Pecyn Dogfennau

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

DYDD MERCHER, 15 IONAWR 2020

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

YR WYF DRWY HYN YN EICH GALW I FYNYCHU CYFARFOD O'R **PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD** SYDD I'W GYNNAL YN **SIAMBR- NEUADD Y SIR, CAERFYRDDIN. SA31 1JP.** AM **10.00 YB** AR **DYDD MERCHER, 22AIN IONAWR, 2020** ER MWYN CYFLAWNI'R MATERION A AMLINELLIR AR YR AGENDA ATODEDIG.

Wendy Walters

PRIF WEITHREDWR

AILGYLCHWCH OS GWELWCH YN DDA

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PWYLLGOR CRAFFU
GOFAL CYMDEITHASOL AC IECHYD
14 AELOD

GRŴP PLAID CYMRU – 7 AELOD

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

GRŴP LLAFUR – 4 AELOD

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

GRŴP ANNIBYNNOL – 2 AELOD

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

GRŴP ANNIBYNNOL NEWYDD – 1 AELOD

1.	**Cynghorydd**	**Louvain Roberts**

AGENDA

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3.	CWESTIYNAU GAN Y CYHOEDD (NID OEDD DIM WEDI DOD I LAW)	
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Mae'r dudalen hon yn wag yn fwriadol

PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD
22ain IONAWR 2020

YMGYNGHORI YNGHYLCH STRATEGAETH Y GYLLIDEB REFENIW 2020/21 TAN 2022/23

Atodiad A - Strategaeth ar gyfer y Gyllideb Gorfforaethol o 2020/21 tan 2022/23

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 - Adroddiad Monitro Cyllideb 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 Crynhoadau o'r Taliadau

Rhesymau:

- Yn ei gyfarfod ar 6ed Ionawr 2020, bydd y Bwrdd Gweithredol yn ystyried Strategaeth y Gyllideb Refeniw o 2020/21 tan 2022/23 (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 Cyfarwyddwr:** Chris Moore **Awdur yr adroddiad:** Randal Hemingway	**Swydd:** Pennaeth y Gwasanaethau Corfforaethol	**Rhif Ffôn / Cyfeiriad E-bost:** 01267 224886 RHemingway@sirgar.gov.uk

EXECUTIVE SUMMARY

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
22nd JANUARY 2020

REVENUE BUDGET STRATEGY CONSULTATION
2020/21 to 2022/23

The objective of the report is to allow members to consider the corporate budget strategy for the financial years 2020/21 to 2022/23 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 2020/21 to 2022/23 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

Current budget extracts for the Social Care & Health Service.

Appendix C

Charging Digest for the Social Care & Health Service. The charges for 2020/21 have yet to be adopted and any change to the proposed charges will impact on the budget/efficiency proposals.

DETAILED REPORT ATTACHED?	YES

Cyngor Sir Gâr Carmarthenshire County Council
EICH CYNGOR arleinamdani
www.sirgar.llyw.cymru
YOUR COUNCIL doitonline
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: 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 2020/21, together with indicative figures for the 2021/22 and 2022/23 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
2020/21 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

22nd January 2020

REVENUE BUDGET STRATEGY 2020/21 to 2022/23

(Copy of Executive Board report 06/01/20)

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	Corporate Services	01267 224886

1. INTRODUCTION

1.1. Executive Board in July 2019 received a report on the Revenue Budget Outlook for 2020/21 to 2022/23 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 2020/21 together with indicative figures for the 2021/22 and 2022/23 financial years. The report is based on officers' projections of spending requirements and takes account of the provisional settlement issued by Welsh Government on 16 December 2019 (this was later than normal, pricipally due to the General Election). It also reflects the current departmental submissions for savings proposals.

1.3. Whilst signifcant 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 aims to cover the following eight areas in building up the budget strategy:

- Welsh Government settlement indications
- Current year budget performance
- Budgetary pressures and validations
- Impact on the Authority's budget requirement
- Savings proposals
- Consultation

- Reserves
- Conclusion and Council Tax requirement

2. PROVISIONAL

2.1. The provisional settlement was announced on Monday 16th December 2019, the same day as Welsh Government set its own budget. Indicative figures for individual Local Authorities were provided for one financial year only, 2020/21, with no further information about future years' settlements.

2.2. The Westminster Autumn Statement in September 2019 included several significant increases to English Budgets, including future spending for English schools and social care. Through the Barnett consequential, the Welsh Government revenue budget increased by £593 million for 2020/21, of which around £207 million is directly related to Local Government spending. However, it should be noted that a proportion of the headline increase merely represents a transfer of cost – and funding – from one area of HM Treasury to another in respect of key public sector pensions schemes. As such, not all of the headline figure represents a true increase.

