% increase for inflation
191,625	196,609	200,541		Respite Care Charge to Clients Adults with learning difficulties (per wk) All other adults <u>except</u> those receiving Higher Rate Attendance Allowance / Higher Rate Disability Living Allowance (per wk) All other adults receiving Higher Rate Attendance Allowance/ Higher Rate Disability Living Allowance (per wk)	118.94 145.40 198.31	Full cost of placement Full cost of placement Full cost of placement	Now classed as Non-residential services, and capped at the WG rate. This should now follow inflation applied to other Non-residential services.
2,275,587	2,398,470	2,446,439		Home Care Charges Max charge (per wk) Home Care Charge (per hr) Day Care - all adults (per session) Employment Services & Day Opportunities Supported Employment Education Support (per hour) Supported Living (per hour) Adult Placement Long Term Placement (per night) Adult Placement Short/Short Breaks Adult Placement Day Care/Sessional Replacement Care Community Support	Awaiting announcement from Welsh Government 10.80 10.55 FREE FREE FREE 10.80 10.55 10.55 2.15 10.80 10.80	Awaiting announcement from Welsh Government but anticipated to be £90 14.00 14.00 FREE FREE FREE 14.00 13.70 13.70 2.20 14.00 14.00	8th April 2019 8th April 2019 - Increased to reflect cost of service 8th April 2019 - Increased to reflect cost of service N/A N/A N/A 8th April 2019 - Increased to reflect cost of service 8th April 2019 - Increased to reflect cost of service 8th April 2019 - Increased to reflect cost of service 8th April 2019 - 2% increase for inflation 8th April 2019 - Increased to reflect cost of service 8th April 2019 - Increased to reflect cost of service
				Telecare (per week)	3.08	3.08	8th April 2019 No increase for 19-20 until new costing model is established with Delta

* Current inflation estimate is 2.0% provided by Accountancy

Mae'r dudalen hon yn wag yn fwiadol

Y PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD 17^{EG} O RHAGFYR 2018

CYNLLUN BUSNES DRAFFT ADRAN CYMUNEDAU 2019/20 - 2022

(**Dyfyniadau** sy'n berthnasol i faes gorchwyl y Pwyllgor Craffu Gofal Cymdeithasol ac Iechyd)

Pwrpas:

Rhoi cyfle i'r aelodau adolygu cynllun busnes drafft yr Adran ochr yn ochr â'r gyllideb.

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

Elfennau o'r cynllun busnes sy'n gysylltiedig â:-

- Gwasanaeth Gofal a Chymorth
- Iechyd Meddwl ac Anableddau Dysgu
- Gwasanaethau Integredig
- Comisiynu Strategol

Rhesymau:

- Integreiddio cynlluniau ariannol a chynlluniau busnes i sicrhau cynaliadwyedd y gwasanaethau
- Rhoi cyfle i'r Pwyllgorau Craffu oruchwylio a datblygu'r cynlluniau busnes a gynigir gan aelodau etholedig

(Roedd hyn hefyd yn cynnig ar gyfer gwella gan Swyddfa Archwilio Cymru)

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

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

Cyng. Jane Tremlett (Gofal Cymdeithasol ac Iechyd)

Y Gyfarwyddiaeth Cymunedau	Swyddi:	Rhifau ffôn / Cyfeiriadau E-bost:
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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

17TH DECEMBER 2018

Subject and Purpose

Communities Departmental Draft Business Plan 2019/20 - 2022 (Extracts relevant to Social Care & Health Scrutiny remit)

To give members an opportunity to review the draft Department's business plan alongside the budget.

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

- The full business plan outlines the priorities for the department during 2019/20 - 2022.
- This version is an extract of the aspects relevant to Social Care & Health Scrutiny. It identifies the Elements of the business plan relating to:-

- Care & Support – Page 23
- Mental Health and Learning Disability – Page 29
- Integrated Services - Page 33 - 34
- Commissioning Services – Page 37

Further work will be undertaken by the department following comments and engagement by Scrutiny and Executive board members. Feedback from staff group's to date has indicated that greater emphasis on an integrated Wellbeing related actions through the divisional plans would be welcomed. Ensuring the sustainability of services through different methods in the face of growing demand was also considered important by staff.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

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

Signed: Jonathan Morgan Avril Bracey Neil Edwards Chris Harrison	Acting Head of Homes & Safer Communities Head of Mental Health & Learning Disability Service Interim Head of Integrated Services Head of Strategic Joint Commissioning
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Policy, Crime & Disorder and Equalities YES	Legal YES	Finance YES	ICT NONE	Risk Management Issues YES	Staffing Implications YES	Physical Assets YES
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1. Policy, Crime & Disorder and Equalities

The Well-being of Future Generations Act (2015) requires that functions of the council should maximise their contributions to the Well-being Objectives set by the Council.

(Our Well-being Objectives maximise our contribution to the seven Well-being Goals of the Act and demonstrate the five ways of working.)

2. Legal

See 1. Above

3. Finance

The Well-being of Future Generations Act (2015) requires that we ensure that resources are allocated annually to meet our objectives.

5. Risk Management Issues

Key risks are identified for each department and mitigating actions are outlined

6. Staffing Implication

See Workforce Planning section of the Business Plan (Page 47-48)

7. Physical Assets

See resources section of each Business Plan (Page 46)

CONSULTATIONS

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

Signed: Jonathan Morgan	Acting Head of Homes & Safer Communities
Avril Bracey	Head of Mental Health & Learning Disability Service
Neil Edwards	Interim Head of Integrated Services
Chris Harrison	Head of Strategic Joint Commissioning

1. Local Member(s) - None
2. Community / Town Council - None
3. Relevant Partners - None
4. Staff Side Representatives and other Organisations - None

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

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

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Well-being of Future Generations Act		http://www.legislation.gov.uk/anaw/2015/2/contents/enacted
Carmarthenshire County Council's Well-being Objectives		https://www.carmarthenshire.gov.wales/media/1214849/corporate-strategy-2018-23.pdf

Department for Communities

Departmental Business Plan for 2019/20 – 2021/22

(Draft version to accompany Budget Scrutiny, December 2018)

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

The Council's Core Values



EICH CYNGOR arleinamdani
www.sirgar.llyw.cymru

YOUR COUNCIL doitonline
www.carmarthenshire.gov.wales

Customers First – we put the needs of our citizens at the heart of everything that we do

Listening – we listen to learn, understand and improve now and in the future

Excellence – we constantly strive for excellence, delivering the highest quality possible every time by being creative, adopting innovative ways of working and taking measured risks

Integrity – we act with integrity and do the right things at all times

Taking Responsibility – we all take personal ownership and accountability for our actions

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Purpose of the plan

This departmental business plan has been produced to give staff, customers, and elected members and partners a guide to the services provided by the department. It translates strategic objectives, to service objectives, to individual staff targets. It provides an open and transparent way of showing what is to be achieved and how we plan to do this.

It shows how resources will be used to achieve objectives and the service implications of budgetary increases or reductions. It shows what we get for what we spend and if we are making the most of what we have. The plan also aims to demonstrate and provide assurance on service standards so that the service can be held to account.

This plan will be supported by more detailed Divisional Plans and Team Plans.

Executive Board Member Foreword

We have great pleasure in introducing the new Department for Communities Summary Business Plan for 2019/22. We are satisfied that this Business Plan provides a comprehensive overview of the Departmental performance. It also provides the Department's aims and objectives for 2019/22.



Cllr Jane Tremlett
Executive Board Member,
Social Care



Cllr. Peter Hughes Griffiths
Executive Board Member for
Culture, Sport and Tourism



Cllr. Philip Hughes
Executive Board Member for Public
Protection



Cllr. Linda Evans
Executive Board Member for
Housing

Sign Off

Cllr. Jane Tremlett
Cllr. Linda Evans
Cllr. Peter Hughes Griffiths
Cllr. Philip Hughes

Date:

Introduction by Director of Community Services



The directorate for Communities is one of the largest departments in the Authority employing over 2,000 people with overall spend close to £144 million. It generates nearly £50 million of income. The department is diverse, Adult Social Care, Environmental Health, Housing, Museums, libraries and leisure.

As we enter a new financial year the quality and performance of our whole department goes from a position of strength. Our challenge is to sustain our high levels of performance and to continue to implement policies and programmes that will secure progression in outcomes for the wellbeing of the people of Carmarthenshire.

Our Business Plans for 2019/2020 sets out an exciting programme of service activity and development. The main headlines of our ambition are summarised in this departmental overview, with more detailed actions and objectives in plans at divisional and service level.

Adult Social Care

Demand for adult social care provision is steadily growing across Wales. With Carmarthenshire's population of over 85 year olds growing by nearly 3% a year there is an inevitability that we will have to spend more on this service area. Welsh Government sponsored work indicates that Social Care Funding in Wales would need to rise by 4% each year with demand pressures on social care rising by 4.1% a year over the next 15 years due to complex and chronic health conditions.

Our Older Person's Strategy launched in 2015 aimed to transform services through the development of community based provision, a change in culture that recognises that over prescribing care to people leads to increased levels of frailty and the loss of independence. As a result our integrated health and social care service has now managed within its allocated budget for the third year in succession, bucking all national trends.

A major contribution to better management of resources has been the implementation of our commissioning framework for domiciliary care. Carmarthenshire implemented a framework for independent providers that ensures a greater emphasis of quality over cost, monitors providers' call durations electronically and enables providers to use the hours more flexibly to achieve the outcomes that the individual wishes to achieve. This framework has placed us amongst the most forward thinking in Wales and has seen us working with the National regulator (CIW) to run national workshops to support other authorities in improving this challenging area. Last year we consolidated the in-house domiciliary care provision by investing in our in-house service. Over the next year we expect to see an increase in the proportion of domiciliary care provided by our in-house service. We continued to work closely and effectively with Hywel Dda University Health

Board developing a range of initiatives to support people at home. We are in a good position to respond to the Parliamentary Review of Health and Social Care.

We will further increase the supply of Extra Care through the Delta Lakes development, building on the success of the Extra Care developments in Ammanford and Carmarthen. We are retaining our in house residential provision and work is now proceeding on confirming what capital investment will be needed to improve the physical environments to meet future needs.

Our information advice and assistance team, Delta Wellbeing, provides a 24 hour service via the 0300 333 2222 number, with the decision to create a dedicated out of hours social work service which will enable people to get the right help at the right time.

Careline Services is a local Authority trading company which provides an opportunity for innovation in technology enabled care and demonstrates our desire to innovate in improving the quality of care for our residents. 85% of staff are bilingual and we are now able to deliver on our More Than Just Words Strategy in providing an active offer to people across Wales.

Adult Safeguarding is a priority and over the last year we have invested in a new structure for this service to improve response times and ensure that we have the capacity to prevent the abuse of vulnerable people. This has been a successful programme of change with improved response times of 92.13% of adult protection enquiries completed in 7 days enabling us to be confident that the most vulnerable people in the community are safer than ever. We have led on a number of regional initiatives in relation to safeguarding such as a threshold document and establishing consistency of practice concerning Deprivation of Liberty Safeguards.

We are collaborating with HDUHB to transform mental health services and this programme is now at implementation stage. We are remodelling our learning disability day services, reviewing our disability service and developing our substance misuse services. Reviewing care packages in a timely way for these clients has been a priority and compliance in review completion is now close to 100% for these vulnerable client groups.

Improving services for carers has been a priority this year with the appointment of a Carers Information and Assessment Officer and carers champions across all social work teams.

We are collaborating with colleagues in housing to develop a range of accommodation options for people with mental health and learning disabilities. As part of the implementation of the SSWB Act, we are developing creative solutions to meeting individual needs. An example of this is training a group of individuals with mental health issues to run a half marathon, the overall objective to improve their mental health and wellbeing.

We continue to progress more regional ways of working, such as the pooling of long term budgets and setting up joint commissioning.

Housing and Public Protection:

One in ten people in Carmarthenshire live in a council house. We are proud that we have been able to invest in these homes over many years so that they exceed the National Home Standard. This has continued through the year with over £10 million being spent on maintaining high quality secure, council owned homes.

Our major Health Impact Study will also shortly be published and demonstrates the significant impact our investment has had in improving people's health and wellbeing and the cost benefit for the health service.

This long term investment has given us the opportunity to invest in growing our housing stock enabling more people to live in secure, affordable homes that are a good standard. This allows for our affordable homes strategy to be ambitious and will increase the number of affordable homes by more than 1000 in the next 5 years.

I am delighted that we have exceeded the target in the last year and am proud that we have been buying homes from the open market back into the public sector at a rate of over one a week. Over 400 additional affordable homes have already been delivered.

Plans to start building homes again are now well advanced on a number of potential sites. A housing company has now been established which will further develop new options to buy, as well as rent. We have also been looking at innovation in terms of how we go about designing, manufacturing and constructing potential new build homes, in conjunction with key partners.

Changes to the way that welfare benefits are administered and delivered have also been central to our thinking and plans are well advanced to mitigate the impact for our tenants. Our Universal Credit Action Plan will make sure support is in place when it is needed but will also promote some tenants taking more responsibility in managing their accounts and seeking opportunities in terms of training and employment.

There are many of our services that go relatively unseen but have played a significant role in people's lives. Examples include the numerous Moneywise and financial exploitation schemes to protect vulnerable people run by our Trading Standards Division, our Food Hygiene Service delivered by our Food, Safety and Health Team and the proactive way we are delivering homelessness services in the County.

Leisure and Culture

Four years ago leisure was advancing plans to launch leisure as an arm's length trust. Since the decision was taken not to go down this route the service has gone from strength to strength.

This decision was supported by key capital investment decisions with this administration providing unprecedented capital investment in leisure, sport and culture. Our leisure centres have seen an investment of nearly a million pounds in Gym refurbishments which

continues to see user numbers soar and income rising as we offer the best all-round experience in the county. With extended opening hours and family membership now available to children aged 11 and over and it costs less than £1.50 a day for a family to have unlimited access to pools, gyms and classes, this is great value and a real contribution to making Carmarthenshire's population healthy and active. Satisfaction levels are higher than ever and as a result we have more than 1000 extra paying members. This has led to us being shortlisted for the national UK active awards.

Work is needed in facilities in Llanelli and we will be investing more than £20 million for a new leisure centre on the Delta Lakes site. Work is ongoing to secure a development partner to deliver this ambitions scheme as part of the wider Wellness Village development at Delta Lakes. The new leisure centre aims to include Wales' only purpose built diving centre, whilst linking the coast with the town and providing the people of Llanelli with the best leisure facilities in the county. £1 million has also been secured to invest in Ammanford Leisure Centre's all weather pitch and car parking facilities later this year. Preliminary planning is already underway.

We have an ambitious Cycling Strategy supported by real investment in infrastructure, development and events. The Carmarthen Town velodrome has been fully restored to competition standard providing a venue in the county town for national competitions not seen for more than 50 years. The half million pound closed circuit cycle track investment on the edge of Pembrey Country Park in now open. Similarly, work is underway on the Western end of the new cycle track in the Towy Valley, all of which will act as a catalyst for Carmarthenshire to become the cycling hub of Wales. On the 2nd September this year, the County hosted the Grand Depart for the prestigious Tour of Britain cycle race, bringing huge profile to the County and its wonderful assets.

Investment is well underway at Pembrey Country Park with a new amenity block being built for the caravan and camping site which now provides online booking capability. Design development is progressing for the new restaurant facility which will be in place for 2019, whilst Wi-Fi facilities and a new barrier system to improve traffic flow for the park have also been procured for installation during 2018.

We have also concluded the development of Burry Port Harbour with the private sector this year. Burry Port Marina Ltd (part of The Marine Group) take over management and maintenance responsibility for the harbour from the 1st April 2018, with a commitment to invest in new re-fuelling facilities, a new harbour office and café, along with a sustainable dredging solution for the harbour.

I was pleased to support the launch of the Carmarthenshire Culture Awards which attracted in excess of 150 nominations from members of the public for awards across 8 categories of culture and culminated in a celebration of excellence at the Ffwrnes Theatre, Llanelli on 6th April 2018.

Our library service is better used than ever with our new mobile service routes tested, reviewed and fully embedded to provide essential services for our rural areas. Our Libraries now meet all of the Welsh Public Library Standards 18 core entitlements in full,

and of all the quality indicators Carmarthenshire fully met 6 and partially met 1. Visits to Carmarthenshire libraries are at an incredible 1,142,357 physical visits, and 273,173 virtual visits. I was proud to see that Llanelli library lends the 3rd highest number of books of any library in the United Kingdom. The new Library 'Makerspace initiative' launched at Ammanford Library, working in partnership with Fusion, Unloved Heritage, Communities 1st, Repair Café and Media and Film Youth workers, has drawn national recognition and praise for its innovative engagement.

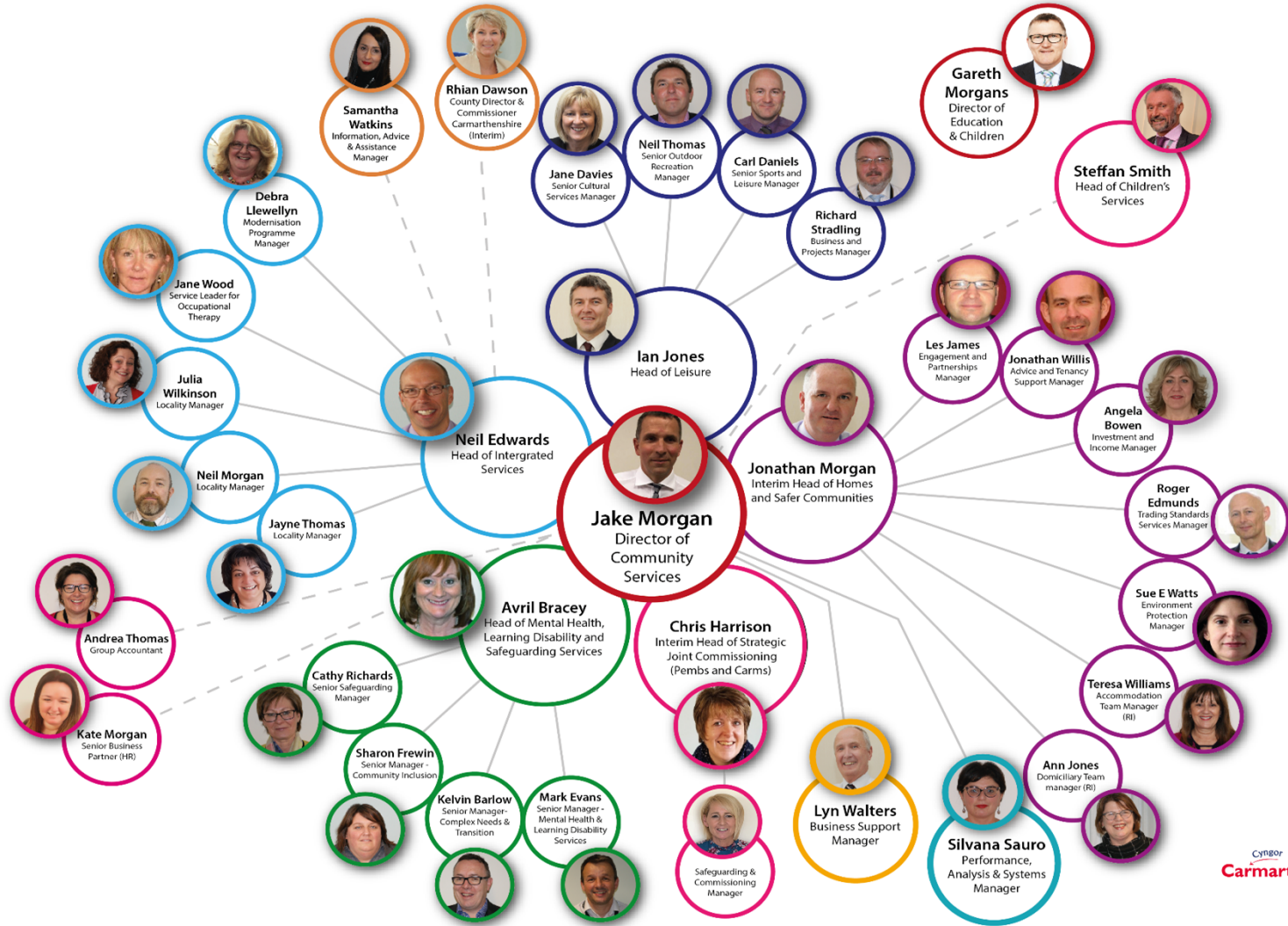
A new museums strategy has now been agreed by members and is supported by capital funding to invest at the County Museum in Abergwili (£1m), and Parc Howard in Llanelli (£500k), along with a further £500k for a new Museums Collections store. Substantial external investment has been secured to replace and enhance the museum of speed in Pendine with work due to start on site late in 2018. The development of the grounds at the county museum in Abergwili (providing a gateway for the new cycle path in the Towy valley) has secured funding for development in 2018 with the lease being finalised with the Tywi Gateway Trust to initiate this exciting scheme imminently.