2.3. The main points of the Provisional Settlement 2020/2021 on an all Wales basis are as follows:

2.3.1. Local government revenue funding for 2019/20 set at £4.474 billion, an increase of 4.3% (£184 million) compared to 2019-20, but this is after transfers into the settlement which WG have included at £53 million.

2.3.2. Our analysis suggests there are however inconsistencies in this:

The settlement allows for £39 million of transfers in respect of increased teachers pensions costs for September 2019-March 2020 (7 months). The full year effect is approximately £28 million higher, which will need to be met from the improved settlement.

Similarly, WG provided £12 million in 2019/20 towards the cost of the September 2019 Teachers Pay Award, representing 1.75% of the 2.75% increase for the seven months of the financial year. This has been transferred in, leaving £9 million again to be met from the improved settlement.

2.3.3. Unlike previous years, there is no funding floor. Individual settlements as published range from +3.0% (Monmouthshire) to +5.4% (Newport).

2.4. The Settlement figures for Carmarthenshire are:

2.4.1. After adjustments for WG identified transfers, the increase in the provisional settlement is 4.4% (£11.548m). The Aggregate External Finance (AEF) therefore increases to £274.159m in 2020/21.

2.4.2. New responsibilities and transfers in:

- £4.443m for Teachers pensions, however only £2.403m has actually been transferred in
- £1.265m for the September 2019 Teachers pay award, of which only £738k has been transferred in. Nothing has been included for the potential September 2020 award.
- £130k for NHS funded nursing

These account for £5.8m or 2.2% of the overall increase in funding provided by Welsh Government

Previous years' budgets have seen a significant increase in inflationary and inescapable pressures, with only partial mitigation in the form of

improved settlements from Welsh Government. Whilst this settlement is unquestionably the most generous we have seen in recent times, the scale of pressures is so vast that there is a continued squeeze on Local Government finances. On the basis of this experience, and in the absence of any forward guidance for future years, the MTFP assumptions for 2021 and beyond have revised to allow an improved settlement of +2.0%, but increases to the assumed level of pay, price and other inescapable pressures, leading to a revised savings target of £16.5 million over the three year MTFP period.

2.5. Details of the Welsh Government Service Specific Grants were provided alongside the provisional settlement on 16 December 2019 at an all Wales level. Many remain at a broadly similar level, there are however some important updates:

- The social care workforce grant has been increased from £30m to £40m across Wales. We will look for details of this to understand whether the increase can be used in full towards the obvious and unavoidable service pressures.

  Whilst the Chancellor's spending round statement did not confirm a figure for the National Living Wage increase, the OBR forecasts it will rise from £8.21/hour to £8.63/hour which will impact significantly on the cost of many commissioned services.

- A new Additional Learning Needs grant of £7.2m across Wales, details of which will be explored to identify what might be used towards the department's identified pressure of £400k

- An increase in Pupil Development Grant (PDG) of £8.6m – to be channelled through ERW - and PDG Access of £3.2m across Wales

- The temporary funding put in place for Ethnic, Minority Gypsy Roma Traveller Learners has been maintained at £10.0m but there is no information on whether the current distrubution, which does not favour Carmarthenshire, is to be changed or not.

- An all-Wales reduction of £1.8m to the Sustainable Waste Management Grant, which will reduce the support for Carmarthenshire's core waste budgets by around £110k.

2.6 Due to the delays in the provisional settlement, the consequential impact on Welsh Government's budget finalisation and publication is likewise delayed. The final settlement is not due to be published until 25 February and therefore County Council will set the final budget on 3 March 2020.

3. BUDGET REQUIREMENT 2020/2021

3.1. Current Years performance (2019/20)

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 2019/20 (based on the October 2019 monitoring) is as follows

	£'000	£'000	£'000
Chief Executive	15,480	15,462	-18
Communities	98,308	99,291	983
Corporate Services	26,320	25,634	-686
Education and Children's Services	166,372	170,454	4,082
Environment	55,353	56,028	675
Departmental Expenditure	361,834	366,870	5,036
Cont from Dept/Earmarked Reserves		-323	-323
Capital Charges	-20,497	-21,697	-1,200
Levies and Contributions	9,976	9,976	0
Transfer to/ from Reserves	0	0	0
Net Expenditure	351,313	354,824	3,512

The main reasons for the departmental overspends are as follows:

- Chief Executive's Department: proposed savings in Corporate Health and Safety (290k) under review, offset by overachievement of rental income.

- Communities Department: overspends against budget in the areas of Older People, Physical Disabilities and Learning Disabilities.

- Education and Children's Services: forecast increase in school deficit balances (£3m), overspends in Special Educational Needs Statements, Education Other Than at School, school premises costs and a shortfall in the Music Service SLA income.

- Environment Department: overspends are primarily due to an increase in ALN pupil transport numbers and a shortfall in planning application income.

The Authority is currently forecasting a variance of £3.5m at the year-end, however £3m of this forecast overspend relates to school budgets and is currently under significant review with

Headteachers and Governors of relevant schools, supported by officers from Education and Corporate Services departments. Various recovery plans are being finalised, which in some cases will include agreement to licenced deficits to allow the school to repay the deficit balance over a period of up to five years.

Taking account of the schools position, the net outturn of the other council fund services is £0.5m, which will need to be met from general balances, should the forecasted overspend position materialise.

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:

	2020/21 Original	**2020/21 Proposed**	**2021/22**	**2022/23**
General inflation	2.0%	2.0%	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%	2.75%	2.75%	2.75%
Pay Inflation - Teaching	2.0%	2.75%	2.75%	2.75%
Levies	2.9%	5.7%	2.5%	2.5%
Pension Contributions	£209k	nil	nil	nil
Capital Charges	£250k	£250k	£500k	£500k

3.2.2. It is considered prudent to increase the assumption on future pay awards to 2.75% annual for all staff. Pay represents the single largest expenditure item for the council, and has seen gradual but rising increases over recent successive years. In addition, this increase reflects the NJC Union demands far in excess of previous years, the Teachers September 2019 award of 2.75% as well as the Chancellor's announcement of a desire to reach a teachers' starting salary of £30,000, which is likely to place upward pressure across all pay points over coming years.

3.2.3. Based on the latest triennial valuation of the Dyfed Pension Fund, it is pleasing to note that there is no requirement to increase the employer's pension rate for NJC staff.

3.2.4. Furthermore, our draft budget builds in the full year impact of the September 2019 increase in Teachers Pensions Employer contributions. The increase from 16.48% to 23.6% is estimated to cost around £4.4 million, plus pay award increases (total £4.7m). The part year grant funding has been transferred into the settlement, however the remainder must be met from core funding.

3.2.5. We have received confirmation from the fire authority that their indicative budget assumes a levy increase of 5.71%. (£562k). This is based on the explicit understanding that firefighters pension cost increases continue to be met through direct grant award.

3.2.6. As a result of these factors, validation excluding Teachers Pensions is at a similar level to last year and adds £11.5m 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:

	2020/21 £m	2021/22 £m	2022/23 £m
Original targets (July Budget Outlook report)	8.524	8.381	8.210

Due to the more favourable settlement than anticipated when targets were set, the savings proposals have been updated which have allowed for the withdrawal of the schools efficiency savings which enables the Authority to support the full validation of inflationary factors for schools. The revised targets are:

	2020/21 £m	2021/22 £m	2022/23 £m
Updated targets (following Provisional Settlement)	5.279	5.930	5.209

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.

Policy – Efficiency or service rationalisation proposals that will directly affect service delivery.

	2020/21 £m	2021/22 £m	2022/23 £m
Managerial	4.553	4.510	3.925
Existing Policy	0.509	0.700	0.030
New Policy	0.217	0.262	0.644
Total	**5.279**	**5.472**	**4.599**
Shortfall	Nil	0.458	0.610

(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 £4m per annum to meet growth pressures. This was against bids of over £10m which was unaffordable based on initial predictions of likely future settlements.

Current growth bids in excess of £12 million have been submitted by departments for 2020/21. Based on an evaluation of the value and unavoidable nature of pressures submitted, the previous allowance of £4 million will not be enough. In particular, the rising and unavoidable cost of social care provision and increase costs of compliance with recycling / waste services will contribute towards next year's budget growth. Based on current information, the value allowed for, is £7.4 million.

A new funding line has been included to provide revenue resource to develop options for decarbonisation to respond proactively to the Climate Emergency declared in 2019. It is expected that this will subsequently require additional resources within the capital programme to take this agenda forward.

Information will be continue to be reviewed and updated between draft and final budgets, and where grant funding can be identified to meet any of these pressures in part or full, this will be adjusted.