The main contractor began work on the new Archive at the rear of Carmarthen Library in the summer of 2018, with a 12 month build period. This will provide a state of the art home and access to the public for heritage documents that reflect the remarkable history of the county.

This is a level of investment never seen before in our heritage and will provide a window into the counties history for future generations.

Finally, I would like to thank all our staff and our partners for their continued hard work, dedication and professionalism, and for the continued support from the political administration. Together I am confident that we are well placed to meet the challenges of 2019-2020 and the years ahead.

Jake Morgan, Director for the Department for Communities



The vision for Carmarthenshire.....

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

Well-being of Future Generations Act

This places a well-being duty on specified public bodies across Carmarthenshire to act jointly and establish a statutory Carmarthenshire’s [Public Services Board](#) (PSB). The Carmarthenshire PSB was established in May 2016 and is tasked with improving the economic, social, environmental and cultural well-being of Carmarthenshire. It must do so by undertaking an assessment of well-being in the County and then preparing a County Well-being Plan to outline its local objectives.

Carmarthenshire PSB’s draft well-being objectives are:-

- **Healthy Habits:** people have a good quality of life, and make healthy choices about their lives and environment;
- **Early Intervention:** to make sure that people have the right help at the right time, as and when they need it;
- **Strong Connections:** strongly connected people, places and organisations that are able to adapt to change; and
- **Prosperous People and Places:** to maximise opportunities for people and places in both urban and rural parts of our County.

The Council’s New Corporate Strategy 2018-2023

Our new Corporate Strategy consolidates the following plans into one document and it:

- supersedes the 2015-20 Corporate Strategy;
- incorporates our Improvement Objectives as required by the Local Government Measure 2009;
- includes our Well-being objectives as required by the Well-being of Future Generations (Wales) Act 2015. For the first time in Wales, there is a shared vision and set of goals for all public bodies to work towards, and our Well-being Objectives are set to maximise our contribution to these; and
- includes Carmarthenshire County Council’s Executive Board key projects and programmes for the next 5 years as set out in *‘Moving Forward in Carmarthenshire: the next 5 years’*.

The Council's Well-being Objectives

Start Well	<ol style="list-style-type: none">1. Help to give every child the best start in life and improve their early life experiences2. Help children live healthy lifestyles3. Continue to improve learner attainment for all4. Reduce the number of young adults that are Not in Education, Employment or Training
Live Well	<ol style="list-style-type: none">5. Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty6. Creating more jobs and growth throughout the county7. Increase the availability of rented and affordable homes8. Help people live healthy lives (tackling risky behavior and obesity)9. Supporting good connections with friends, family and communities
Age Well	<ol style="list-style-type: none">10. Support the growing numbers of older people to maintain dignity and independence in their later years11. A Council wide approach to supporting Ageing Well in Carmarthenshire
In a Healthy and Safe Environment	<ol style="list-style-type: none">12. Looking after the environment now and for the future13. Improving the highway and transport infrastructure and connectivity14. Promoting Welsh Language and Culture
In addition a Corporate Objective	<ol style="list-style-type: none">15. Governance and Use of Resources

We are also committed to meeting the Council's Well-being Objectives. The key ones for the division are:

- ❖ Increase the availability of rented and affordable homes
- ❖ Help people live healthy lives (tackling risky behaviour and obesity)
- ❖ Support the growing numbers of older people to maintain dignity and independence in their later years

The department makes significant contributions to the following Objectives:-

- ❖ Help to give every child the best start in life and improve their early life experiences
- ❖ Help children live healthy lifestyles
- ❖ Reduce the number of young adults that are Not in Education, Employment or Training
- ❖ Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty
- ❖ Supporting good connections with friends, family and communities
- ❖ A Council wide approach to support Ageing Well in Carmarthenshire
- ❖ Promoting Welsh Language and Culture

Department for Communities Performance Management Framework

To ensure we know how well we are doing in delivering these, the Communities Department has adopted a performance management approach to ensure energy and effort is focused. As a Department we have 6 key themes to prioritise on how we will focus on working towards delivering an excellent service by:

- Supporting independence
- Keeping people safe
- Promoting health and well being
- Providing sustainable and efficient services with information, advice and signposting
- Encouraging people achieve their potential (Workforce and users)
- Delivering well managed, sustainable, efficient services that contribute to a prosperous economy

Welcome to our Department

The Communities Department has five Divisions providing front line services to the people of Carmarthenshire and a Business Support Unit and Performance, Analysis & Systems Team that assist and provide support to the five divisions in delivering their services.

Each Division has full Business Plans containing full details within each Service Area. The Business Unit Plans included are as follows:

Leisure Services

Homes and Safer Communities

Mental Health, Learning Disability Services & Safeguarding

Integrated Services (Older Persons & Physical Disabilities)

Commissioning Services Division

Business Support

Performance, Analysis & Systems Team

Departmental Priorities

Ref	Department for Communities Priorities With Key Actions and Key Outcome Measures
1	Ensure that robust governance arrangements are in place in order for Llesiant Delta Wellbeing and Cartrefi Croeso (local authority trading companies) to meet their agreed business objectives
2	Reduce sickness within the department
3	Health and Wellbeing Pilot Project to target health and wellbeing interventions in 5 key areas of Communities, as well as DMT
4	Ensure the Welsh Language standards are embedded across the department
5	Support the agile working agenda across the department
6	Develop a health, well-being and sustainability action plan across the department
7	Develop a customer service rating across the department
8	Develop the 'Caffi Calon' brand for catering provision across the department
9	Delta Lakes Wellness and Life Science Village bringing together health, leisure, business and research

Profile for Leisure Services Division



The Leisure division has a net budget of around £11.5 million and as a whole employs over 400 staff. The division has a key role to play in improving the well-being of our population through early intervention within the health continuum and throughout the life-course. The service aims to ensure that people live healthy, challenged, progressive, and fulfilled lives together. We believe that people:

- Value good health & well-being;
- Value strong families, social interaction and belonging;
- Are always seeking a greater sense of being and purpose; and
- Want to learn and progress.

Our service aims are therefore aligned around these key areas.

The service is non-statutory in the main, although parts of the service are classed as statutory, namely: Library services; elements of Archives and Museums Services, and KS2 swimming provision for primary schools.

Achievements and current strengths

2018/19 is another incredibly busy yet productive year for the Leisure Service. Our Sport and Leisure Team continue to go from strength to strength with the acclaimed Young Ambassador Scheme being held up as an exemplar activity. The £1m investment in new fitness equipment across our sites continues to pay dividends with income generation paying back the investment much quicker than anticipated. Aquatics income is also booming with the new 0-4 years 'Splash' programme complimenting the already burgeoning learn to swim programme. Income levels across each business strand exceeded £1m for the very first time. The newly completed closed circuit cycling track at Pembrey helped host the Grand Depart of Tour of Britain in September, an event that helped put Carmarthenshire on the map in terms of its ambition to become the Cycling hub of Wales.

In Cultural Services, the Museum service continues to build strong foundations as part of the new strategy agreed for the service. Plans are progressing well with the re-development of the Museum in Abergwili with Heritage Lottery Funding secured for the Tywi Gateway Historic Gardens Scheme, and the whole collection is being documented electronically whilst a new collections store facility is identified. Our Library Services continue to set new standards across the UK, with the fantastic new MakerSpace facility officially opened by Welsh Government Ministers and CCC members. Library standards are up there with the best in Wales. The new Archive is well underway, with construction being on target for completion during early Summer 2019, with an anticipated public opening date for Autumn 2019. The first ever annual Cultural Awards celebration, as well as Ammanford and Llansteffan hosting the town and village of culture for 2018, were a huge success, and will be repeated for 2019 with Whitland and Drefach Felindre selected respectively.

In the Outdoor Recreation Service, tendering works are nearing an end with a view to repair works on the listed harbour walls at Burry Port Harbour scheduled for Spring / Summer 2019. More and more events continue to come to Pembrey Country Park, building on its reputation as

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one of the best events destinations in the UK. Our Caravan and Camping Site has been further developed with the new amenity block opened in August 2018, and plans for the refurbished Restaurant / café building almost finalised for construction to begin early in 2019, ready to open mid-Summer. The fantastic new Closed Road Cycling Track opened at Pembrey Country Park in August 2018 and it was given worldwide exposure as it formed part of the Stage 1 Grand Depart course of the Tour of Britain which the park hosted at the beginning of September 2018.

New websites and welsh language initiatives are being developed across the service, and huge credit must go to our fantastic staff for delivering and developing these services during the most challenging of times.

The Business and Projects Team continue to support the Head of Service, Senior Management Team, service area Managers and their teams in a range of key divisional, departmental and corporate functions. The team provide a full range of support functions from leading on divisional capital projects to assisting with event management and acting as a divisional link to corporate, departmental working groups and associated workflows. Recent key areas of work have included project managing to completion the Closed Road Cycle Circuit in Pembrey Country Park, coordinating and finalising the signing off of the Host Venue Agreement for the Tour of Britain and associated event management, as well as providing project management support and guidance on a number of capital schemes currently ongoing across the three divisional service areas.

Key Divisional Risks

Risk Ref	Identified Risk	Mitigating Action Ref
SS600018	Public staff and participant safety especially around water areas is a key consideration for the service.	
SS600019	Continuing political and public support as to the value and impact of Leisure is essential in order to develop such a critical yet largely non-statutory service such as Leisure.	
SS600020	The service has to deliver what people want. Understanding customer demand and adapting to meet these challenges are a key risk for the service.	
SS600021	Non-controllable external factors such as poor weather or unforeseen increases in utility costs are risks to the business that have to be managed quickly and effectively.	
SS600022	Maintaining a strong and positive public perception of services is essential in income generating areas where there is competition from the private sector.	
SS600023	Buildings infrastructure and environments must be safe and appropriate in order to manage the service effectively.	

★ Address & cross-reference any actions arising from these sections within the [Key Actions](#) section below if applicable

Ref	Service Priorities With Key Actions and Key Outcome Measures	By When	By Who	Well-being Objective
Service Head				
1	Invest in the County's leisure centre provision with the development of a new facility in Llanelli as part of the Wellness Village	March 2022	Ian Jones	MF5- 61 WBO8 (Healthy Lives) PIMS - 12602
2	We will implement the Cycling Strategy for Carmarthenshire that will focus on 5 key strategic themes. 1- Education, Development & Training; 2- Infrastructure and Facilities; 3-Marketing & Branding; 4-Tourism and 5 - Events	March 2023	Ian Jones	MF5 – Part 1 WBO8 (Healthy Lives) PIMS - 13105
3	Work with Town & Community Councils and other community organisations to look at ways to invest in upgrading Local leisure provisions	March 2023	Ian Jones	MF5 - Part 71 WBO2 (Children Healthy) PIMS - 13105
4	Assist in developing a departmental catering manual to help standardise operating procedures across the Leisure Division	March 2020	Ian Jones	WBO8 (Healthy Lives) PIMS - 13190
Business and Project Manager				
1	Customer care review undertaken for division	Sept 2019	Richard Stradling	
2	Work alongside Workplace health and wellbeing champion to effect change in physical activity levels of targeted staff within the Communities department.	March 2020	Richard Stradling	WBO8 (healthy lives) PIMS - 12601
3	Work with TIC team and Service managers to effect improvements in service delivery and performance across the Leisure division.	March 2020	Richard Stradling	
Outdoor Recreation Services				
1	Repair of Harbour Walls at BP Harbour, and part of wider regeneration masterplan for the area	Sept 2019	Neil Thomas	MF5- 69 WBO8 (Healthy Lives) PIMS - 13201
2	Improve and develop wider infrastructure and facilities at Pembrey Country Park to enable it to become a first class facility for residents and visitors e.g. Signage; toilet facilities; website; ranger's depot; caravan storage facility; beach water-sports area; crazy golf; development of outdoor adventurous activity facilities	March 2020	Neil Thomas	WBO8 (Healthy Lives) PIMS - 13200
3	Work with community organisations to improve access to the network of footpaths and bridleways across the County (check – this unit is due to transfer over to Environment Dept in 2018/19)	March 2020	Neil Thomas	MF5 – 68 WBO8 (Healthy Lives) PIMS - 13194
Sports and Leisure services				
2	Further improve the customer experience at our facilities through the delivery of a robust 'Service Improvement' strategy using international benchmarking standard 'Net Promoter Score' to monitor customer satisfaction.	March 2020	Carl Daniels	

3	Implement complete pathway of aquatics provision that enables participants to reach their full potential, including unified coaching model.	March 2020	Carl Daniels	WBO8 (Healthy lives) PIMS - 13196
4	We will ensure a range of targeted physical activity interventions are put in place across the life course to increase the activity levels of those who are inactive or at risk of becoming inactive and increase social and community cohesion.	March 2020	Carl Daniels	WBO11 (Ageing Well) PIMS - 13236
5	Develop a new 3G pitch and improved parking facilities in Ammanford and track improvements at Carmarthen Leisure Centre	Jan 2020	Carl Daniels	MFP – 62 WBO8 (Healthy Lives) PIMS - 13198
Cultural Services				
1	We will develop the 'Stordy Digidol' digital project to promote improved mental health in conjunction with show casing Carmarthenshire's heritage collections.	March 2021	Jane Davies	WBO14 (Culture) PIMS - 13287
2	Continued implementation of the Libraries Development Plan 2017 – 2022 with continuous improvement review in order to maintain excellent framework standards.	March 2022	Jane Davies	WBO14 (Culture) PIMS - 13288
3	<p>Implementation of the Museums Vision and Strategic Plan 2017 – 2022 and as part of that plan</p> <ul style="list-style-type: none"> - Complete a review of the staffing structure; - Build on the feasibility study for the collections centre securing an appropriate site and funding for the scheme; - Develop a masterplan for the County Museum and as part of its implementation continue with the work of the Joint Operational Group with the Tywi Gateway Trust in the delivery of the £1.6m HLF funded Tywi Gateway scheme at the Bishops Park; - Contribute to the development of the £500k Parc Howard masterplan. <p>Deliver a transformation plan for the existing Museums provision at the County Museum Abergwili, Parc Howard, Kidwelly Industrial Museum and Museum of Speed Pendine to improve the provision for residents and visitors whilst also maintaining links with and promoting independent museums within the County. In addition, it is intended to undertake work to further develop Oriel Myrddin.</p>	March 2022	Jane Davies	MF5 – 64 WBO14 (Culture) PIMS - 13289
4	<p>Deliver the plans for the transformation of Carmarthenshire Archive Service and its reinstatement at Carmarthen Library</p> <p>Deliver a new archives and storage service for Carmarthenshire.</p>	March 2020	Jane Davies	MF5 – 63 WBO14 (Culture) PIMS -13292

5	<p>Obtain approval for the Theatres and Arts Strategic Plan 2017 – 2022 and as part of that plan</p> <ul style="list-style-type: none"> - Review for further consideration the options for development at Oriel Myrddin; - Review of Y Gat - Complete and implement the review of the theatres structure - Achieve full occupancy at Ffwrnes Fach <p>Review and re-develop the Council’s Theatre Services provision as part of the agreed strategy for the service</p>	<p>September 2019</p> <p>March 2020</p>	Jane Davies	<p>MF5 – 66 WBO14 (Culture) PIMS - 13291</p>
6	<p>Begin the museums transformation plan with the delivery of a £1.2 million CCC funded re-furbishment of the County museum at Abergwili.</p>	March 2020	Jane Davies	<p>MF5 – 65 WBO14 (Culture) PIMS - 13290</p>
7	<p>Celebrate and promote Carmarthenshire’s rich cultural and sporting achievements and diversity. Celebrate Carmarthenshire’s Culture through the continuation of an annual Cultural Awards event and by supporting the development of the Town & Village of Culture.</p>	March 2020	Jane Davies	<p>MF5 – 70 WBO8 (Healthy Lives) PIMS - 13202</p>

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Profile for Homes & Safer Communities Division



The Homes & Safer Communities Division is made up of around 870 staff and has a turnover of £78 million for the Housing Revenue Account (HRA), £32 million for the Council Fund and a Capital Programme of £20 million. The Division is based in the three main residential areas of Ammanford, Carmarthen and Llanelli and serves a population of 183,000 people, and over 83,000 homes across the county.

As a division, we believe we will deliver a good service when it meets the following criteria:

- Providing accurate and timely housing advice
- Delivering the Carmarthenshire Homes Standard + and increasing the supply of affordable homes
- Protecting individuals from harm and promoting health improvement
- Ensuring the safety and quality of food chain to minimise risk to humans and animals
- Promoting a fair and just trading environment for businesses and citizens
- Improving the local environment to positively influence the quality of life and promote sustainability
- Getting better at what we do
- Delivering effective care and support services

Achievements and current strengths

We have delivered 124 new affordable homes as part of our ambitious five year Affordable Homes Delivery Plan so far in 2018/2019. This brings it to a total of 532. In order to support the implementation of the programme, Cartrefi Croeso (LATC) has been established. This will be a wholly owned subsidiary of the council to help deliver the much needed additional affordable housing across the county.

It is also important that access to existing social housing is as easy as possible. It is with this in mind that work is being undertaken on the possibility of moving to a choice based lettings system where applicants 'bid' for properties. This is in place in a number of other councils and gives 'bidders' a real stake in their new home. This does not change the allocation policy in terms of who gets assistance, just how we go about letting the homes.

Other work progressing well at the moment is the investment profile into our care homes and the future direction of day care services. In terms of the latter, we are looking at how we secure the sustainability of day care opportunities by making them more reflective of communities, and how they can help enhance community resilience.

We are in the process of modernising our Domiciliary Care Service. We have introduced smart phone technology and have provided mobile phones to all our Domiciliary Care staff. This means that they will be able to receive their care rotas electronically in the near future.

We have consulted with our residents within care homes in relation to the choice of food offered and have reviewed our choice of menu options as a result. We have now enhanced the menu choices on offer, which is more balanced with the residents needs for the future.

The Welsh Housing Awards recognises and celebrates the creativity, passion and innovation of housing organisations and individuals across the breadth of the sector in Wales. We have been shortlisted for supporting future generations. Specific ways through which future generations will benefit from the work of the project

- A coproduced approach that shows the benefit of gaining expertise and insight from people receiving services and the wider community
- An awareness of and links with the well-being goal reflected within our landmark legislation – the Well-being of Future Generations (Wales) Act 2015
- The potential impact and benefits for the local community/environment

Our Tenant 2 Tenant (T2T) awards for 2018 celebrated our inspirational tenants and housing projects.

Our Taxi Licensing Team are working with taxi drivers regarding the safeguarding of passengers. This is in the news with the withdrawal of the Uber licence in London and again we are one step ahead. After much success in numerous national awards and competitions in 2016, the authorities Financial Exploitation Safeguarding Scheme (FESS) has been adopted and replicated by 36 local authorities nationwide. Authorities have further agreed to provide data for formal academic research into financial abuse in a project run in conjunction with Cardiff University led by Carmarthenshire County Councils Trading Standards Services.

Our Pest Control team received a TIC award in October 2018 for their achievements in demonstrating a project which reflected Transformation, Innovation and Change. [RHEOLI PLÂU - PEST CONTROL](#)

Key Divisional Risks

Risk Ref	Identified Risk	Mitigating Action Ref
SS300033	Maintain the Carmarthenshire Homes Standard (CHS) in the future	
SS300034	Deliver the affordable homes plan	
SS300035	Mitigate the effects of welfare reform and introduction of universal credit	
SS300036	Manage changes in regulatory requirements & new legislation with specific focus in mitigating risk	

★ Address & cross-reference any actions arising from these sections within the [Key Actions](#) section below if applicable

Ref	Service Priorities With Key Actions and Key Outcome Measures	By When	By Who	Well-being Objective
	Care and Support Services			
1	Deliver an investment programme for Care Homes and Sheltered Housing Schemes. - Delivering future needs and sustainable residential care arrangements in the Llanelli area to ensure appropriate accommodation provision in the area	March 2020	Jonathan Morgan	MFP 54 WBO10 (Older People) PIMS – 13224 DAR6
2	Ensure we fully comply with the Regulation and Inspection of Social Care (Wales) Act	December 2019	Jonathan Morgan	
3	Maintain and further develop a strong and sustainable in-house Council provision for domiciliary and residential care and continuing to make sure the market remains stable	March 2021	Jonathan Morgan	MFP 55 WBO10 (Older People) PIMS – 13225 DAR7
4	Ensure smooth transition of Allied HealthCare Services into our in house Domiciliary Care delivery	March 2020	Jonathan Morgan	
5	Continue to improve the provision of day opportunities for older people across the County	March 2020	Jonathan Morgan	MF5 – 53 WBO10 (Older People) PIMS – 13223 DAR5
	Engagement and Partnership			
1	Develop actions to deliver a sustainable future for the Station Road area in Llanelli by: - Engaging with the community - Creating an ambitious but sustainable master plan - Development of a costed delivery plan	Dec 2018 June 2019 Dec 2019	Les James Jonathan Morgan Jonathan Morgan	MF5 51 & MF5-47 WBO7 (Homes) PIMS - 13187 PIMS – 13188 PIMS - 13189
2	Support all Council tenants through Welfare Reform as changes are implemented and deliver the Universal Credit action plan in order to maximise income and develop new training and employment opportunities	March 2021	Jonathan Willis	MFP 49 WBO7 (Homes) PIMS - 12545
3	Assess the options for delivering energy efficiency improvements to Council homes	March 2020	Jonathan Morgan	WBO5 (Poverty) PIMS - 13148
4	Engage with tenants and key partners to maintain the Carmarthenshire Home Standard for all Council owned properties.	December 2019	Les James	MF5 - 48 WBO7 (Homes) PIMS - 13186
5	Implement the new Mid and West Wales Community Cohesion Regional Delivery Plan 2019/20 by ensuring the four principles of the Plan continue to be supported	March 2020	Les James	WBO9 (Good Connections) PIMS - 13206

Advice and Tenancy Support Team				
1	Implement the new Homelessness Strategy to ensure vulnerable residents are supported appropriately to include: <ul style="list-style-type: none"> - Develop housing options for single people - Develop a plan to ensure homeless people have access to health services - Review our approach to how we manage temporary accommodation 	December 2019	Jonathan Willis	MF5 - 50 WBO5 (Poverty) WBO7 (Homes) PIMS - 13149
2	Deliver the Swansea Bay City Deal programme to develop 'Homes as Power Stations' to help generate sustainable and affordable homes and address fuel poverty for our residents	March 2021	Jonathan Morgan	MF5 - 46 WBO7 (Homes) PIMS - 13185
3	Introduce a package of support and advice designed to support new tenants maintain their tenancies	March 2020	Jonathan Willis	WBO5 (Poverty) PIMS - 13147
Income and Investment Team				
1	Review and Implement a revised transformational housing development programme that meets Housing Need as well as wider strategic regeneration initiatives including rural areas	March 2020	Jonathan Morgan	
2	Continue develop 1,000 affordable homes in the County based on the concept of localism by both bringing empty properties back into use and undertaking new build. <p>Actions linked to Well-being Objective Plan 7–</p> <ul style="list-style-type: none"> - Increase the number of homes managed through the Council's Social Lettings Agency - Work with property owners and bring empty homes back into use - Increase the Council Social Housing stock by buying private sector homes - Work with our Housing Association Partners to maximise Welsh Government Grant opportunities and increase the supply of homes where they are most needed - Increase the Council's Housing Stock by building new Council Homes - Maximise the opportunities for increasing the supply for affordable homes through the LDP (Local Development Plan) by providing new homes on site or by the use of commuted sums 	March 2021	Rachel Davies	MF5 - 44 Monitored in the PI – 7.3.2.24 WBO7 (Homes)
3	Deliver a clear affordable homes commissioning plan which will inform the newly established Local Housing Company's Business Plan	March 2019	Jonathan Morgan	Part of MFP 45 WBO7 (Homes) PIMS - 13184

Environmental Protection				
1	Continue to monitor air quality (nitrogen dioxide) for the residents of and visitors to the County. This will be carried out by regular assessments and, where necessary, sampling programmes	March 2020	Sue Watts	WBO8 (Healthy Lives) PIMS - 13191
2	Monitor private water supplies to ensure safety for the residents in Carmarthenshire. The service will explore the possibility of extending the programme to testing for the presence of radon and remediation as necessary.	March 2020	Sue Watts	WBO8 (Healthy Lives) PIMS - 13192
3	Look at options to extend the Pest Control Service for Commercial Businesses and Private Homes	March 2020	Sue Watts	
Business and Consumer Affairs Team				
1	Promoting financial literacy and protecting vulnerable people from financial fraud through the FESS scheme and develop further partnership arrangements in respect to financial exploitation	March 2020	Roger Edmunds	WBO5 (Poverty) WBO9 (Good Connections) WBO11 (Ageing Well) PIMS - 13155
2	Further develop Money Wise web resource in order to enhance income generation develop product and market it <ul style="list-style-type: none"> - To provide evidence on the efficacy of Money Wise, which will make the resources more marketable to other local authorities in order to generate income. - To improve the confidence and capability of residents in Carmarthenshire to deal with personal finances, and reducing vulnerability to financial fraud. 	March 2021	Roger Edmunds	WBO9 (Good Connections) WBO5 (Poverty) PIMS - 12612
3	Implement proceeds of crime across regulatory services to protect people	March 2020	Roger Edmunds	WBO9 (Good Connections) PIMS - 13210

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Profile for Mental Health, Learning Disability Services & Safeguarding Division



The division is made up of 290 staff and has a net budget of around £29.5 million. The division supports adults with learning disabilities, mental health and people with drug and alcohol problems. It also safeguards vulnerable adults and people who lack mental capacity in care homes and hospitals. The service also works with disabled children and young people aged between 16 and 25 as well as providing day services support to people in need of employment, leisure and personal development opportunities. The Community Inclusion provides and develops meaningful day opportunities for adults and young people.

Achievements and current strengths

We have improved services and support for carers by appointing a carers information and assessment officer to raise the profile of carers assessments, work closely with the IAA service and the third sector. The division has been well represented on the health led Mental Health and Learning Disability transformation programmes and fully engaged in these projects and subsequent consultation.

The Mental Health Transformation recently won an NHS award for collaboration. We have contributed to the regional Market Position Statement, Local Commissioning Strategy and the Local Area Plan. We have undertaken an accommodation needs survey which is informing collaborations/projects with housing and supporting people colleagues.

- We have received a TIC award for Learning Disabilities day service review. A framed certificate for our achievement in demonstrating a project which reflected Transformation, Innovation and Change. [GWASANAETH DYDD I BOBL AG ANABLEDDAU DYSGU - MHLDD DAY SERVICES](#)
- We have established 6 walking and running groups across county, achievements include participating in the run for life and Swansea 10k, reduction in participant's weight, BP and Dress size.
- We have been successful in being chosen as a supplier of pottery to National Trust outlets.
- The pottery group have been commissioned to make figurines representing the Gorsedd Y Beirdd in preparation for the 2018 National Eisteddfod in Cardiff Bay.
- Pembrey Country Park has a new all-inclusive cycle hire scheme, namely '**Cycle For All**'. Thanks to the Integrated Care Fund, Welsh Government funding there are 38 new cycles ranging from hybrid bicycles, wheelchair transporters, twin bikes, tricycles adult and child size, 4 seater family bikes and recumbent's.
- Maes Lliedi Day Service recently applied for and was successful in obtaining a sensory garden located in the grounds of Maes Lliedi. This was secured through the apprenticeship scheme run by Lloyd and Gravell and TRJ building firms.
- The Safeguarding processes have been redesigned to ensure compliance with the SSWB Act's requirements. The Local Operational Group is well established and well attended by partner agencies. As a result there is greater confidence in the multi-agency approach to safeguarding.

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- All senior managers are engaged in formal management development programmes. All team managers have engaged in a bespoke training programme to develop skills in managing people, performance and resources.

Key Divisional Risks

Risk Ref or New?	Identified Risk	Mitigating Action Ref
SS500022	Outcomes for young people and service capacity will be compromised if we do not have a seamless pathway from transition into adult care	
SS500023	Not delivering on savings will impact on future service provision	
SS500024	Individuals will not be safeguarded and a risk of legal challenge and financial penalty if we do not manage the DOLs referrals	
SS500025	Outcomes for individuals will be compromised and a risk of duplication and loss of funding if we do not collaborate with partner	
SS500026	Individuals will not be safeguarded or independence promoted if assessments and reviews are not completed	
SS500027	The number of adults going into residential care will increase and there will be an impact on financial savings if we do not develop alternative community provision	
SS500028	There will be over provision/poor outcomes for individuals if care/support plans and service delivery plans are not person centred and outcome focussed	
SS500029	A risk exists that the authority(as a key partner)could be liable to repay significant amounts of grant funding to the Area Planning Board for substance misuse with no prospect of recovering those amounts from third parties	

★ Address & cross-reference any actions arising from these sections within the [Key Actions](#) section below if applicable

Ref	Service Priorities With Key Actions and Key Outcome Measures	By When#1	By Who	Well-being Objective
1	Develop a strategy and delivery plan to reduce the number of individuals in residential care	March 2020	Mark Evans/Kelvin Barlow	
2	Contribute to health led transformation programmes in mental health and redesign of services within learning disability	December 2019	Avril Bracey	WBO8 (Healthy Lives) PIMS - 13199
3	Embed a person centred approach to safeguarding which ensures the service user is heard and central in decision making	March 2020	Cathy Richards	WBO9 (Good Connections) WBO11 (Ageing Well) PIMS - 13218
4	To implement a robust strategy for successfully managing new and historical DOLS applications	March 2020	Cathy Richards	SEP Directors Annual Report DAR14
5	Ensure that 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	December 2019	Sharon Frewin	MF5 – 37 WBO4 (Neet) PIMS - 12540 SEP
6	Develop core services to support young people (15 – 25 yrs) who experience barriers to learning and employment due to a chronic condition	March 2020	Sharon Frewin	MF5 – 37 WBO4 (Neet) PIMS - 12535
7	To Review and implement updated safeguarding arrangements to ensure a consistent response to Adult at Risk reports both locally and regionally	March 2020	Cathy Richards	
8	Work with partners including Hywel Dda University Health Board and third sector providers to ensure appropriate mental health care services and support are available.	March 2020	Avril Bracey	MF5 – 57 WBO10 (Older People) PIMS – 13226 DAR9
9	Develop a response 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	March 2020	Kelvin Barlow	WBO9 (Good Connections) PIMS - 13215
10	Review our disability service to ensure seamless transition and pathways from children to adults	March 2020	Kelvin Barlow	WBO9 (Good Connections) PIMS - 13204
11	Continue to monitor and improve quality and effectiveness of care planning and review processes to ensure Reviews for clients are undertaken to on an annual basis in accordance with regulation requirements	March 2020	Kelvin Barlow	Directors Annual Report DAR17

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Profile for Integrated Services (Older Persons & Physical Disabilities) Division



The division employs 143 Council staff and has a net budget of around £29 million from the Council Fund. The teams are based in the three defined locality areas of the County namely, Tywi /Teifi/Taf (also referred to as the 3Ts) Aman Gwendraeth and Llanelli. The County has an integrated Community Health & Social Care Service 'infrastructure'.

This model aligns with national and local policy direction with reference to delivering Integrated Health and Social Care. The Service supports older people and people with physical disabilities to maintain their independence and wellbeing where and when possible in their own home. The case for integrated care is reinforced by the need to develop whole-system working across health and social care to address the complex needs associated with age related co-morbidity and frailty (including dementia). Enquiries to the CRTs are supported by a single point of access for service enquiries 'IAA' service and is also complimented by the Integrated Community Equipment Store.

Achievements and current strengths

'The More Than Just Words Showcase Event recognises and celebrates the importance of Welsh language provision in health and social care service, and the exceptional achievements of individuals and teams. Careline and our Information, Advice and Assistance Service received a special commendation under the 'Active Offer'. Our Information, Advice and Assistance Service was shortlisted for the Guardian public service awards, and Careline and the Technology Enabled Care Service have been accredited with the TSA Quality Standards Framework.

Other initiatives that we are leading on are:

- Introduction of the social prescription scheme based in GP practices which supports patients with their overall well-being.
- Carmarthenshire is Kind launch event recently took place in the Botanical Gardens, with over 800 Carmarthenshire residents attending.
- The Bevan Exemplar project Fulfilled Lives, which is a project that supports people living with dementia and cognitive impairment is being rolled out in Ammanford and other parts of the County.
- Successful delivery of Carmarthenshire's United Support Project (CUSP) a third sector collaboration that supports people in the community who are on the 'cusp' of needing support to stay as well as possible for as long as possible.
- The preventative work in Carmarthenshire based on the PEIPIL strategy (Prevention, Early Intervention and Promoting Independent Living) identified as good practice in Wales through the Bevan Exemplar scheme.
- Building on the success in Llandovery; Laugharne, St. Clears, Whitland and the surrounding areas have also registered as Dementia Friendly communities.

- The Health psychology service is now embedded in the Towy, Teifi, Taff Community Resource Team, but works across all of Carmarthenshire.
- Transfer of Care Advice and Liaison Service (TOCALs) continues to ensure multi-agency working, by providing care close the Carmarthenshire resident's homes and avoids unnecessary admissions to hospital.
- Multi-disciplinary team working within the GP surgeries continues to expand.

Key Divisional Risks

Risk Ref or New?	Identified Risk	Mitigating Action Ref
SS100021	Not delivering on financial efficiencies will compromise our ability to deliver future services and progress the modernisation a agenda	
SS100023	Failure to respond in a timely manner to "Careline" contact calls could result in compromised client safety	
SS100029	Failure to arrange the provision of a comprehensive Information, Advice and Assistance Service	
SS100030	There is a risk that the ICF grant for 2018/19 will be overspent by up to £650k	
SS100031	Health Board have stopped contributing to S.117 placements in residential care which is not legally compliant and has financial implications for the Local Authority	

★ Address & cross-reference any actions arising from these sections within the [Key Actions](#) section below if applicable

Ref	Service Priorities With Key Actions and Key Outcome Measures	By When	By Who	Well-being Objective
1	We will identify the physical resources which can contribute to promoting and supporting the health and wellbeing of their population through a dedicated online information portal such as "Dewis Cymru"	March 2020	Neil Morgan	WBO9 (Good Connections) PIMS - 13208
2	We will ensure an appropriate effective governance is in place with the Local Authority Trading Company to provide the provision of an Information, Advice and Assistance service in order to comply with our Statutory Duty under the Social Services and Well-being Act 2014	March 2020	Neil Edwards	MF5 - 52a WBO9 (Good Connections) PIMS - 13205 DAR2
3	We will utilise information from the population needs assessment to plan the service at a locality level within the 3 Locality areas that incorporate the GP clusters. <ul style="list-style-type: none"> ➤ TTT – Carmarthen Area ➤ Aman Gwendraeth Area ➤ Llanelli Area This will provide a more detailed understanding of what the populations needs are and will allow planning of health and social care services at Locality Level and will consider the key objectives outlined in our 'model of delivery' section.	March 2021	Locality Managers/ Neil Edwards	WBO8 (Healthy Lives) PIMS - 13193
4	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 compliance with the 'Active Offer'.	March 2020	Neil Edwards	MF5- 56 WBO14 (Language) PIMS - 13283 SEP DAR8
5	We will invest in, and improve the quality of, the skills of our workforce to ensure we meet the Well-being Objectives of our populations outlined at locality levels.	March 2020	Debra Llewellyn	WBO9 (Good Connections) PIMS - 13209
6	We will ensure care and support is provided in a manner that is proportionate to meet and ensure equity of outcomes for our population.	March 2020	Locality Managers/ Jayne Thomas	WBO10 (Older People) PIMS - 13222
7	We will continue to support people living with dementia and develop more dementia friendly communities and provisions across the County.	March 2020	Neil Morgan	MF5 - 60 WBO11 (Ageing Well) PIMS - 13234 SEP DAR12
8	We will work with partners to provide more opportunities for older people to socialise in order to reduce loneliness.	March 2020	Julia Wilkinson	MF5 - 59 WBO11 (Ageing Well) PIMS- 13240 DAR11

9	Ensure we fully comply with the Regulation and Inspection of Social Care (Wales) Act	March 2020	Joel Martin	Directors Annual Report DAR13
10	Continue to review and monitor processes to ensure Reviews for clients are undertaken on an annual basis in accordance with regulation requirements	March 2020	Jayne Thomas	Directors Annual Report DAR18

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Profile for Commissioning Services Division



Established in 2015, is made up of around 25 staff and has a budget of approximately £1.3 million. Externally, the department commissions over 60 million pounds worth of social care services for adults. This includes care home provision, domiciliary care provision (including community based supported living services) day care and support provision and a range of third sector preventative service contracts. Significant among these are the care home contracts. Services provided under the Supporting People, Carers and Personalisation (direct payments) agendas also fall under the responsibility of the Commissioning Division.

Achievements and current strengths

The Commissioning Event ran by Carmarthenshire County Council and attendance from Assistant Chief Inspector David Francis during March 2017 on the Domiciliary Care Commissioning Framework letter of recognition. The council had arranged the event in response to so much interest in the good practice we had highlighted in our inspection and our recognition that Carmarthenshire in our view were the most advanced in taking forward sustainable, outcome focussed approaches to commissioning.

A revision of our Carers Emergency Card scheme has recently been approved and this will offer carers across Carmarthenshire the following advantages:

- A contingency plan to reassure carers that the person they care for will not be at risk of being left unattended.
- An ID card that will evidence Registration as a Carer with the Authority.
- Membership of the Carmarthenshire Local Rewards Scheme.
- We have a Carers Forum in the county for the purpose of co-production.

Key Divisional Risks

Risk Ref or New?	Identified Risk	Mitigating Action Ref
SS700016	Review our structures for the new commissioning division to ensure that it is fit for purpose and facilitates the development and sharing of expertise to ensure the continuity of service provision through joint working arrangements	
SS700021	To deliver savings through right size packaging and analysis of cost providers in the pan disability service areas as part of the Authority's budget management	
SS700022	Ensuring robust systems remain in place to identify early warning signs of market failure in order to avoid or reduce serious risks to service provision and the impact on service users	

★ Address & cross-reference any actions arising from these sections within the [Key Actions](#) section below if applicable

The priorities for the Commissioning Team are set within the context of the Social Services and wellbeing (Wales) Act, the Regulation and Inspection Act and Welsh Government policy guidance.

Ref	Service Priorities With Key Actions and Key Outcome Measures	By When	By Who	Well-being Objective
1	To develop a more strategic approach to strengthen preventative services & build community resilience in Carmarthenshire, especially in relation to the third sector, housing related support and the wider community, including carers. We shall provide support for carers, and young carers in particular, to enable them to continue providing the invaluable care they offer to family and friends in need	March 2020	Alun Jones / Chris Harrison Alison Watkins	WBO11 (Ageing Well) DAR10
2	To support people to recover so they can live independently as they are able and to promote & maximise people's independence where possible. This will include the development of intermediate care services, re-ablement, use of assistive technologies and a range of accommodation to enable people to live as independently as possible.	March 2020	Alison Watkins / Chris Harrison	
3	Commissioning strategy development which includes, dementia, carers, learning disability advocacy reflecting Welsh Government policy guidance and priorities of the population needs assessment/ area plan.	March 2020	Alison Watkins / Chris Harrison	
4	To ensure effective and efficient contract management to ensure care & support providers comply with their duty to provide quality, reliable and safe services while securing value for money.	March 2020	Alun Jones / Alison Watkins	
5	Increase Direct Payments and use of citizen directed cooperatives at operational, commissioning and contracting levels	March 2020	Chris Harrison	Directors Annual Report DAR15
6	To develop an overarching strategic commissioning document to guide commissioning policy and practice	March 2020	Chris Harrison	Directors Annual Report DAR16

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Review and Evaluation

Demonstrating the 5 ways of working

Case studies on the Well-being of Future Generations Act and our Projects	
Live well	<ul style="list-style-type: none">① Carmarthen Cycling Strategy① Affordable Housing
Age well	<ul style="list-style-type: none">① Financial Exploitation Safeguarding Scheme① Life Science and Wellness Village

What others say

The CSSIW have evaluated our services as being generally effective and that:

“ *The local authority continues to benefit from strong leadership across adults and children’s services, with good stability and effective support for its workforce.* ”

In our evaluation by the CSSIW for the last year they note that we have made:

“ *Good progress on the implementation of the Social Services and Well-Being (Wales) Act (SSWBA), and has placed significant importance and investment on ensuring new ways of working are understood by staff and partner agencies and embedded into practice. A project board is in place with a clear action plan aligned to the SSWBA, and key milestones have been and continue to be achieved.* ”

Giving our communities an active offer of language choice in assessment has been a priority and I am pleased that our progress has been recognised by the CSSIW where they judge that

“ *The Welsh Government ‘More than Just Words’ framework for the use of the Welsh language is being implemented effectively, with measures in place to ensure people have access to the services through their language of choice.* ”

Carwyn Young a Senior Officer from Sport Wales says:

“ *The benefits of Sport & Leisure being in the Communities Directorate are clearly apparent with the role that sport, and physical recreation can play to wider agendas being supported.*
There is therefore a real sense of optimism for the future. ”

Listening to staff's views

A staff survey was circulated during September 2017, the theme this year was communication, appraisal and engagement. Office staff were notified via email and hard copies/information distributed to non-office based staff.