The budget development process has been strengthened to consider previous years' savings proposals that it has not been possible to deliver. This approach will further improve the

council's financial resilience. An adjustment has been made to base budgets of £842k.

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

3.5. Schools Delegated Budgets

3.5.1 The current budget strategy proposals adopted in February 2019 and maintained in the July 2019 Budget strategy report assumed a cash neutral settlement to schools. This required schools to identify their own efficiencies to meet known inflationary pressures, but provided relative protection when compared against the larger reductions allocated to other council departments.

Given the sharp decline in school balances in 2018/19 and the significant overspend position forecasted for 2019/20, there is significant focus on addressing the root causes of this, and to support individual schools to return to financial sustainability. It is recognised this will inevitably take some time to see the full effect of the changes being made, and therefore next year's budget provides known pressures and validation in full. This includes increases for the full year effects of teachers' pensions increased costs, provides core funding to replace previous grant for pay awards, plus an assumed award for September 2020. As a result, schools spending power is maintained between 2019/20 and 2020/21 with an increase of nearly £10 million to delegated budgets, as set out in the table below:

	£000s
Pay and price inflation estimated at 2%	2,593
Full year funding for teachers pensions	4,443
Replace grant 2019/20 grant with core funding	922
Pay award funding	1,279
Increased pupil numbers	560
Total	**9,797**

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, increasing financial risk. 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 in the context of previously delivered savings
- Future inflation/interest rates
- Current economic and political climate, including one-year Welsh Government settlements
- Continuing uncertainty around Brexit
- Possible impact of significant increases to the National Living Wage and Teacher salaries
- Additional pressure on demand led 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.

	1st April 2019 £'000	31st March 2020 £'000	31st March 2021 £'000	31st March 2022 £'000
Schools Reserves	-393	-3,393	-2,393	-1,393
General Reserves	10,376	9,864	9,864	9.864
Earmarked Reserves	83,915	62,142	36,153	20,608

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 2019, 39 primary, 6 secondary and 1 special schools were in deficit.

Schools are being supported through the current challenging deficit position. Recovery plans are being developed and will be implemented in agreement with the Directors of Corporate Services and Education. It is expected that the recovery phase will take a number of years to fully realise.

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 2019/2020 budget was set on the basis of no transfers from the General Reserves. Based upon the October budget monitoring (outlined in paragraph 3.1.2 above) there could be draw of £512k against General Reserves and an increase of £3m to school deficit balances 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 2019	31 March 2020	31 March 2021	31 March 2022
	£'000	£'000	£'000	£'000
Insurance	11,401	11,451	11,501	12,051
Capital Funds	42,371	36,084	15,350	317
Development Fund	1,509	102	121	1,542
Corporate Retirement Fund	3,685	3,685	2,685	1,685
Joint Ventures	1,180	1,312	444	240
Other	23,769	10,508	6,052	4,773
TOTAL	**83,915**	**63,142**	**36,153**	**20,608**

- 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 2020/21 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 2020/21, 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**		
	2020/21 £'000	**2021/22 £'000**	**2020/21 £'000**	**2021/22 £'000**	**2022/23 £'000**
Previous Year's Budget	351,314	353,793	351,314	371,592	382,150
General Inflation	2,208	2,237	2,248	2,013	1,947
Pay Inflation	4,781	4,262	6,325	6,252	6,419
Transfers in & other*	2,028	1,773	7,110	2,224	2,270
Growth	3,000	3,000	9.582	6,000	5,500
Savings proposals	-7,742	-7,155	-5,279	-5,472	-4,599
Balance Available(+)/Further savings to be identified (-)	-1,797	-1,326	293	-458	-610
Net Expenditure	353,793	356,585	371,592	382,150	393,078
Funded by:					
Revenue Settlement	257,785	255,207	274,159	279,643	285,235
Council Tax Receipts	96,008	101,378	97,433	102,508	107,843
Council Tax Increase:	**4.89%**	**4.89%**	**4.89%**	**4.89%**	**4.89%**

*includes Teachers Pensions growth

4.2. The total of cost reductions now required for 2020/21 is £5.3m and for the 3 year period are estimated at £16.5m.

4.3. The 2020/21 draft budget currently includes a contingency sum of £293k, which will allow members scope to consider additional information forthcoming in respect of:

4.3.1. Responses to the consultation process;

4.3.2. Clarification of specific grants;

4.3.3. Further growth pressures not currently addressed;

4.3.4. Amendments/Updates in Validation figures; and

4.3.5. Changes arising from the final settlement

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. (7 & 9 January 2020)

5.2. The consultation process will commence online from 6 January 2019.

5.3. Town & Community Councils and commercial ratepayers consultation in January 2020.

5.4. Consultation with Scrutiny Committees during January 2020.

5.5. 'Insight' youth conference held on 21 November 2019.