There are 1886 staff within the department and the number of responses received were 653. This equates to 35%.

The number of respondents to the survey who have appraisals has increased by 5% from 2016.

Our goal is to ensure that everyone receives an appraisal which will benefit individuals, giving you clarity on performance, goals and support that may be needed. We have improved in the latest survey with over 80% of staff receiving reviews and it is our ambition that all staff will receive an appraisal.

A Staff Engagement Event was held in the Parc Y Scarlets, Llanelli on the 15th June 2018. A group of approx. 400 non managerial staff were invited to the Event. There were 2 sessions held over a morning and afternoon for a period of 3 hours with a variety of non-managerial/front line staff from each division were in attendance.

The whole event was centred around the focus on Customer Care and how we all contribute and need to work more closely together in order to achieve this. There was a workshop with 2 tasks for discussion. Feedback was collated from the discussions and staff wanted managers to make a commitment.

These are the key themes from the feedback:

- Managers walking the floor
- More Staff Engagement Events
- Who's who – structure charts
- Celebrate success / achievements

Results Breakdown for Rating the Event

Staff Engagement Event	Promoters	Passives	Detractors	Total Number Rated	Net Promoter Score
Morning	118 (75.6%)	29 (18.6%)	9 (5.8%)	156	69.8 Great
Afternoon	93 (93%)	7 (7%)	0	100	93 Excellent
The whole event	211 (82.4%)	36 (14.1%)	9 (3.5%)	256	78.9 Excellent

Suggestions and Comments

Morning

- ❖ *A lovely chance to engage with different department and know that wherever we work we share the same concerns.*
- ❖ *This was a good opportunity to reflect on what we do well and what we could be better at. Also a wonderful networking event and I was able to put faces to a number of staff who I communicate with regularly.*
- ❖ *I think it would be a good idea for Directors and senior managers to come and spend time in the teams talking to front line staff.*

Afternoon

- ❖ *As a new member of staff I have found this experience very useful. I feel that it has personalised names on an email for a better understanding of the entire team outside of my office.*
- ❖ *Really enjoyed this afternoon, found it very helpful to see where the services are going and nice to hear and see it all is positive especially in the Dom Care area. It was great to put faces to names also I feel that these meetings should be an ongoing event for the future and feel it will pick up staff's spirits.*

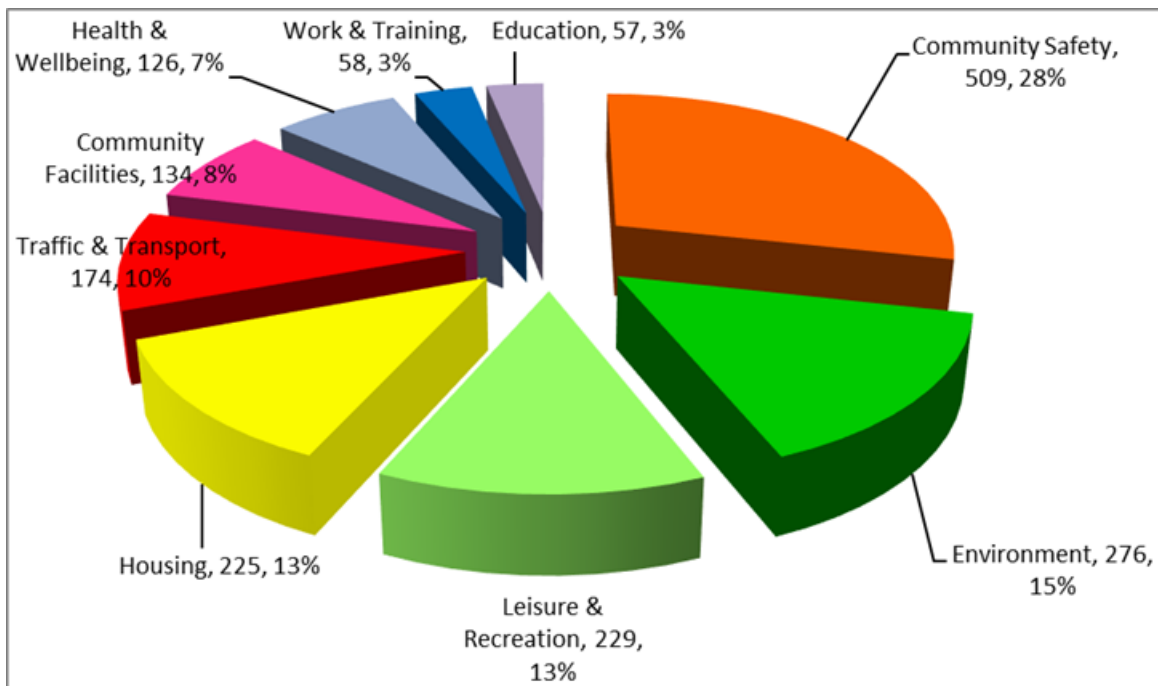
Listening to customers' views

An engagement process provided an opportunity for residents of the Ward of Tyisha to put forward their ideas for how two key housing areas could be regenerated.

Tyisha has the highest population density in Carmarthenshire, and over a quarter of its housing is social rented, in low demand and difficult to let. There is also a high proportion of maisonettes and flats which do not meet the needs of the community.

“Planning for Real” is a nationally recognised community planning process which uses a 3D model to enable residents to put their views forward under a range of Themes and then to go on to work together to identify priorities, and in partnership with local agencies develop an Action Plan for change. Over the summer months a programme of 15 events was organised with a total of 253 participants were recorded.

A total of 1788 individual suggestions were placed on the 3D model. The top 4 Themes:- Community Safety, Environment, Leisure & Recreation, and Housing, representing 69% of the total.

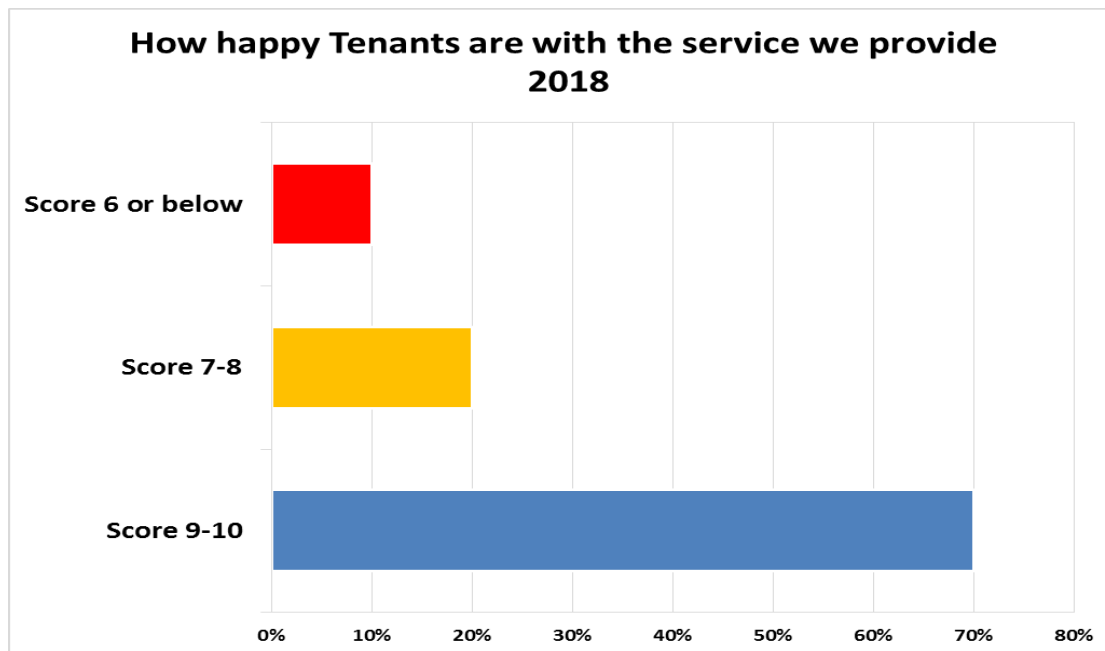


Carmarthenshire invested over £250m to continue to improve and modernise tenant's homes and this is having a positive impact on tenants' health and well-being. To ensure, however, that that this standard is maintained and we continue to support tenants, officers were asked to prioritise a programme of visits that allowed us to assess whether or not homes were falling into disrepair through neglect. This was considered a priority by members to make sure tenants are complying with their part of the tenancy agreement and not causing deliberate damage to the property.

For the period 1st January to 1st September 2018 we carried out 7,611 basic checks to council homes (stock 9,000) through servicing contractors, repair visits and tenancy support calls.

As a result of these visits 322 homes (about 5%) were identified as requiring a more in-depth visit by the housing officer. What did the tenants think of the service provided? The single question asked was:

“How happy are you with the service we provide?”



We have consulted with our residents, relatives and staff within care homes in relation to the choice of food offered and have reviewed our choice of menu options as a result.

One of the questions was: Do you have any suggestions on how we can improve the variety, choice, quality, and suitability of food we offer at the Care Home?

Here are some of the responses:

“More variety of menu.”

“Soft food, should not only mean mash, scrambled egg and tin tomatoes.”

“Milkshakes, snack on fruits”

“On occasions residents say they have eaten enough during the day and a light pudding may suffice eg Jelly and blancmange.”

Below are some compliments from Leisure Services:

“The facilities are absolutely brilliant and the staff are incredibly helpful and very committed, too. As an over 60 I pay a very small annual fee which gives me a free lunchtime swim & a good discount on what are already very reasonably priced classes. There are other very good membership deals to suit whatever your circumstances. If I miss a week, I get a lovely email asking me if there is anything they can do to help me back into a routine. Can't fault the service provided.”

“I have thoroughly enjoyed going through the NERS scheme and I have carried on going because the people there are very professional, supportive and friendly and I feel thoroughly safe there.”

Tudalen 83

“The staff at reception were and are very helpful, and we're only too happy to help. I had a lot of questions which were all answered. I'm still finding my way round things. The staff at the poolside have been very helpful and can see when I need help and when I politely refuse. I also attend the balance class on a Tuesday morning, where I have found staff easy to talk to about some of the exercises.”

Developing and supporting our people. This covers how we recruit, lead, manage, retain, support, communicate and develop our people.

Our Statement of Intent

We want our people to:

- Be professionally well trained and qualified, responsible and accountable for their actions and decisions.
- Be responsive to change and able to challenge and innovate.
- Embrace the culture, values and objectives of the department and the council.
- Have manageable workloads, effective and responsive systems and processes.
- Be empowered to make informed decisions and manage resources.

We believe that an effective service has people that:

- Are valued and respected.
- Are well trained, appropriately supported and competent.
- Have clear roles and responsibilities.
- Maintain manageable workloads.
- Are motivated and committed.
- Communicate and share information and knowledge.
- Are encouraged and supported to make decisions.
- Base their interventions and service improvement on evidence.

To strengthen the engagement within the Department two events have been held with People Managers in order to communicate key messages on our overall performance. Where we are and what our aims are as a Department. Discussions on how Well-being and Sustainability fits within our Department and what the key priorities are for the Department moving forward.

Key themes and feedback has been collated and a Well-Being and Sustainability Plan is being developed which will be embedded within each divisional business plan.

Rate Your Division as an Employer

Following on from the survey and the People Managers Event we asked a question to all staff if they would **“Rate Your Division as an Employer”** to understand their experience working in the department and Division. Instead of asking hundreds of online survey questions and doing in-depth calculations, we asked one powerful question:

How likely would you be to recommend your division as an employer to someone you know? (rate your division by selecting a number of stars. 1 = Not at all likely and 10 = Extremely likely.



So far we have had over 500 responses. Our aim is to reach 1,000 responses in order to then have a strong benchmark. Once we have reached this our intention is to repeat this exercise every 6 months to provide the core measurement for staff experience and predicts business growth.

Further Areas for Improvement

Performance Management Framework has been produced with the involvement of people from across the department, to give a clear and concise guide to:

- Our key objectives and priorities
- What we believe a good service looks like to us
- Our priorities for delivering a good service
- How we will use performance measures to continually improve

We have developed our approach to managing performance to ensure we balance the relationship between service demands, the allocation of resources and service user satisfaction. We will use measures to ensure we do the right thing and drive continuous improvement. Through this guide Managers and staff are clear about where they fit into this approach.

This approach will ultimately drive improvement and result in improved outcomes for service users. It will be managed through a monthly performance meeting chaired by the Director of Community Services.

Wales Audit Office Recommendations

- How Local Government manages demand – Homelessness
- The housing adaptations report looks at whether public bodies, with responsibilities for delivering housing adaptations, have an effective strategic approach that delivers value for money
- Strategic Commissioning of Accommodation Services for Adults with Learning Disabilities
- National review of domiciliary care in Wales

Resources

Budget Summary

Base Budget 2018-2019	Expenditure	Income	Net
	£k	£k	£k
Commissioning	902,843	-18,868	883,975
Homes & Safer Communities (Council Fund Housing)	11,711,309	-10,304,790	1,406,518
Homes & Safer Communities (Public Protection)	3,702,684	-829,956	2,872,728
Homes & Safer Communities (Social Care)	19,253,407	-5,592,956	13,660,451
Integrated Services	44,275,493	-14,032,148	30,243,344
Leisure	20,185,976	-8,255,727	11,930,248
Mental Health, Learning Disability and Safeguarding	46,655,624	-12,344,765	34,310,859
Regional Partnership	1,163,067	-964,075	198,992
Total	147850403	-52343285	95507115

Savings and Efficiencies

Savings and Efficiencies	2019-2020 £k			
	Managerial	Policy		
Commissioning				
Homes & Safer Communities (Council Fund Housing)				
Homes & Safer Communities (Public Protection)				
Homes & Safer Communities (Social Care)				
Integrated Services				
Leisure				
Mental Health, Learning Disability and Safeguarding				
Regional Partnership				
Total				

Workforce Planning

📌 Workforce Planning Toolkit and **Divisional Profile** to help complete this section

Our aim is to identify learning & development activities that are more focused to make sure that staff's knowledge, skills & competencies are developed to meet our future objectives and business goals.

We will prioritise learning and development that staff and managers identify as well as objectives from our business plan. The priority levels in respect of workforce planning and development within our services are:

- Ensure workers receive all the necessary training in relation to the new Social Services and Well-being (Wales) Act 2014, and 'Signs of Safety' model of working. Impact of the implementation of the Social Services and Well-being (Wales) Act (SSWBA), along with 'Signs of Safety'. Training needed to equip staff for these changes.

- Ensure workers are equipped to meet our legal requirements to ensure adults are safeguarded and reduce risk
- Ensure we are able to maintain existing services and to meet the future needs of the service as identified in our business plan
- Enable individual members of staff the opportunity for development
- Enable managers to gain skills in mentoring and coaching
- Ensure workers are equipped in the use of IT and recording electronically
- Encourage the development of IT skills within our workforce to ensure we can utilise current technology and software to improve our efficiency and our customer experience
- A new requirement feedback (as part of the SSWBA) for LA's to send out annual questionnaires to all with a care and support plan as at 1st September each year (commencing Sept 2016) to obtain service user feedback which will be used to measure performance. Additional work involved in achieving this, along with revising forms and procedures to ensure they are compliant with the SSWBA.

A Departmental Workforce Plan is being drafted by the Departmental Management Team with support from HR staff.

As noted above, our aim is to identify learning & development activities that are more focused to make sure that staff's knowledge, skills & competencies are developed to meet our future objectives and business goals.

We will prioritise learning and development that staff and managers identify as well as objectives from our business plan.

Business Cycle

Action	By When
Draft Department Plans 2019/20 – 21/22 to accompany draft budgets to Scrutiny. As a Council we need to integrate Strategic and Financial Planning, part of this is ensuring that draft budgets and business plans are considered at the same time.	December 2018
Refresh of Corporate Strategy Action Plans	December
2019/20 Divisional Plans	April
2019/20 Divisional Plan challenge programme with Executive Board Members	June

Decision Making

The following structure outlines Leadership and Governance for the Department for Communities and how we operate within the Council's decision making process. All major decisions and policies are made by the County Council.

Carmarthenshire County Council	74 elected members.
Executive Board	10 elected members, the Council's cabinet. Chaired by the leader, Cllr E. Dole
Our Executive Board members	Social Care & Health - Cllr Jane Tremlett (Independent) Public Protection – Cllr Philip Hughes (Independent) Culture, Sport and Tourism – Cllr Peter Hughes-Griffiths (Plaid Cymru) Housing – Cllr Linda Evans (Plaid Cymru)
Scrutiny Committees	The decisions that we make are also scrutinised by elected members. We have the following scrutiny committees:
Corporate Management Team (CMT)	Chaired by the Chief Executive and includes the Assistant Chief Executives and Directors
Departmental Management Team (DMT)	Communities Department, Chaired by the Director
Senior Management Service and Performance Meetings	Chaired by the Head of Services
Team Meetings	Each team within the division has team meetings which feed into the decision making process. Managers update their teams with decisions made through a combination of group meetings and individual 1-2-1's/supervision.

Key Departmental Measures

Leisure Services

Definition / Measure Reference (abbreviated definition is fine)		2016/2017	2017/18			2018/19		2019/20	Cost Measure (£)
		Our Result	Our Result	All Wales Comparative data		Target set	Result (when available)	Target set (at EOY)	
				Quartile * to ****	Welsh Median	Welsh Best Quartile			
PAM/016	The number of visits to Public Libraries during the year, per 1,000 population	7646	7689	****	4666	5422	7727		
PAM/017	The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population	8289	8522	***	8496	9371	8735		
PAM/040	Percentage of Quality Indicators (with targets) achieved by the library service	New					86.0		
PAM/041	The percentage of people referred to the National Exercise Referral scheme that complete the 16 week programme	50.2	45.6				50.0		
PAM/042	Percentage of NERS clients whose health had improved on completion of the exercise programme	New							

Homes and Safer Communities

Definition / Measure Reference (abbreviated definition is fine)		2016/2017	2017/18			2018/19		2019/20	Cost Measure (£)
		Our Result	Our Result	All Wales Comparative data		Target Set	Result (when available)	Target set (at EOY)	
				Quartile * to ****	Welsh Median	Welsh Best Quartile			Welsh Median
PAM/012	Percentage of households successfully prevented from becoming homeless	New	65.1	**	65.1	71.0	68.0		
PAM/013	Percentage of empty private properties brought back into use	6.53	6.90	****	4.69	6.90	7.24		
PAM/014	Number of new homes created as a result of bringing empty properties back into use	New	5				6		
PAM/015	The average number of calendar days taken to deliver a Disabled Facilities Grant	167	161	****	223	179	160		
PAM/023	The percentage of food establishments which are 'broadly compliant'	97.50	97.91	****	95.20	96.97	93.00		

Definition / Measure Reference (abbreviated definition is fine)		2016/2017		2017/18			2018/19		2019/20	Cost Measure (£) Welsh Median
		Our Result	Our Result	All Wales Comparative data			Target Set	Result (when available)	Target set (at EOY)	
				Quartile * to ****	Welsh Median	Welsh Best Quartile				
	with food hygiene standards									
PAM/036	Number of additional affordable housing units delivered per 10,000 households	New					9.5			
PAM/038	Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	New					100.0			

Integrated Services (Older Persons & Physical Disabilities) Services

Definition / Measure Reference (abbreviated definition is fine)		2016/2017		2017/18			2018/19		2019/20	Cost Measure (£) Welsh Median
		Our Result	Our Result	All Wales Comparative data			Target Set	Result (when available)	Target set (at EOY)	
				Our Result	Quartile * to ****	Welsh Median				
PAM/024	Percentage of adults satisfied with their care and support	New	86.8				N/A			
PAM/025	Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	2.30	2.50				2.21			
PAM/026	Percentage of carers that feel supported	New	69.0				N/A			

Local Government Performance 2017-18

Annual bulletin on local authority performance. This bulletin contains information on a range of local authority services. The data highlights the overall level and range of performance across Wales. The full data set is available on our website.

<http://www.dataunitwales.gov.uk/local-authority-performance-2016-17>

There is an interactive tool which allows the public, councillors, officers and partners to easily compare councils' performance across Wales and over time. ["MyLocalCouncil"](http://www.mylocalcouncil.info) (www.mylocalcouncil.info)

The measures published by all councils in Wales		Has our result improved from 2016/17		How good is our 2017/18 result?	22 nd	21 st	20 th	19 th	18 th	17 th	16 th	15 th	14 th	13 th	12 th	11 th	10 th	9 th	8 th	7 th	6 th	5 th	4 th	3 rd	2 nd	1 st				
		Our 2017/18 result	Improved ↑ Standstill ↔ Declined ↓	★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★ = Top (Best)	Worst results												Best Results													
WBO5 - Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty																														
8	% of households successfully prevented from becoming homeless (PAM/012)	65.1	↑	★★	42.6																							75.7		
WBO7 - Increase the availability of rented and affordable homes																														
9	% Private sector dwellings returned to occupation (PAM/013)	6.90	↑	★★★★	1.25																							33.30		
10	Number of new homes created as a result of bringing empty properties back into use (PAM/014)	5	New Measure	Not applicable	No comparative data available for this measure																									
WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity)																														
11	Number of visits to Public Libraries per 1,000 population (PAM/016)	7,689	↑	★★★★	2810																							Same 9225		
12	Visits to Sport & Leisure facilities per 1000 population (PAM/017)	8,522	↑	★★★	6986																							11368		
13	% Food establishments that meet food hygiene standards (PAM/023)	97.91	↑	★★★★	88.73																							98.81		
WBO10 - Support the growing numbers of older people to maintain dignity and independence in their later years																														
14	Days taken to deliver a Disabled Facilities Grant (PAM/015)	161	↑	★★★★	297																							122		
15	Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ (PAM/025)	2.50	↓																											
16	Percentage of adults satisfied with their care and support (PAM/024)	86.8	↑																											
17	Percentage of carers that feel supported (PAM/026)	69.0	↓																											
Please note that not all Well-being Objectives (WBO) have allocated National Measure(s)																														

Welsh Government Returns

- WG Quantative Performance Date Returns
- WG Aggregate Data Collection Returns
- WG Qualitative Performance Measures
- WG SSDA 900 - Physical Disability Register
- WG SSDA 901 - Learning Disability Register
- WG Adult Safeguarding Return
- CSSIW DoLs Return
- Local Authority Enforcement Monitoring System (LAEMS)
- Noise Return
- Drinking Water Inspectorate
- Licensing Return
- National Fraud Initiative
- Housing Assistance/Housing Grants
- Housing Standards
- Section 70 Return
- Dogs Trust
- Homeless Return
- Rent Agreement SAP
- Rough sleepers
- Stock Rent
- WHQS Part 1
- WHQS Part 2
- Rent Income Excellence Network
- HQN
- Rents, HB, DD, Former/Current Arrears

Significant Strategies, Acts & Guidance for the Department

- Carmarthenshire County Council Corporate Strategy 2018 – 2023
- The Well-being of Future Generations (Wales) Act
- Housing (Wales) Act 2014
- The Social Services and Well-being Act (2014)
- West Wales Area Plan 2018-2023
- Welsh Language Standards under s 44 Welsh Language (Wales) measure 2011
- Freedom of Information Act 2000 (FOIA)
- Data Protection Act
- Equalities Act 2010
- Disability Acts
- Employment and Employee Acts
- Health & Safety at Work Act 1974 and subsequent respective legislation
- Environmental Protection Act 1990
- Clean Neighbourhood Act & Environment Act 2005
- Anti-Social Behaviour (Crime and Policing) Act 2014
- Police & Crime Act 2009
- One Wales Connecting the Nation, The Wales Transport Strategy
- Swansea Bay City Region Economic Development Strategy
- EU revised Waste Framework Directive 2008/98/EC
- Towards Zero Waste (WG's overarching waste strategy document).
- Ageing Well in Wales Plan
- Divisional Business Plans
- Air Quality Management Areas (AQMAs)

Appendix 1

Well-being of Future Generations Act 2015

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

A. The Sustainable Development Principle of the Act

The new law states that we must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. **The sustainable development principle** is

‘... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.’

B. The Five Ways of Working required by the Act

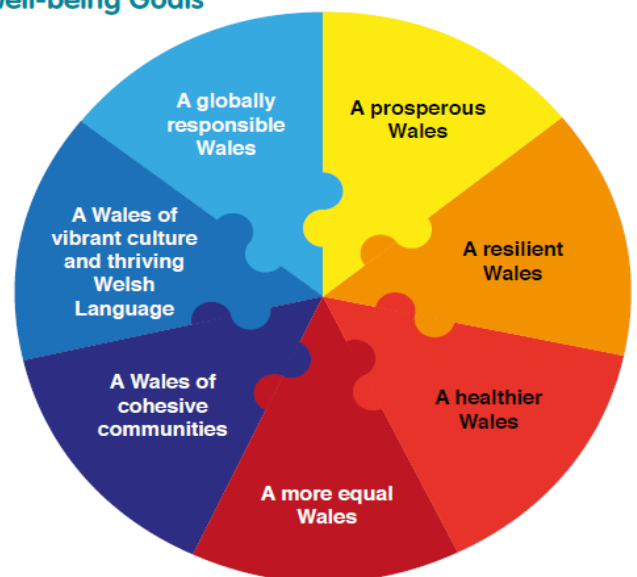
To show that we have applied the sustainable development principle we must demonstrate the following 5 ways of working:-

1. Looking to the long term so that we do not compromise the ability of future generations to meet their own needs;
2. Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their priorities;
3. Involving a diversity of the population in the decisions that affect them;
4. Working with others in a collaborative way to find shared sustainable solutions;
5. Understanding the root causes of issues to prevent them from occurring.

C. The Seven Well-being Goals of the Act

There are **7 well-being goals** in the Act. Together they provide a shared vision for public bodies to work towards. We must work towards achieving all of them.

Well-being Goals



As a public body subject to the Act we had to publish Well-being Objectives by the 31st March 2017

Appendix 2 Councils Well-being Objectives

How Services' join-up' in Carmarthenshire to deliver Well-being Objectives

		Well-being Objectives															
		Start Well				Live Well					Age Well		Environment		BBC		
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
Department	Head of Service	Best Start	Healthy Kids	Learning	NEET	Anti -Poverty	Jobs	Afford Homes	Healthy Adults	Good Connections	Independence	Age Well	Environment	Highways & Transp	Welsh Lang & Culture	BBBC+MBUR	
Chief Executives	Linda Rees Jones																✓
	Paul Thomas						✓										✓
	Noelwyn Daniel									✓				✓			✓
Regeneration Wendy Walters					✓	✓	✓		✓		✓	✓			✓	✓	
Corporate Services	Randal Hemmingway																✓
	Helen Pugh					✓	✓										✓
Community	Avril Bracey				✓				✓	✓	✓	✓					
	Chris Harrison										✓	✓					
	Neil Edwardes								✓	✓	✓	✓					
	Jonathan Morgan					✓	✓	✓	✓	✓	✓						
	Ian Jones		✓						✓						✓	✓	
Education and Children's Services	Andi Morgan	✓	✓	✓	✓	✓				✓		✓				✓	
	Simon Davies	✓	✓	✓			✓		✓	✓		✓	✓			✓	
	Aeron Rees	✓	✓	✓	✓	✓	✓					✓				✓	
	Steffan Smith	✓	✓	✓	✓	✓				✓		✓					
Environment	Jonathan Fearn			✓			✓	✓	✓			✓					✓
	Llinos Quelch		✓				✓	✓	✓			✓	✓				
	Stephen Pilliner	✓	✓	✓		✓	✓		✓	✓	✓	✓	✓	✓			
	Ainsley Williams		✓									✓	✓				

Key  = Lead Role  = Supporting Tudalen 95

Appendix 3 - 5 Ways of Working

Which of the 5 Ways of working have we met?		Strong Partial None	How much work do we still need to do to meet these ways of working?
A	Looking at the long term so that we do not compromise the ability of future generations to meet their own needs	Partial	<ul style="list-style-type: none"> To manage the health and wellbeing of the population of Carmarthenshire's Localities and maintain the independence of our older adult population for as long as possible, integrated community services provide a wide range of services and interventions across the three 'offer' areas. We want Carmarthenshire to be a place that is the most active and healthy in the UK by getting More people, More active, More often. Leisure Services aims to deliver 6 key Outcomes for residents and visitors to the County: <ul style="list-style-type: none"> - Outcome 1: Supporting independence - Outcome 2: Keeping Safe - Outcome 3: Improving Health & Well Being - Outcome 4: Information, Advice and Signposting - Outcome 5: People achieve their potential (Workforce and users) - Outcome 6: Well Managed, sustainable, efficient services that contribute to a prosperous economy Providing homes suitable to individual needs. Meeting current and future needs. We are building what we need. Creating jobs, training and opportunities and boosting the economy. Our new assessment process focuses on the five elements of assessment, one of which considers the strengths and assets of the person, their support network and community to meet their own needs, thus preventing people becoming too reliant on statutory services. In addition, we are developing sustainable communities, including spice time credits and social prescription services.
B	Understanding the root causes of the issues to prevent them reoccurring	Partial	<ul style="list-style-type: none"> Developing a new Homeless Strategy will help to shape and develop services for people who are homeless, threatened with homeless, and those in need of housing advice to prevent Homelessness. Population needs assessment has been completed which has looked at the needs of those with care and support and carers with support and to consider preventative services to reduce and delay the development of care and support needs. The next stage over the next 12 months is to produce a regional area plan to develop further preventative services to

			<p>reduce and delay the development of care and support needs.</p> <ul style="list-style-type: none"> • The Swansea Bay Economic Regeneration Strategy and the City Deal 2016-2035 have examined some of the fundamental issues that need to be addressed to ensure economic success in the future. • Our Wellbeing of Future Generations assessment work will help us identify some of the main areas of concern.
C	<p>Taking an integrated approach so that we look at all well-being goals and objectives of other services and partners</p>	Strong	<ul style="list-style-type: none"> • A recent CSSIW inspection (July 2016) recognised <ul style="list-style-type: none"> - Multi-agency arrangements should be established to strengthen operational plans to support effective co-ordination of statutory partner's completion of Joint Assessment Frameworks. • Public Services Board • Wales Audit Report • The County has an integrated Community Health & Social Care Service 'infrastructure'. This model aligns with national and local policy direction with reference to delivering Integrated Health and Social Care. • The local authority has set up a regional partnership board made up of three local authorities, and the health board amongst others. The strategic priorities of the board are: <ul style="list-style-type: none"> - Information, Advice and Assistance - Integration of mental health and learning disabilities - Integrated systems (WCCIS) - Pooled budget arrangements - Integrated commissioning arrangements
D	<p>Collaboration - Working with others in a collaborative way to find shared sustainable solutions</p>	Strong	<p>'Wellness and Life Science Village' at Delta Lakes, Llanelli. To enable the Project to achieve its aim a number of core stakeholders have come together to work with Carmarthenshire County Council to maximise joint benefits:</p> <ul style="list-style-type: none"> - Welsh Government - Swansea University, - Hywel Dda University Health Board, and - Abertawe Bro Morgannwg University Health board. <p>Central to the development will be the creation of a Wellness Hub and Community Health Hub. The Wellness Hub will incorporate state of the art leisure and recreation facilities and will provide a welcome point for visitors to the village. The Community Health Hub will comprise business development, research, education and training and community healthcare. In addition to these elements, the proposals also include rehabilitation facilities, Assisted Living accommodation, care facilities and a Wellness Hotel.</p>

			<ul style="list-style-type: none"> • The Well-being of Future Generations (Wales) Act 2015 establishes a statutory board, known as a Public Service Board (PSB), in each local authority area in Wales. • The local authority is part of the regional safeguarding board which is made up four local authorities, two health boards and one police force amongst others. The board is developing collaborative approaches to safeguarding arrangements, including but not limited to working jointly on safeguarding enquiries and setting threshold on when matters are reported to the safeguarding team within the Authority. • The West Wales Care Partnership was established under the Social Services and Wellbeing (Wales) Act, and the Partnership brings together Carmarthenshire, Ceredigion and Pembrokeshire County Councils, Hywel Dda University Health Board, colleagues from the third and independent sectors and service users and carers with a remit to transform care and support in the region and increase the pace of integration. • Part 9 of the Act required the creation of new Regional Partnership Boards (RPBs) with specific duties to promote the integration of care and support services. The RPBs cover the areas of each of the seven Local Health Boards in Wales. • The RPB has identified 5 strategic priorities and ‘pace setter’ agencies which will lead on implementation for the region. These are as follows: <ul style="list-style-type: none"> - Integrated commissioning (focusing on older adults services): (Pace setter: Pembrokeshire County Council) - Pooled funds: (Pace setter: Carmarthenshire County Council) - Remodelling mental health and learning disability services: (Pace setter: Hywel Dda University Health Board) - Information, Advice and Assistance: (Pace setter: Pembrokeshire County Council) - Implementation of the Welsh Community Care Information System (WCCIS) (Pace setter: Ceredigion County Council)
E	<p>Involvement a diversity of population in decisions that affect them</p> <p>Tudalen 98</p>	Partial	<ul style="list-style-type: none"> • There is service user representation on both the regional safeguarding board and the regional partnership board. One of the focus for this year will be the development of a citizen panel who can input into changes in practice and process. • Our Well-being Assessment consultation had over 2,500 responses for Carmarthenshire residents.

			<ul style="list-style-type: none">Continuing a wide scale of consultation with our service users, staff, stakeholders, parents/carers and with the people of Carmarthenshire to meet the current and future needs to make Carmarthenshire a happy, safer, healthier place to live.
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Mae'r dudalen hon yn wag yn fwriadol

Y PWYLLGOR CRAFFU – GOFAL CYMDEITHASOL AC IECHYD Y DYDDIAD: 17 RHAGFYR, 2018

Y PWNC:

GWASANAETHAU CYMDEITHASOL A DEDDF (CYMRU) LLES 2014 - POLISI A DIWYGIADAU GWEITHDREFN I GODI TÂL AM WASANAETHAU I OEDOLION

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

1. Bydd Sir Gaerfyrddin yn dal i godi tâl am lleoliadau mewn cartref gofal ar wahân i'r lleoliadau hynny sydd wedi eu heithrio gan y Ddeddf. Bydd Sir Gaerfyrddin yn codi tâl am yr holl lleoliadau mewn cartref gofal o ddiwrnod cyntaf y lleoliad.
2. Bydd y tâl yn seiliedig ar adennill cost y lleoliad yn llawn, oni bai bod y preswlydd yn cael ei asesu yn unol â'r ddeddfwriaeth, y rheoliadau, y côd a'r polisi lleol i dalu llai na'r gost lawn. Yn yr achos hwnnw codir y tâl asesedig ar y preswlydd yn unol â'i allu i dalu.
3. Bydd y gost fesul noson ar gyfer pob lleoliad tymor byr (gan gynnwys gofal seibiant) yn seiliedig ar adennill cost y lleoliad yn llawn. Yn achos lleoliadau mewn cartref gofal Awdurdod Lleol y tâl a godir bydd y tâl safonol. Yn achos lleoliadau mewn cartref gofal yn y sector annibynnol y tâl a godir bydd y swm dan contract. Byddai defnyddwyr gwasanaeth yn talu hyd at y ffi uchaf a osodwyd gan Lywodraeth Cymru yr wythnos a byddai nifer fawr yn talu llawer llai neu'n derbyn y gwasanaeth am ddim dibynnu ar yr asesiad ariannol. (Mwyafswm o £80 wedi gosod i 2018-19).
4. Bod y rheolau asesu lleoliadau dibreswyl yn cael eu rhoi ar waith mewn perthynas ag arosiadau yr asesir ar y dechrau nad ydynt yn fwy nag 8 wythnos ar unrhyw achlysur ac nid yw'n berthnasol i leoliadau dros dro na lleoliadau parhaol.
5. Codir tâl am arhosiad tymor byr sy'n fwy nag 8 wythnos ar unrhyw achlysur fel petai'r preswlydd yno dros dro neu'n barhaol fel sy'n briodol, o ddiwrnod cyntaf y 9fed wythnos ac yn unol â'r diffiniadau yn y Ddeddf, y Rheoliadau a'r Côd.
6. Bydd Sir Gaerfyrddin yn codi tâl o ddiwrnod cyntaf y gwasanaeth ar gyfer pob gwasanaeth y codir tâl amdano. Bydd hyn yn berthnasol i leoliadau a gwasanaethau dibreswyl mewn cartref gofal.
7. Bod y dewis o lety a gynigir i ddefnyddiwr gwasanaeth yn seiliedig ar ddau gartref gofal o'r un math unrhyw le yn y Sir ac nad yw'n gyfyngedig yn ddaeryddol oni bai bod anghenion daeryddol penodol wedi eu cynnwys yn y cynllun gofal a chymorth.
8. Os bydd defnyddiwr gwasanaeth, yr asesir na fydd yn talu cost lawn y lleoliad, yn dewis llety sy'n ddrytach na'r dewisiadau a gynigir adeg y lleoliad bydd y gost ychwanegol yn cael ei chyfrifo o'r uwch y cyfraddau a godir gan y ddau gartref gofal a gynigir.

9. Os bydd defnyddwyr gwasanaeth yn gallu talu cost lawn eu lleoliad, yn unol â'r ddeddfwriaeth, gallant ddewis unrhyw gartref gofal a bydd yn rhaid iddynt dalu cost lawn eu lleoliad.
10. Nid yw Sir Gaerfyrddin yn codi tâl ar ddefnyddiwr gwasanaeth am ofal a chymorth asesedig os darperir hynny i'r defnyddiwr gwasanaeth mewn lleoliad addysgol a thra bod yr unigolyn hwnnw'n mynychu cwrs addysgol cydnabyddedig.
11. Bod y Ddeddf, y Rheoliadau a'r Côd newydd yn cael eu rhoi ar waith mewn perthynas â defnyddwyr gwasanaeth presennol o 6 Ebrill 2016.
12. Bod y polisïau presennol yn cael eu cadw ac eithrio ar gyfer yr elfennau hynny o'r polisïau a'r arferion sy'n cael eu newid yn sgil penderfyniadau sy'n deillio o'r adroddiad hwn a'r elfennau hynny nad ydynt bellach yn cydymffurfio â'r ddeddfwriaeth newydd.

Y Rhesymau:

Mae Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014 yn cael ei hategu gan Reoliadau a Chôd Ymarfer a ddaeth i rym ar 6 Ebrill 2016. Roedd angen adolygu'r adroddiad interim a'i ddiweddarau i sicrhau bod polisïau'r Awdurdod Lleol ar gyfer codi tâl ar ddefnyddwyr gwasanaeth yn cydymffurfio â'r ddeddfwriaeth newydd.

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

Angen i'r Bwrdd Gweithredol wneud Penderfyniad	Oes – 21 Ionawr, 2019
Angen i'r Cyngor wneud penderfyniad	Nac Oes

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

Cynghorydd Jayne Tremlett (Y Portffolio Gofal Cymdeithasol ac Iechyd)

Y Gyfarwyddiaeth: Cymunedau Enw Pennaeth y Gwasanaeth: Neil Edwards Avril Bracey Awdur yr Adroddiad: Rhys Page	Swyddi: Pennaeth y Gwasanaethau Integredig Dros Dro Pennaeth Iechyd Meddwl ac Anableddau Dysgu Uwch Rheolwr Busnes	Rhifau ffôn: (01267) 228900 (01267) 242492 (01267) 228729 Cyfeiriadau E-bost: nedwards@sirgar.gov.uk Abracey@sirgar.gov.uk rjpage@sirgar.gov.uk
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EXECUTIVE SUMMARY
SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
DATE: 17TH DECEMBER, 2018

SUBJECT:
SOCIAL SERVICES AND WELL-BEING (WALES) ACT 2014 –
POLICY AND PROCEDURES REVISIONS FOR CHARGING
ADULTS FOR SERVICES

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

The attached report sets out the revised policy, bringing together the previous policies and the interim policy agreed in 2016. The interim policy has now been in place since April 2016, and to date has faced no significant challenge, therefore this report is to update the current Policy and Procedures which came into effect at that time and formalise the report into a revised Policy.

The initial report was an interim report to cover the introduction of the Social Services and Well-being (Wales) Act 2014, which was implemented from April 2016.

This policy and procedure document will now succeed all previous versions of the Charging Policy and will now provide a combined policy and procedure for both Residential and Non-residential services.

As outlined in the 2016 report for the most part the Social Services and Well-being (Wales) Act has built on existing frameworks set down by previous legislation. Therefore changes are broadly limited to those seen in the interim report.

Carmarthenshire have now reviewed the decisions made in 2016 and will continue to charge for services in the same way.

Summary of points from the policy.

- Personal Allowance has been renamed as Minimum Income Amount and will increase annually in line with Welsh Government announcements. 2018-19 is set at £28.50 per week (This is revised annually by Welsh Government)
- Non-residential Charges are applicable from first day of service.
- Persons with Care and Support needs who have confirmed diagnosis of CJD will not be charged for Residential or Non-residential services.
- The local authority can now charge interest of Deferred payments from the date of the Agreement.
- Short Term residents in a care home are now charged as if they were receiving non-residential services.

- Choice of accommodation rules will apply to “Temporary / Permanent” placements in a care home, but this is not applicable to placements made under “Short Term” rules.
- AVC are renamed to “Additional Costs” and will continue to apply, but will now be calculated from the highest cost of the 2 available homes, and not the mid-point as per the Interim Policy 2016.

Carmarthenshire will not charge for the following:

- Care and Support Services for a child under 18 years of age
- Care and Support provided to those with Creutzfeldt Jacob Disease where that disease has been clinically diagnosed by a registered medical practitioner
- Care and Support Services offered, arranged or provided for a person as part of a package of aftercare services in accordance with Section 117 of the Mental Health Act 1983.
- The provision of transport to a day service where the transport is provided as part of meeting a person’s assessed needs.
- To undertake an assessment of needs, care planning and care plans and Information and Advice for these functions.
- Undertaking a financial assessment, provision of a statement of charge and undertaking a review of a determination of charge and Information and Advice for these functions under the legislation.
- Reablement for service users for up to 6 weeks, (e.g. Reablement at home, in a care home, etc.) with provision for extended periods where the assessment of needs supports an extension.
- Independent Professional Advocacy where a local authority has arranged for this in accordance with the legislation.

DETAILED REPORT ATTACHED ?	YES
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www.carmarthenshire.gov.wales

IMPLICATIONS

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

Signed: Neil Edwards Interim Head of Integrated Services
 Avril Bracey Head of Mental Health & Learning Disabilities

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

1. Policy, Crime & Disorder and Equalities

The attached report sets out the policy and procedure changes which Elected Members need to consider in order for the Authority to comply with the Social Services and Well-being (Wales) Act 2014.

2. Legal

This policy follows the legislation laid down by the Social Services and Well-Being (Wales) Act 2014. The Act requires the authority to make certain policy decisions regarding charging for certain services. The interim report has been in place since April 2016 and to date has not faced any challenge.

3. Finance

The implementation of the new Act has had financial implications on income. The changes to short stay rules has meant that there was a loss of income to the Authority whilst the ability to apply a charge from the first day of service for those people receiving non-residential services has increased income. Overall there has been a reduction in income.

By changing the “Additional Cost” calculation from the mid-point to higher point will have a marginal cost implication to the authority. Based on approx. 100 placements with “Additional Costs”, but only a small percentage of these would be effected by the change, and this change would be favourable to the individuals in all circumstances, therefore it is anticipated that there would be a small loss.

5. Risk Management Issues

If the Authority fails to update its current policy and make a decision on the main areas of policy and practice, then the Authority will have an inconsistent charging policy and this could lead to risk of legal challenge.

CONSULTATIONS

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

Signed: Neil Edwards Interim Head of Integrated Services
 Avril Bracey Head of Mental Health & Learning Disabilities

1. Local Member(s)

N/A

2. Community / Town Council

N/A

3. Relevant Partners

N/A

4. Staff Side Representatives and other Organisations

N/A

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

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

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Report to Executive Board – 21 st March, 2016 – (Agenda Item No. 16) – “Social Services and Wellbeing (Wales) Act 2014 – Policy and Procedure Revisions for Charging for Adults for Services”		http://modern.gov/ieListDocuments.aspx?CId=131&MIId=347&Ver=4
Social Services and Wellbeing (Wales) Act 2014		https://www.legislation.gov.uk/anaw/2014/4/contents

Mae'r dudalen hon yn wag yn fwriadol



**CARMARTHENSHIRE
COUNTY COUNCIL
CHARGING POLICY FOR
SOCIAL CARE SERVICES**

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*Meals on wheels – Following the removal of MOW service in Carmarthenshire this will no longer apply

POLICY FOR CHARGING ADULTS FOR CARE AND SUPPORT AND PREVENTATIVE SERVICES

1. INTRODUCTION

This document sets out the policy for charging persons who are eligible to receive care and support services, support to adult carers, or those who receive certain preventative services (referred to as 'person(s)' within this policy), which are provided or commissioned by Carmarthenshire County Council (referred to as 'Carmarthenshire').

2. LEGAL BACKGROUND

The Social Services and Well-being (Wales) Act 2014 ('the Act') together with Regulations and codes of practice came in to force on the 6th of April 2016.

Part 4 (Direct payments and choice of accommodation) and Part 5 (Charging and Financial Assessments) of the Act relate to charging for services.

Part 5 of the Act (Charging and Financial Assessments) provides the legal framework for charging for Care and Support services and this part of the Act is supported by regulations and a code of practice. This legislation covers charging for all types of care including the provision of care and support and/or Direct Payments to a person in their own home and/or in a care home. It also covers charges for support to carers. In addition, further technical issues are covered including choice of accommodation and debt recovery.

Charging for services is set out in Social Services and Well-being (Wales) Act 2014, the regulations and code of practice made under the Act which are amended from time to time and these will be referred to as 'legislation' throughout this policy.

3. OPERATING GUIDELINES

Carmarthenshire will apply the legislation as set out by the Welsh Government together with amendments and revisions as announced from time to time.

Where Carmarthenshire has discretion on the application of certain aspects of the legislation, then this document sets out how these will be applied.

The overarching principle is that people who are asked to pay a charge will only be required to pay what they can afford.

Carmarthenshire will charge for all services set out in this policy and periodically review the services it charges for.

Where a charge is levied, then Carmarthenshire will collect these charges in accordance with the legislation to ensure fairness and equity for all to ensure that services are not unfairly subsidised by the public purse.

*Meals on wheels – Following the removal of MOW service in Carmarthenshire this will no longer apply.

Operational rules for commencing or terminating packages of care are outlined in “Appendix 1”. The rules for varying charges to the person with care and support needs are also defined.

4. SETTING OF CHARGES FOR SERVICES

Carmarthenshire will normally review its charges annually as part of the budget setting process, but may review them more often, where appropriate or necessary.

5. MAXIMUM WEEKLY CHARGE

In charging for non-residential services Carmarthenshire will apply the maximum weekly charge (known as the ‘Cap’) as announced by the Welsh Government. The maximum charge will apply to those services a person is assessed to receive. The maximum charge (Cap) will exclude those services that are charged as a flat rate or considered as ordinary living costs and these charges will be levied as an additional charge.

For care home placements the maximum weekly charge will be the full cost of the placement.

6. SERVICES WHERE NO CHARGES ARE MADE

Carmarthenshire will not charge for the following:

- Care and Support Services for a child under 18 years of age
- Care and Support provided to those with Creutzfeldt Jacob Disease where that disease has been clinically diagnosed by a registered medical practitioner
- Care and Support Services offered, arranged or provided for a person as part of a package of aftercare services in accordance with Section 117 of the Mental Health Act 1983
- The provision of transport to a day service where the transport is provided as part of meeting a person’s assessed needs.
- To undertake an assessment of needs, care planning and care plans and Information and Advice for these functions
- Undertaking a financial assessment, provision of a statement of charge and undertaking a review of a determination of charge and Information and Advice for these functions under the legislation.
- Reablement for service users for up to 6 weeks, (e.g. Reablement at home, in a care home, etc.) with provision for extended periods where the assessment of needs supports an extension.
- Independent Professional Advocacy where a local authority has arranged for this in accordance with the legislation.

Carmarthenshire will also not charge for:

- Equipment/aids to daily living
- Services not included in the care and support plan and/or unplanned services.

*Meals on wheels – Following the removal of MOW service in Carmarthenshire this will no longer apply

- Employment Services and Day Opportunities – attending a centre for employment training, and/or personal development and support to gain employment.
- Supported Employment – providing care and /or support to a disabled person in a work place
- Support in an educational setting – providing care and/or support to a disabled person in a recognised educational setting, and whilst attending a recognised educational course.
- Services delivered solely by volunteers.

7. SERVICES FOR WHICH A CHARGE IS MADE

Carmarthenshire will charge for the following services which it arranges or provides;

- Services provided in a Care Home – Any services provided to a resident whether the placement is permanent or temporary e.g. Residential Care, Nursing Care and Respite care (excluding residential reablement for up to 6 weeks)
- Domiciliary Care and Support, including extra care – provision of personal care, non-personal care and support at home
- Direct Payments – a payment made to a person to enable him/her to purchase their own care
- Day Care – covers a range of services whilst attending a centre or any other setting outside of a person's own home
- Supported Living – Care and support for a person from paid carers within a person's own home (other than Home Care)
- Adult Placement – where an adult lives with an approved carer who is paid to support them
- Replacement Care – where the informal carer is temporarily replaced by a care worker to provide care and/or support to a person in their own home
- One to One Support in the Community (Community Support) – bespoke services for individuals (other than Domiciliary Care or Day Care).
- Telecare – Assistive technology which supports independent living

8. FLAT RATE CHARGES

Carmarthenshire will also charge for the following services which are considered to be a substitute for ordinary daily living costs or would be considered as preventative services. These services will be charged at a flat rate and the charge will not be subject to a financial assessment.

- Meals on wheels*
- Meals at an establishment
- Laundry

Financial assessments will not ordinarily be undertaken on the above services, but where the council has reason to believe that the cumulative effect of flat rate charges is or may be unaffordable, then it will offer a financial assessment.

*Meals on wheels – Following the removal of MOW service in Carmarthenshire this will no longer apply.

The charge for these services will not be included in the maximum weekly charge (Cap) in determining how much someone pay for services.

9. RESIDENTIAL PLACEMENTS

Carmarthenshire will charge for all placements into a care home, irrespective of service or duration, unless the service is defined in the legislation as being one where a charge cannot be applied.

The charge that will be applied, will be the full cost of the placement cost per night for placements into a care home. Carmarthenshire will charge for each night that the person with care and support needs is assessed to access the service. Accessing a service for part of a day will be charged at the full day rate. Person with care and support needs will be charged for the day of admission but will not be charged for the day of discharge.

Carmarthenshire will vary the charge to a person with care and support needs in the following circumstance:

- Hospital admission - Where a person with care and support needs is admitted to hospital, and the care home placement is retained, then the charge to the person with care and support needs during the absence will be set at a rate equal to the Department of Work and pensions benefits entitlements of the individual person with care and support needs only.
- Holidays/ Short Stays with families by prior agreement - A person with care and support needs will not be charged for their care home placement whilst on holidays/short stays and staying with family or in any other setting for the first 21 days of absence in any financial year. Where the absence exceeds 21 days then Carmarthenshire reserves the right to reassess that person's needs and/or terminate the care home placement. Where a person with care and support needs receives alternative services when absent from the care home, that person will be required to pay the appropriate charge for these services.

Carmarthenshire has further discretion to disregard a main or only home and does so in the following circumstances:

- Where it is occupied by a carer who has given up his/her home to live with a service user for the main purpose of caring for that person and he/she does not own/have an interest in another property.
- Where a relative as defined in the legislation or a close friend/companion has lived in the home of the person with care and support needs' home all/for the major part of their adult life, and does not own any other property. The disregard only applies for the period of time that the relative or close friend/companion continues to live at the property. What constitutes a 'close friend/companion' and 'all or major part of their adult life' in this paragraph is at the sole discretion of Carmarthenshire County Council.

*Meals on wheels – Following the removal of MOW service in Carmarthenshire this will no longer apply

10. SHORT TERM/RESPITE STAYS AT A CARE HOME

Where a person with care and support needs is a short term resident in a care home, and at the point of admission the placement is planned to be less than 8 weeks, then this placement will be financially assessed as if that person was receiving Non Residential care. A person with care and support needs can have multiple stays in any period which are classed as short term which cumulatively add up to more than 8 weeks.

The charge per night for all short term placements will be based on the full cost of the placement. For placements into Carmarthenshire care homes, the charge will be, the published weekly charge for the care homes it operates, and for placements into an Independent Sector care home the charge will be the contracted amount.

The non-residential assessment rules will be applied to short term stays which are assessed at the outset as not exceeding 8 weeks on any one occasion. Temporary placements or permanent placements which for any reason last for 8 weeks or less will be financially assessed using the residential charging rules.

Short term stays that extend beyond 8 weeks on any one occasion will be charged as though the resident is subject to the residential charging rules as appropriate from the first day of the 9th week.

Where a short term stay extends beyond 8 weeks and the extension is due to the non-availability of an assessed service and a direct payment is not the preferred choice or will not meet the person's assessed outcomes, then the short stay charging rules can be extended beyond 8 weeks where the resident cannot be discharged solely because the assessed services remain unavailable. In such instances the person with care and support needs will be charged for the services they actually receive.

11. DIRECT PAYMENTS

A person with care and support needs receiving a direct payment in place of a service will be financially assessed and charged in the same way as though they were provided with the equivalent service.

12. FINANCIAL ASSESSMENT

All persons with care and support needs who receive a chargeable service other than services provided at a flat rate fee, will be invited to have a financial assessment to determine how much he/she can afford to pay for their assessed package of Care and Support commissioned or provided by the local authority.

Persons with care and support needs can decide not to declare their financial assets. In such cases, that person will be charged the appropriate charge for the services they are assessed to receive up to the maximum charge for a non-residential service and the full cost for a residential care home placement.

When a person with care and support needs declares their assets, expenditure, expenses etc., they will be asked to provide documentation to support and enable verification of financial and other information declared for the financial assessment. In

*Meals on wheels – Following the removal of MOW service in Carmarthenshire this will no longer apply.

the event that the documentation requested is not provided then that person will be assessed as if they have chosen not to declare their assets or any other information.

A person with care and support needs will normally be expected to return the completed financial assessment information within 15 working days. A person with care and support needs can request an extension, and Carmarthenshire will consider any reasonable request and where an extension is refused then it will explain the reasons for the refusal.

Carmarthenshire will undertake the financial assessment and will confirm the result, together with a breakdown of the calculation in writing to the person with care and support needs or any other person nominated by them.

All charges will be applied from the first day that the service(s) are received. Where any service(s) changes or a person's financial circumstances change, then any revised charges will be applied from the date the change occurred.

Carmarthenshire will normally review the financial assessment annually or sooner if further relevant information becomes available or if it is notified of changes to someone's financial circumstances.

The financial assessment will not impact in any way on the assessment of a person's care or support needs.

The weekly charge for services runs from a Monday to Sunday.

The authority will charge based on the assessed level of service of the person shown in the care and support plan and variations to the charge will apply as set out in Appendix 1. Variations to the assessed level of service will not necessarily mean that the charge to the person with care and support needs will reduce for that week because the person may have been financially assessed to pay less than the charge for the reduced service.

13. BENEFITS ADVICE

As part of the financial assessment Carmarthenshire will offer advice on benefits and/or will refer a person with care and support needs, with their agreement, to partner agencies or other organisations who will offer welfare benefits advice and help to submit applications where appropriate.

14. MINIMUM INCOME AMOUNT (MIA)

Carmarthenshire will apply the Minimum Income Amount at levels set by Welsh Government each year for all placements in to a care home.

Carmarthenshire will apply the Minimum Income Amount (referred to as the buffer) at levels set by Welsh Government each year to all service users assessed to receive Non-residential services.

In addition to the Minimum Income Amount set by Welsh Government for non-residential services only, and in order to avoid intrusive questions about a person with care and support need's disability and disability expenditure, Carmarthenshire will also

*Meals on wheels – Following the removal of MOW service in Carmarthenshire this will no longer apply

allow an additional allowance/disregard for disability expenditure. The additional amount will be applied as follows when the person with care and support needs receives one of the benefits below:

- An amount of 25% of the day time component of Attendance Allowance (AA), Disability Living Allowance Care Component (DLA) and Personal Independence Payment Daily Living (PIP).

Carmarthenshire will also allow as an expense, any expenditure which a person with care and support needs expends to purchase non-residential care directly from a registered care provider. Payments made through a direct payments scheme are excluded from this provision.

15. NIGHT TIME SERVICES

Carmarthenshire will charge for assessed services included in the care and support plan which are provided during the night.

However, within the financial assessment, Carmarthenshire will not include the night time component of Attendance Allowance (AA) or Disability Living Allowance care component (DLA) or Personal Independence Payment Daily Living (PIP) whether a night time service is received or not. Normally, the difference between Attendance Allowance higher rate and lower rate and the difference between Disability Living Allowance care component higher rate and middle rate and the difference between Personal Independence Payment daily living enhanced and daily living basic is treated as the element paid for night time care.

16. TREATMENT OF INCOME

Carmarthenshire will include in the financial assessment all income unless it has to be specifically disregarded within the legislation together with any changes as announced by Welsh Government from time to time.

17. TREATMENT OF CAPITAL

Carmarthenshire will include in the financial assessment all capital unless it has to be specifically disregarded within the legislation together with any changes as announced by Welsh Government from time to time.

Carmarthenshire will also apply the Capital limits for both non-residential and residential financial assessments as announced by Welsh Government from time to time.

18. PEOPLE WHO LACK CAPACITY

Where a person lacks mental capacity Carmarthenshire will communicate and/or work with a person that has the legal authority to make financial decisions on behalf of the person with care and support needs. Where such legal authority does not exist, then wherever possible the Authority will engage with family members. In all cases

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Carmarthenshire will apply the principles of the Mental Capacity Act 2005 and the code of practice.

Deputyship for property and financial affairs

Carmarthenshire will not normally apply to the Court of Protection to become Deputy for Property and Financial affairs for a person with care and support needs. Such action will only be taken as a last resort, and only for those persons who are receiving services from Carmarthenshire to meet their care and support needs, and where it is considered in the person's best interest to do so.

In the event that Carmarthenshire applies to become Deputy, then it will recover any costs it incurs for its role as deputy. An application to become deputy will only occur where the council believes that there are sufficient funds that require management, and also funds available to cover the costs of the deputy's role.

19. ADVOCACY

Carmarthenshire will engage with the person with care and support needs or their representative to complete the financial assessment and charging process. Where a person is identified as needing support to engage in this process then Carmarthenshire will, through that person's social worker, seek to identify someone who can help to advocate on behalf of that person.

Carmarthenshire will also inform people with care and support needs who are receiving a chargeable service of their right to obtain independent financial advice.

20. DEFERRED PAYMENTS

Where a person with care and support needs has a property that is included in their financial assessment, then in certain circumstances they are able to enter into a deferred payment agreement with Carmarthenshire. Where a deferred payment is agreed then it will enable them to defer or delay paying some or all of their care costs until a later date, so they are not required to sell their property immediately upon entering a care home. This arrangement can provide additional flexibility of how and when the person with care and support needs pays their care costs.

The amount that can be deferred each week will be determined from the financial assessment. Carmarthenshire will obtain a professional valuation of a property, and will defer an amount up to the value of the person's interest in a property less an allowance for selling costs as set out in the legislation. Where appropriate the property will be revalued periodically for the purposes of determining the amount which can be deferred.

Persons seeking or being offered deferred payments will be advised to seek independent financial and or legal advice to ensure that persons or their representatives understand the terms of a deferred payment agreement and the commitment they are agreeing to.

*Meals on wheels – Following the removal of MOW service in Carmarthenshire this will no longer apply

Carmarthenshire will charge interest on sums deferred at the interest rates set within the legislation.

The person with care and support needs will be liable for any costs incurred by them e.g. legal fees, financial advice, etc. to enable them to enter into the deferred payment agreement. These costs will be in addition to any fees and charges levied by the local authority.

The legislation sets out in detail the eligibility criteria that needs to be met, for a person to enter in to a deferred payment agreement and Carmarthenshire will apply that eligibility criteria as set out in the legislation.

In agreeing to enter into a deferred payment agreement. Carmarthenshire will directly contract for the placement, or must do so with a partner agency. Deferred payment agreements will not be available for people with care and support needs who contract for themselves or through a 3rd party or any other agency.

Where Carmarthenshire is unable to create a charge that takes priority over, and ranking before any other interest or charge on the property. Carmarthenshire may consider a lower ranking charge where it is satisfied that the debt that may accrue is adequately secured, but this is at the sole discretion of Carmarthenshire.

Where for any reason Carmarthenshire cannot create a charge over the property which the person occupies, or used to occupy, as their main or only home and it is satisfied that the asset(s) offered as security as an alternative are sufficient to meet the value of the debt accrued for the time the person with care and support needs will be in the care home, then Carmarthenshire may at its sole discretion consider applying a charge to an alternative property or land.

Where a person with care and support needs does not meet the requirements of the scheme then a request for a deferred payment will be refused.

Carmarthenshire can refuse to defer any further care costs even where a deferred payment agreement is in place and in certain circumstances it will do so. Where such a decision is implemented it will be in accordance with the legislation and/or the terms and conditions of the deferred payment agreement and Carmarthenshire will explain the basis of its decision.

21. NON PAYMENT OF CHARGES AND DEBT

Carmarthenshire will pursue outstanding charges and debts through the most appropriate channels including recovery action through the courts where appropriate. In such instances Carmarthenshire will also recover all costs and apply for interest on the amount to be recovered.

Carmarthenshire will not withdraw services when a person with care and support needs refuses or is unable to pay their assessed charge.

22. DEPRIVATION OF ASSETS

Where deprivation of an asset may have occurred then Carmarthenshire will make thorough enquiries to ascertain the facts. Where deprivation has occurred Carmarthenshire will take the appropriate steps to protect the public purse.

23. SETTING THE ADDITIONAL COST (AC) FOR PERMANENT ADMISSIONS TO A CARE HOME

For the purposes of setting the additional cost the choice of accommodation offered to a person with care and support needs in Carmarthenshire will initially be based on two care homes of the same type at Carmarthenshire's normal commissioning rate, anywhere within the county, and where both care homes can meet that person's assessed needs. Where 2 care homes at the normal commissioning rate are **not** available, then the next cheapest care homes within the county will form the basis of the calculation.

Where accommodation which is more expensive than the options offered at the time of placement is chosen then the additional cost will be calculated from the higher of the 2 rates charged by the two care homes which were offered.

Where an additional cost is to be funded by a 3rd party on behalf of the person with care and support needs, then Carmarthenshire will make reasonable enquiries to satisfy itself that the additional cost is affordable and that such costs would not fall on Carmarthenshire in the future.

In these circumstances the person with care and support needs will be required to evidence that they have the financial ability to meet the additional costs over the anticipated term of the placement.

In the event that the third party is unwilling to provide such evidence or does not have the financial ability to meet the additional costs over the anticipated term of the placement then Carmarthenshire will not contract for the placement at the chosen care home.

Where a placement will be made out of county then the same rules will apply except that the standard rates that will apply will be the rates appropriate in the county of placement.

Where a person with care and support needs, in accordance with the legislation, is able to pay for the full cost of their placement, then they can choose any care home and will be required to pay the full cost of their placement as Carmarthenshire will treat such a contract as outside its usual commissioning rate because it is a bespoke contract and thus the Care and Support (Choice of Accommodation) (Wales) Regulations 2015 do not apply.

24. APPLICATION OF THE RULES TO INDIVIDUAL CASES

The Director of Community Services or their successor will make decisions in individual cases where the legislation allows discretion or is unclear and that he/she may delegate this responsibility to a suitable senior officer as appropriate. In reaching

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a decision, he/she will endeavour to ensure that the decision is fair and consistent and will result in all persons with care and support needs being treated fairly. Such decisions will not prevent a person with care and support needs from requesting a review of the decision through the appropriate process.

25. REVIEWS AND METHODS OF APPEAL

Carmarthenshire will always endeavour to undertake a financial assessment in an accurate and professional way. Some financial assessments will appear complex and this will always give rise to queries and in some cases formal reviews.

Where a person with care and support needs believes that the result of a financial assessment is incorrect for any reason, then they will be able to contact the authority by telephone, email or in writing.

Where a query is received it will normally be looked at by the staff member who is responsible for the case. If the issue is not resolved to the person with care and support needs satisfaction, then another officer from within the team will review the query and the initial response.

Should the matter still be unresolved, then the person with care and support needs will have the right to request a formal review, but only where the basis of their request complies with the requirements of the legislation.

Where a formal review is requested, then it will undertake the review in accordance with the legislation.

All persons with care and support needs have the right to access the authority's complaints procedure if they are unhappy with our services or about the way they have been treated. Requesting a review will not prevent a person from accessing the complaints procedure.

Appendix 1**VARIATIONS/ADJUSTMENTS TO CHARGES FOR FINANCIALLY ASSESSED SERVICES**

	All Charged Services
Start of a service	Charge from the 1 st day the service is received - as per 'Operational Rules for Commencement and Termination of Packages'
Permanent termination of a service	For person with care and support needs that pass away, no charge in the week that the service terminates (charge ceases previous Sunday). For other permanent terminations the charge is applied up to and including the day prior to termination date - as per 'Operational Rules for Commencement and Termination of Packages'
Missed call – provider/carer's fault	Service reduction is applied (actual or average as appropriate) and charge is recalculated (charge may not change) - as per 'Operational Rules for Commencement and Termination of Packages'
Cancelled call/service – person with care and support needs' request/fault, e.g. person with care and support needs on holiday	If person with care and support needs gives reasonable advance notice to the service provider then service reduction is applied (actual or average as appropriate) and the charge is recalculated (charge may not change) - as per 'Operational Rules for Commencement and Termination of Packages'
Inclement weather reduced service – missed calls	Service reduction is applied (actual or average as appropriate) and the charge is recalculated (charge may not change) - as per 'Operational Rules for Commencement and Termination of Packages'
Person with care and support needs is admitted to respite and paying respite charge/Receives residential respite and NRSS in the same week	Ensure no duplicate charge. No Non Residential charge for the period in respite (residential care charge is applied). Service reduction is applied to Non Residential service (actual or average as appropriate) and the charge is recalculated (charge may not change for reduced week) - as per 'Operational Rules for Commencement and Termination of Packages'
Service not available	Service reduction applied (actual or average as appropriate) and the charge is recalculated (charge may not change) - as per

*Meals on wheels – Following the removal of MOW service in Carmarthenshire this will no longer apply

	'Operational Rules for Commencement and Termination of Packages'
Person with care and support needs is admitted to hospital	Service reduction applied (actual or average as appropriate) and the charge is recalculated (charge may not change) - as per 'Operational Rules for Commencement and Termination of Packages'
One service stops during the week but others carry on	Service reduction is applied (actual or average as appropriate) and the charge is recalculated (charge may not change) - as per 'Operational Rules for Commencement and Termination of Packages'
Additional Unplanned service(s) received	No charge until the service becomes part of the Care and Support Plan. Charge is applied from the 1 st day the assessed service is received - as per 'Operational Rules for Commencement and Termination of Packages'
Hospital Stays – Residential Care	A charge is applied when a person with care and support needs is admitted to hospital and the placement is retained. The charge is set at a rate equal to the Department of Work and Pensions benefits entitlement of the individual person with care and support needs only
Holidays/short stays with families by prior agreement – Residential Care	The person with care and support needs is not charged for short holidays/stays with families for the first 21 days of absence in any financial year. The basis being that the person with care and support needs will need their income/finances to meet any expenses whilst they are absent from the care home

OPERATIONAL RULES FOR COMMENCEMENT AND TERMINATION OF PACKAGES

1. Commencements

Domiciliary Care – Packages Commissioned in Hours/Minutes and Visits – the total hours per week will be divided by 7 and the result will be multiplied by the number of days remaining in the week including the commencement day.

Hours Commissioned per Week (No Visits) – the total hours per week will be divided by 7 and the result will be multiplied by the number of days remaining in the week including the commencement day.

Hours Commissioned Per Day - the total hours per week will be divided by 7 and the result will be multiplied by the number of days remaining in the week including the commencement day.

Services Commissioned in Sessions/Days – charge the actual sessions/days received including the commencement day.

Telecare – A charge will be applied for the number of days remaining in the week including the commencement day.

2. Terminations

Domiciliary Care – Packages Commissioned in Hours/Minutes and Visits – the total hours per week will be divided by 7 and the result will be multiplied by the number of elapsed days in the week up to the day previous to termination day.

Hours Commissioned per Week (No Visits) – the total hours per week will be divided by 7 and the result will be multiplied by the number of elapsed days in the week up to the day previous to termination day.

Hours Commissioned Per Day – the total hours per week will be divided by 7 and the result will be multiplied by the number of elapsed days in the week up to the day previous to termination day.

Services Commissioned in Sessions/Days – charge the actual sessions/days received up to and including the termination day.

Telecare – A charge will be applied for the number of days elapsed in the week up to the day previous to termination day.

3. Missed Visits/Service

Domiciliary Care – Packages Commissioned in Hours/Minutes and Visits - Total hours divided by visits and multiplied by the number of visits missed - to be deducted from package.

*Meals on wheels – Following the removal of MOW service in Carmarthenshire this will no longer apply

Hours Commissioned Per Week (No Visits) – Total hours per week divided by 7 and multiplied by the number of days missed or service amended as advised by provider.

Hours Commissioned Per Day - Total hours per week divided by 7 and multiplied by the number of days missed or service amended as advised by provider.

Services Commissioned in Sessions/Days – Deduct the actual session/days missed.

Telecare – Service is not amended and is charged throughout.

4. Day Care Sessions

A day care session is defined as:

If a service is received before 1pm on any day and for any length of time then it will count as one session

If a service is received between 1pm and 6pm on any day and for any length of time then it will count as one session

If a service is received after 6pm on any day and for any length of time then it will count as one session

Mae'r dudalen hon yn wag yn fwriadol

PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD 17EG RAGFYR 2018

Diweddaraf am Weithrediadau ac Atgyfeiriadau'r Pwyllgor Craffu Gofal Cymdeithasol ac Iechyd

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Hoelio sylw ar y cynnydd sy'n cael ei wneud mewn perthynas â'r camau, y ceisiadau neu'r atgyfeiriadau a gofnodwyd yng nghyfarfodydd blaenorol y Pwyllgor.

Rhesymau:

- Er mwyn i'r aelodau gyflawni eu dyletswyddau craffu mewn perthynas â monitro perfformiad.

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

Aelod y Bwrdd Gweithredol sy'n gyfrifol am y Portffolio: *DDIM YN BERTHNASOL*

Y Gyfarwyddiaeth: Prif Weithredwr	Swyddi:	Rhifau Ffôn / Cyfeiriadau E-bost:
Enw Pennaeth y Gwasanaeth: Linda Rees-Jones	Pennaeth Gweinyddiaeth a'r Gyfraith	01267 224010 lrjones@sirgar.gov.uk
Awdur yr adroddiad: Michelle Evans Thomas	Prif Swyddog Gwasanaeth Democrataidd	01267 224470 MEEvansThomas@sirgar.gov.uk

EXECUTIVE SUMMARY

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 17EG RAGFYR 2018

Social Care & Health Scrutiny Committee Actions and Referrals Update

During the course of a municipal year, several requests for additional information are made by the Committee in order to assist it in discharging its scrutiny role.

The attached report provides members of the Committee with an update on the progress made in relation to these requests.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

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

Signed: Linda Rees-Jones Head of Administration & Law

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

CONSULTATIONS

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

Signed: Linda Rees-Jones Head of Administration & Law

1. Local Member(s) – N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – N/A

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

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Social Care & Health Scrutiny Committee Reports and Minutes	Meetings from September 2016 onwards: http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?CommitteId=169

Mae'r dudalen hon yn wag yn fwriadol

Social Care and Health Scrutiny Committee Actions 2017-2018

Ref No	Meeting Date	Recommendation / Action / Referral	Description	Progress Update	Member / Officer	Status
SC&H 001-17/18	26th September 2017	Action	SC&H Scrutiny Committee Annual Report - Resolved that the report be endorsed subject to amendment (Reference was made to the first recommendation on page 11 of the report where the end of the sentence appeared to be missing. The Committee was advised that this would be rectified before the document was published.)	The missing text was included. The report has been translated and published on the Council's website.	Michelle Evans Thomas	COMPLETED
SC&H 002-17/18	26th September 2017	Action	SC&H Scrutiny Committee FWP Programme 2017/18 - Resolved that the following be included in the FWP:- DoLs Update; Substance Misuse Update; Trading Standards Update; Carers Partnership Board Update (to include the Carers Strategy, Carers Assessments and Carers Forum); Welsh Language Services for Older People Update; Ambulance Service Standards Update. It was also agreed that representatives from the Community Health Council and Public Health Wales be invited to a future meeting.	The items were included in the FWP. Representatives from the Ambulance Service and Public Health Wales invited to the meeting held on 23rd November, 2017. Representatives from the Community Health Council to be invited to a meeting in 2018.	Michelle Evans Thomas	ONGOING
SC&H 003-17/18	18th December	Action	Revenue Budget Strategy Consultation 2018/19-2021 - A question was raised in relation to item 2.5 in the report on 46 of the 58 W.G grants not transferred into the settlement and information requested on the 12 outstanding grants. The Group Accountant advised that information was available on the WG's website and she would arrange for it to be provided to members		Andrea Thomas	OUTSTANDING
SC&H 004-17/18	18th December	Action	Revenue Budget Strategy Consultation 2018/19-2021 - Information was requested on the Single Revenue Grant (formerly the Environmental Grant). Whilst that fell within the remit of the Environment Department, the Group Accountant agreed to forward the details to the members of the Committee for information		Andrea Thomas	OUTSTANDING

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SCH 005-17/18	18th December	Action	Revenue Budget Strategy Consultation 2018/19-2021 - The Group Accountant agreed to provide members of the Committee with details of the reducing reserves over the strategy period in relation to any potential impact on the capital programme		Andrea Thomas	OUTSTANDING
SCH 006-17/18	18th December	Recommendation	Revenue Budget Strategy Consultation 2018/19-2021 - That the charging Digests as set out in Appendix C be endorsed	No update required – due process.	Chris Moore	COMPLETED
SCH 007-17/18	18th December	Action	Communities Departmental Draft Business Plan 2018/19-2021 - As part of the discussion on risks on page 65 of the report relating to substance misuse, the Head of Mental Health and Learning Disabilities offered to submit a report on substance misuse to a future meeting	The Area Planning Board's Drug and Alcohol Misuse Annual Report 2017 and the Substance Misuse Service Annual Report 2016/17 were considered at a Joint Meeting of the Environmental & Public Protection and Social Care & Health Scrutiny Committee to be held on 21st May, 2018.	Avril Bracey	COMPLETED
SCH 008 -17/18	18th December	Recommendation	Update on Trading Standards Initiatives - Protection of Elderly and Vulnerable Citizens in Carmarthenshire - That a Members' Seminar be arranged on the Financial Exploitation Safeguarding Scheme	Members' Seminar on Financial Exploitation Safeguarding Scheme held on 27th March, 2018.	Roger Edmunds	COMPLETED
SCH 009-17/18	24th Janaury	Recommendation	Adult Social Care complaints and compliments report 01/04/17-30/09/17 - That future complaint and compliment reports incorporate an overarching and comprehensive picture of all complaint related issues captured both within the department and via other processes and those directly related to private care homes and domiciliary providers.	This report is presented to scrutiny on a half yearly basis, the report is comprehensive and broken down to service area.	Silvana Sauro	COMPLETED
SCH 010-17/18	24th Janaury	Recommendation	Adult Social care complaints and compliments report 01/04/17-30/09/17 - That consideration be given to recipients of care packages provided by the Authority being requested to complete feed-back forms on thier initial experiences of care provision	Recommendation referred to the Practices and Processes Board for consideration.	Avril Bracey	COMPLETED

Social Care and Health Scrutiny Committee Actions 2017-2018

SCH 011-17/18	24th Janaury	Recommendation	Service Integration, Pooled Funding and Regional Governance Arrangements - Arrangements be made for the Committee to meet prior to its next scheduled meeting on the 5th March to discuss pooled budgets and the associated identified risks	The Committee received a briefing session on the 27th February, 2018.	Kevin Pett/Kevin Thomas	COMPLETED
SCH 012-17/18	24th Janaury	Recommendation	Service Integration, Pooled Funding and Regional Governance Arrangements - A report to be submitted to a future meeting of the Committee detailing what benefits, particularly financial, Carmarthenshire had received as a direct result of regional and partnership working over recent years		Kevin Pett	OUTSTANDING
SCH 013-17/18	5th March	Action	Transforming Mental Health Services Consultation Closing Report - Committee to receive a report on the initiatives the Authority has in place to safeguard teenagers at a future meetings of the Committee to which the Education & Children Scrutiny Committee be invited to attend.	Report to be presented to Committee at the meeting to be held on 23rd January 2019.	Avril Bracey / Michelle Evans Thomas	OUTSTANDING
SCH 014-17/18	5th March	Action	Transforming Mental Health Services Consultation Closing Report - Committee to receive a report on Country Cars at a future meeting.	The Committee received a presentation at the meeting held on 22nd November, 2018.	Avril Bracey / Michelle Evans Thomas	COMPLETED
SCH 015-17/18	19th April	Action	Unpaid Carers Update - Committee to receive a report at a future meeting on the work of the West Wales Regional Partnership Board in relation to young carers.	As Young Carers comes under the remit of the E&CS Scrutiny Committee, officers felt that any such report should be presented to that Committee. The report was duly considered by the E&CS Scrutiny Committee at its meeting held on 26th November, to which the SC&H Scrutiny Committee was invited to attend for consideration of the item.	Chris Harrison / Jonathan Rees	COMPLETED
SCH 016-17/18	19th April	Action	Draft Learning Disability Strategy 2018-23 - Comments in relation to the use of the ambulance car service to be fed into the strategy.		Chris Harrison	OUTSTANDING

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Social Care and Health Scrutiny Committee Actions 2017-2018

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SCH 017-18	19th April	Action	Draft Learning Disability Strategy 2018-23 - Officers in the Authority's Forward Planning Division to be asked to consider including in the LDP the provision to give priority to applications from people with disabilities.	Report presented to Committee at the meeting held on 4th July, 2018.	Chris Harrison	COMPLETED
SCH 018-17/18	19th April	Action	Draft Learning Disability Strategy 2018-23 - An item to be placed on the agenda of the next meeting on the LDP and problems faced during the planning process by people with learning disabilities and that officers from the Forward Planning Division be invited to attend.	Report presented to Committee at the meeting held on 4th July, 2018.	Chris Harrison / Michelle Evans Thomas	COMPLETED
SCH 019-17/18	19th April	Action	Draft New Corporate Strategy - The Committee to receive a report at the July meeting providing an update on the situation regarding the provision of meals on wheels in the county.	The Committee received update reports at the meetings held on 4th July, 25th September and 22nd November, 2018.	Neil Edwards / Michelle Evans Thomas	COMPLETED
SCH/ 020-17/18	19th April	Action	Forthcoming Items - The Committee to receive a report at a future meeting on Workforce Planning, in collaboration with the LHB.	Report presented to Committee at the meeting held on 25th September, 2018.	Neil Edwards / Chris Harrison / Michelle Evans Thomas	COMPLETED

Social Care and Health Scrutiny Committee Actions 2017-2018

Ref No	Meeting Date	Recommendation / Action / Referral	Description	Progress Update	Member / Officer	Status
SC&H 001-18/19	25th September 2018	Action	Meals on Wheels Provision - A Seminar on the Prevention Strategy to be arranged for members of the Committee.		Neil Edwards	ONGOING
SC&H 002-18/19	25th September 2018	Action	Meals on Wheels Provision - A final evaluation report on customer satisfaction in relation to the new arrangements be submitted to a future meeting for consideration.	Report presented to Committee on 22nd November.	Neil Edwards	COMPLETED
SC&H 003-18/19	25th September 2018	Action	Meals on Wheels Provision - Further details regarding the 17 service users whose requirements have not yet been met to be circulated to members of the Committee by e-mail.	Report presented to Committee on 22nd November.	Neil Edwards	COMPLETED

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Social Care and Health Scrutiny Committee Actions 2017-2018

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EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS**SCRUTINY COMMITTEE : Social Care and Health****DATE OF MEETING : 17th December, 2018**

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
Regional & Partnership Working Update	Martyn Palfreman	A major regional bid for resources from the national Transformation Fund to support accelerated transformation and integration of health and care services in West Wales was submitted to Welsh Government on 3 December. A decision regarding funding is expected in mid-December. Deferment of this item to January 2019 will enable submission of a full report providing details of the successful programmes, their anticipated benefits for Carmarthenshire and proposed arrangements for delivery over the next 18 months.	23 rd January, 2019

Mae'r dudalen hon yn wag yn fwriadol

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

17TH DECEMBER 2018

FORTHCOMING ITEMS FOR NEXT MEETING – 23RD JANUARY 2018

In order to ensure effective scrutiny, Members need to be clear as to the purpose of requesting specific information and the outcome they are hoping to achieve as a consequence of examining a report. Limiting the number of agenda items may help to keep meetings focused and easier to manage.

Proposed Agenda Item	Background	Reason for report
Regional & Partnership Working Update	The Committee receives reports on the work of the West Wales Care Partnership, undertaken under the direction of the statutory Regional Partnership Board (RPB). The remit and responsibilities of the RPB are stipulated within Part 9 of the Social Services and Wellbeing (Wales) Act.	This report will provide an update on the work of the Partnership and key outcomes, within the context of the Welsh Government's recently published national plan for health and social care, 'A Healthier Wales'.
Initiatives to Safeguard Teenagers from Harm	The Committee received a report on Transforming Mental Health Services – Consultation Closing Report on the 5th March, 2018. At that meeting concern was expressed over the immense pressure faced by teenagers in the 6th form at school and the importance was stressed of the need to reach out to help this group as they are often missed. The Head of Mental Health & Learning Disabilities explained that in relation to this particular group a national group is undertaking a piece of work on suicide and self-harm. The national group has a number of regional forums and Carmarthenshire is a member of the Mid and West Wales Regional Forum which is about to publish a strategy on suicide and self-harm.	That the Committee receive a report on the initiatives the Authority has in place to safeguard teenagers at a future meeting of the Committee to which the Education & Children Scrutiny Committee be invited to attend.

Actions and Referrals Update	These quarterly updates provide details on progress made in relation to actions and requests which arose at previous meetings.	To enable the Committee to scrutinise progress made in relation to actions and requests arising from previous meetings.
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The following documents are attached for information:-

- (1) *The latest version of the Social Care & Health Scrutiny Committee's Forward Work Programme;*
- (2) *The latest version of the Executive Board's Forward Work Programme.*

SC&H Scrutiny Committee – Forward Work Programme 2018/19

21 st May Joint with E&PP	21 st May	4 th July Joint with E&C	4 th July	25 th September	22 nd November	17 th December	23 rd January	8 th March	17 th April
Area Planning Board's Drug & Alcohol Misuse Annual Report 2017	Task & Finish Group Draft Planning & Scoping Document	Draft Annual Report of the Statutory Director of Social Services	Annual Report on the Wellbeing Objectives 2017/18	Q1 New Corporate Strategy Performance Monitoring Report 2018/19	Presentation by the Local Health Board – Transforming Clinical Services – Post Consultation and Next Steps	3 year Revenue Budget Consultation	Pooled Fund Arrangements (All Adults)	Budget Monitoring 2018/19	End of Year Adult Social Care Compliments & Complaints End of Year Report 2018/19
Substance Misuse Service Annual Report 2016/17	SC&H Scrutiny Committee Forward Work Programme 2018/19		Country Cars	Budget Monitoring 2018/19	Carmarthenshire's Approach to Prevention to Support Health and Wellbeing	Policy and Procedures Revisions for Charging Adults For Services	IFST Pooled Fund Arrangements	Annual Safeguarding Report	
	Compliments & Complaints End of Year Report 2017/18		West Wales Regional Partnership Board (Young Carers)	SC&H Scrutiny Committee Annual Report 2017/18	Country Cars	Communities Department Business Plan	Initiatives to Safeguard Teenagers from Harm (E&C SC to be invited)		
	Annual Safeguarding Report		LDP Planning Policy in relation to Disabilities	Actions & Referrals Update	Half Yearly Adult Social Care Compliments & Complaints Report 2018/19	Actions & Referrals Update	Regional and Partnership Working Update		

	21 st May Joint with E&PP	21 st May	4 th July Joint with E&C	4 th July	25 th September	22 nd November	17 th December	23 rd January	8 th March	17 th April
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		Actions & Referrals update		Initiatives to Safeguard Teenagers from Harm (E&C SC to be invited) E&C to consider and SC&H to be invited	Country Cars	SC&H Scrutiny Committee Annual Report 2017/18				
				Budget Monitoring 2018/19	Direct Payment Policy	Regional and Partnership Working Update				
						Regional Approach to Pooled Fund for Adult Care Home Placements				
						Meals on Wheels				

ITEMS CARRIED OVER FROM PREVIOUS WORK PROGRAMME:

- Community Health Council to be invited to a meeting
- Results of Service User Satisfaction Survey

DEVELOPMENT SESSIONS:

-

SITE VISITS:

ITEMS FOR JOINT MEETINGS IN 2018/19:

- APB Drug & Alcohol Misuse Strategy Annual Report 2018 (E&PP and Social Care & Health) – 21st May 2018
- Substance Misuse Service Annual Report 2017-18 (E&PP and Social Care & Health) - 21st May 2018
- Draft Annual Report of the Statutory Director of Social Services on the Performance of Social Care Services in Carmarthenshire 2017/18 (Social Care & Health and E&C) – 4th July 2018

TASK & FINISH REVIEW:

- Loneliness

REPORTS REQUESTED:

Mae'r dudalen hon yn wag yn fwriadol

Thursday, 22 November 2018

PRESENT: Councillor G. Thomas (Chair)

Councillors:

S.M. Allen, K.V. Broom, D.M. Cundy (In place of E. Morgan), I.W. Davies, K.Davies, R.E. Evans, W.T. Evans, M.J.A. Lewis, A. Lenny (In place of E.M.J.G. Schiavone), K. Lloyd, B.A.L. Roberts and D.T. Williams

Also in attendance:

Councillor J. Tremlett, Executive Board Member for Social Care & Health

The following Officers were in attendance:

N. Edwards, Interim Head of Integrated Services
J. Morgan, Acting Head of Homes & Safer Communities
S. Sauro, Performance, Analysis & Systems Manager
J. Wilkinson, Locality Manager
A. Thomas, Group Accountant
M. Evans Thomas, Principal Democratic Services Officer
E. Bryer, Democratic Services Officer

Chamber, - County Hall, Carmarthen. SA31 1JP. - 10.00 am - 1.35 pm

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors A. McPherson, E. Morgan and E. Schiavone.

2. DECLARATIONS OF PERSONAL INTERESTS INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM.

Councillor	Minute No(s)	Nature of Interest
Councillor G. Thomas	Minute No. 6 – Country Cars	Her husband drives for Country Cars.

There were no declaration of prohibited party whips.

3. PUBLIC QUESTIONS

The Chair advised that no public questions had been received.

4. ORDER OF BUSINESS

The Chair advised the Committee that, in accordance with Council Procedure Rule 2(3) she was going to vary the order of business on the agenda to enable the presentation by the Local Health Board to be considered later in the meeting.

5. CARMARTHENSHIRE'S APPROACH TO PREVENTION TO SUPPORT HEALTH AND WELLBEING

The Committee considered a report on the approach taken by integrated Services to deliver effective preventative services. The report and presentation summarised the approach taken.

The following questions / observations were raised after presentation of the report:-

- Concern was expressed over the elderly living in cold conditions as they are worried about putting the heating on and officers were asked what can be done to get the message across that they must stay warm to stay health. The Committee was advised that it is difficult for people to change the habits of a lifetime if they have always been careful or frugal. Officers are working on a more proactive approach in this regard;
- Asked what can be done to help families who cannot afford to fund sports equipment and clothing for their children. Advised that there is no definitive answer but it is recognised that physical activities are important for prevention and general wellbeing. Welsh Government are also aware of the importance;
- Reference was made to DEWIS and how this resource is kept updated. Advised that community workers encourage 3rd sector organisations to maintain their details. A working group has also been established to drive this forward;
- Asked how prevention services are promoted and encouraged in rural locations where there may be no internet coverage. Advised that contact had been made with Community and Town Councils however limited interest had been shown. If any Town & Community Councils would like officers to visit and give a presentation on Prevention they can contact Julia Wilkinson or email CommunityResilience@carmarthenshire.gov.uk.
- It was felt that in order to assist in spreading the message regarding the prevention services provided by the Authority, that officers be invited to give this presentation at a meeting of Full Council. The Committee was advised that arrangements are being made for Council to receive a presentation on Dementia and another one on Carmarthenshire is Kind, Cusp etc.;
- Asked if engagement had been made with the religious sectors in Carmarthenshire as the churches and chapels are important to the rural locations. Advised that due to long term illness there was only one Community Resilience Coordinator covering the whole of Carmarthenshire therefor communication is one of the biggest challenges. It is acknowledged that the message needs to be communicated.
- Asked if 'Carmarthenshire is Kind' message also included a message regarding combating bullying. Advised that this was one of the messages that was promoted.

The Committee thanked Julia for her presentation and agreed that it would be beneficial if the message could be cascaded to a wider audience.

RESOLVED that the report and presentation be received.

6. PRESENTATION - COUNTRY CARS.

[Note: Councillor G Thomas had earlier declared an interest in this item].

The Chair welcomed Sarah Powell (Systems & Finance Officer – Environment Department) and Karyn Morris (Commissioned Services Operations Manager - Royal Voluntary Service)

The Committee thereupon received a presentation providing an overview of the service provided by Country Cars.

Key points of note were:

- Country Cars is designed to be a public transport 'safety net', providing links to bus and train, or door-to-door transport when needed;
- The service is not to compete with other transport providers such as local buses, trains and taxis;
- There is a limit of 20 passenger miles per journey and only one journey per week which must be in Carmarthenshire;
- The service is for essential use only, for individual and occasional use. It is for essential journeys only when there is no other reasonable means of transport;
- The service consist of 12 independently based schemes as it is easier to manage a local pool of volunteer drivers;
- RVS is contracted by the Council to recruit drivers and to operate the scheme. This involves recruiting, mandatory training, safeguarding, data protection, undertaking DBS checks and maintaining and supporting a pool of volunteer drivers;
- RVS contract is renewed annually;
- Funding received by RVS purchases 10% of the managers time;
- The service receives more requests for transportation than they can fulfil.

Following the presentation the following observations / questions were raised:-

- Asked what expenses the volunteers receive. Advised that Carmarthenshire pays volunteers expenses at the same rate as defined by HMRC (45p per mile). There would be tax implications if the payment was any higher. Cost of telephone calls and any other relevant expenses are also reimbursed;
- Asked what about the cost to service user. Advised that the cost is slightly higher than what it would typically be for using the bus. There is also a concession of 50% for 5 to 15 year old and for those who have a current bus pass;
- Asked what security checks if any were made on users of the service. Advised that checks were only made on the volunteer drivers;
- Asked how the service is advertised. Advised that the service is not on DEWIS but is advertised on posters in GP surgeries and all buildings with a social aspect i.e. Post Offices, libraries etc. There is a continual recruitment drive which is done via social media and word of mouth, leaflets, posters and talks. Information is also available on the Council website. It was

suggested that Country Cars contacts Radio Carmarthenshire for free advertising.

The Chair thanked Sarah and Karyn for attending the meeting and for their presentation and extended her appreciation for the service.

7. ADULT SOCIAL CARE COMPLAINTS & COMPLIMENTS REPORT - 1ST APRIL 2018 TO 30TH SEPTEMBER 2018.

The Committee considered a report detailing the Adult Social Care complaints and compliments received for the period 01/04/18 – 30/09/18. The report summarised the number of complaints and compliments received and provided information on the type of complaint and the relevant service area.

The following question was asked in relation to the report:-

- Asked if all the appropriate staff have received the necessary training, the Committee was advised that the training was directed in the first instance to managers and those officers that deal with complaints. However, the information is disseminated to all staff who deal with service users. The department strives to ensure that all staff continuously deal with customers to a high standard. The training is undertaken every 18 months so that the message is continuously re-iterated and it is cascaded right through the department.

RESOLVED that the report be received.

8. MEALS ON WHEELS CUSTOMER EVALUATION REPORT.

The Committee considered a report providing an evaluation of the satisfaction levels of service users following the decision made by the Royal Voluntary Service (RVS) to end the meals on wheels service that they provide on behalf of the Local Authority.

The following questions/observations were raised on the report:-

- Asked what measures are in place to ensure that older people do not succumb to malnutrition, the Locality Manager explained that officers are working on raising awareness of malnutrition. Several initiatives are being worked on in this regard including the possibility of commissioning CUSP and working with the Social Prescribers. She added that this is a national concern and it has been recognised that work needs to be done in this area;
- Reference was made to the fact that the last update presented to Committee reported that 17 service users' needs had not been met and officers were asked if this had been addressed. The Interim Head of Integrated Services informed the Committee that these service users were re-visited and have now moved on to alternative arrangements for meal provision.

RESOLVED that the report be received.

9. REVENUE & CAPITAL BUDGET MONITORING REPORT.

The Committee considered the Revenue and Capital Budget Monitoring Report in relation to the Social Care and Health Service which provided an update on the latest budgetary position as at 31st August 2018, in respect of the 2018/19 financial year.

The Social Care and Health Service was projecting an overspend of £746k on the revenue budget and a net variance of -£2k against the 2018/19 approved capital budget.

The following questions / observations were raised on the report:-

- Asked what the £22k underspend was in Support (Appendix A). Advised that this was due to staffing;
- Raised concerns around staff vacancies in the care management teams. Advised that workforce pressures is one of the main problems facing the sector. There has been a turnover of staff / retirement. A concerted effort has been made this year to ensure that the Community Resource Teams remained at full complement. Recruitment is a pressure but it is being addressed. Staff who have retired have returned to provide support while recruitment is being undertaken;
- Asked how much of the £20m funding announced by Rebecca Evans A.M. the Authority had received. Advised that it is normally based on a formula and the Authority receives 6% funding from the Welsh Government which is based on an adult population formula. Advised that the £20m referred to was funding released by the Welsh Government to alleviate workforce pressures;
- Asked why so much is being spent on agency staffing. Advised that a lot of work has been done to reduce dependency on agency staff including more effective rotas and reducing sickness levels. Hoped to see more positive results over the next 6-12 months;
- Concern raised about staffing issues especially as there is high unemployment. Advised that in the more rural areas it was easier to recruit but in the towns it was difficult to compete with retail outlets. There is a career path via the NVQ qualification but there is a need to make it a more attractive career path in schools;
- Reference was made to the announcement by NHS England of £3.5b of additional funding for social care and officers were asked if Wales was likely to receive something similar. An announcement regarding the Support Grant settlement is expected late December;
- Asked about the on-going vacancies within the Occupational Therapy service and how this was being addressed. Advised that there have been issues over recruiting, however, these have been resolved and staff who had moved to other areas have now returned to Carmarthenshire. There has been a lot of recruitment and we now have a very strong Occupational Therapy service;
- Asked what the impact will be for the Authority regarding the recent announcement that Allied Healthcare will cease trading. Advised that there was a contingency plan in place as the company had warned that it was in financial difficulties. Advised that ongoing negotiations were being undertaken to ensure the service would not be affected and staff (c80) would be transferred into the employment of the Authority.

- Asked how long schemes remain on budget monitoring reports following completion. Advised that they continue to be monitored until the accounts have been finalised.

RESOLVED that the report be received.

10. PRESENTATION - TRANSFORMING CLINICAL SERVICES - POST CONSULTATION AND NEXT STEPS

The Chair welcomed to the meeting the following from Hywel Dda University Health Board – Mrs Bernardine Rees (Chair), Mr Steve Moore (Chief Executive), Helen Annandale (Head of Physiotherapy and Carmarthenshire Therapies Lead), Bethan Lewis (Head of Nursing at Glangwili Hospital) and Lisa Davies (Principal Project Manager). They had been invited to the meeting to give a presentation on Transforming Clinical Services – Post Consultation and Next Steps.

The Committee thereupon received a presentation providing an overview of the Transforming Clinical Services Consultation Closing Report.

The report consolidated the work undertaken as part of the public consultation that took place from 19th April to 12th July, 2018. Key items presented included:-

- Programme background
- Summary of findings
- Key themes
- Conscientious consideration
- Recommendations to the Board
- Next Steps

The presentation was followed by a question and answer session during which the following questions / observations were raised:

- Asked what the anticipated timescales and cost would be for delivering the new facility, the Committee was advised that there is a sense of urgency to deliver the new facility as there are concerns about the current system, however, at this stage confirmation of cost and timescales could not be provided. The full business case may take a few years for completion and until this has been completed the funding could not be secured;
- Asked if the Trust had applied for Welsh Government funding for integration and transformation. Advised that the Trust is currently in the last stage of the bid and had been working closely with Social Care and 3rd sector organisations. The trust re-affirmed their commitment to working across the various public sector services and that they will focus on the need to be a 'care organisation'. The trust is working closely with ABMU and gave assurance that negotiation will consider the best interests of patients;
- Asked if it would be practical to consider having a medical school attached to any new hospital, the Committee was advised that a lot of training is already undertaken at the existing facilities. Opportunities at the Wellness Village will significantly improve options in that regard;
- Asked about the location of the new facility and how this can be justified to the population. Advised that as the service is currently spread over several sites, the expertise is therefore spread out too and causes problems with

staffing and rotas. By bringing all the services together at one location it should improve the work/life balance for staff and will also make it easier for patients to access specialist services such as neurology. The need for improved infrastructure to make the new facility accessible to all is recognised and is a challenge that will have to be addressed;

- Asked what plans are in place to address winter pressures. Advised that the Health Board will be meeting next week to discuss plans and make sure that they are prepared to face the pressures. Flu vaccination programme and social care/domiciliary care to help with the flow. £2m funding has been received from Welsh Government for winter planning;
- Reference was made to transport and travelling and to the presentation the Committee received earlier on Country Cars and the question was asked if the Board intended to using the 3rd sector more. Confirmed that they are working with the 3rd sector, however, trying to redesign things and placing the emphasis on trying to bring people into hospital less and only bring those people to hospital that really need to an focus on making sure that they have the care they need;
- Reference was made to the widespread problem people are experiencing in trying to get through to their surgery to make an appointment and it was pointed out that if people could be seen by their GP then perhaps less would go to the hospital. The Board was asked if there were any plans to address this problem. Advised that this is exactly what the Board is trying to do by creating a social model. Unfortunately, there will never be enough GPs and people more often than not don't need to see a GP, they need to see a nurse or a physiotherapist. There are some great examples of this model which will be rolled out;
- Asked what the Board was doing to reduce the cost of agency staff. Advised that the Board had the highest cost in Wales but since introducing a cap for expenditure on agency staff it has seen the highest reduction across Wales;
- Asked about the possibility of integrating health and social care so that there is some sort of career progression for care. Advised that this is where modular training comes in "Grow Your Own" and the Wellness Village will have huge potential in this regard;
- Asked where the Board is with regards to IT infrastructure and what are they trying to achieve. Advised that there is a national debate with regards to IT and how to deliver. Need to look at the best use of digital technology. Need to spend time with clinicians and the public to find the best way forward. It is early days and there is a need for an all Wales debate but the aspiration would be for an electronic patient record.

The Chair thanked the representative from the Hywel Dda University Health Board for attending the meeting and for an informative presentation. The Chair acknowledged that there is a lot of work to achieve, however, integration is the way forward.

DURATION OF MEETING

At 1.00 p.m., during consideration of the above item, the Committee's attention was drawn to Corporate Procedure Rule 9 "Duration of Meeting" and the fact that the meeting had been underway for three hours and it was

UNANIMOUSLY RESOLVED that Council Procedure Rules be suspended to allow the remaining items of business on the agenda to be considered.

11. SOCIAL CARE & HEALTH SCRUTINY COMMITTEE ANNUAL REPORT 2017/2018.

The Committee received an Annual Report detailing the work of the Committee during the 2017/18 municipal year. The report had been prepared in accordance with Article 6.2 of the Council's Constitution which requires Scrutiny Committees to prepare an annual report giving an account of the Committee's activities over the previous year.

The report provided an overview of the Committee's work programme and the key issues considered during the year. The report also provided details of development sessions and site visits arranged for the Committee as well as attendance data.

RESOLVED that the Social Care & Health Scrutiny Committee's Annual Report 2017/18 be received.

12. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT.

The Committee received an explanation for the non-submission of the following scrutiny report which was scheduled to be considered at today's meeting:-

- Regional & Partnership Working Update

RESOLVED that the explanation for the non-submission be noted.

13. FORTHCOMING ITEMS.

RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting on the 17th December, 2018 be noted.

14. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 25TH SEPTEMBER, 2018.

RESOLVED that the minutes of the meeting of the Committee held on the 25th September, 2018 be signed as a correct record.

CHAIR

DATE