5.6. Consultation with the Schools Budget Forum/Headteachers Forum in January 2020.

5.7. Trade Union Consultation meeting in 10 January 2020

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 2021/22, and 2022/23.

7.2. Further cost reductions need to be identified and/or larger council tax increases be agreed to deliver a balanced budget for the latter two years.

7.3. Given the scale of the pressures and forecasted budget gap, Council Tax increases have been maintained at the previous MTFP levels of 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 2020/21 to 2022/23 Budget Strategy as a basis for consultation, specifically seeking comments from consultees on the efficiency proposals in Appendix A.

Mae'r dudalen hon yn wag yn fwriadol

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
22nd January 2020
Efficiency Summary

	ORIGINAL TARGETS			
	2020/21	2021/22	2022/23	Total
	£'000	£'000	£'000	£'000
Chief Executive	492	492	474	1,458
Education & Children	1,029	1,029	991	3,049
Schools Delegated	2,593	2,452	2,501	7,546
Corporate Services	205	205	197	607
Communities	2,814	2,813	2,708	8,335
Environment	1,391	1,391	1,339	4,121
	8,524	**8,382**	**8,210**	**25,116**

	REVISED TARGETS			
	2020/21	2021/22	2022/23	Total
	£'000	£'000	£'000	£'000
Chief Executive	492	492	432	1,416
Education & Children	860	1,029	904	2,793
Schools Delegated	-	-	-	0
Corporate Services	205	205	180	590
Communities	2,567	2,813	2,471	7,850
Environment	1,155	1,391	1,222	3,768
	5,279	**5,930**	**5,209**	**16,418**

Proposals

	MANAGERIAL				EXISTING POLICY PROPOSALS				NEW POLICY PROPOSALS				TOTAL PROPOSALS			
	2020/21	2021/22	2022/23	Total	2020/21	2021/22	2022/23	Total	2020/21	2021/22	2022/23	Total	2020/21	2021/22	2022/23	Total
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Chief Executive	492	451	434	1,377	0	0	0	0	0	0	0	0	492	451	434	1,377
Education	385	300	100	785	325	630	0	955	150	0	550	700	860	930	650	2,440
Schools Delegated	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Corporate Services	205	205	197	607	0	0	0	0	0	0	0	0	205	205	197	607
Communities	2,457	2,522	2,267	7,245	75	50	0	125	35	74	69	178	2,567	2,646	2,336	7,549
Environment	1,015	1,032	927	2,974	109	20	30	159	32	188	25	245	1,155	1,240	982	3,377
	4,553	**4,510**	**3,925**	**12,988**	**509**	**700**	**30**	**1,239**	**217**	**262**	**644**	**1,123**	**5,279**	**5,472**	**4,599**	**15,350**

	SHORTFALL - to be identified			
	2020/21	2021/22	2022/23	Total
	£'000	£'000	£'000	£'000
Chief Executive	0	41	-2	39
Education & Children	0	99	254	353
Schools Delegated	0	0	0	0
Corporate Services	0	0	-17	-17
Communities	0	167	135	302
Environment	0	151	240	391
	0	**458**	**610**	**1,068**

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Department	2019-20 Budget £'000	FACT FILE	'2020-21 Proposed £'000	'2021-22 Proposed £'000	'2022-23 Proposed £'000	Total £'000	EFFICIENCY DESCRIPTION
Communities							
Integrated Services							
Domiciliary Care - double handled calls	12,274	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 September 2019 there were 1,085 clients receiving a Domiciliary Service.	214	107	107	**429**	To reduce double handed domiciliary care packages to 18% by the end of 2021-22 from 25.4% in 2018-2019.
Domiciliary Care - Reablement	1,650	The Reablement Service provides short term domiciliary care. The number of clients who received Reablement in 2018-2019 was 650 and 44% leave the service with no long term care package.		70	70	**139**	To increase the percentage of clients exiting the Reablement Service with no long term care package from 44% to 55% by the end of 2021-22
Domiciliary Care - Community Independence Service	12,274	The pilot of the Bridging Service in Llanelli Community Resource Team realised savings of £860 per week for 27 service users over a period of 12 weeks	233	117	117	**467**	To extend the Bridging Service across the 3 Community Resource Teams: 75 service users per quarter would receive this service
Domiciliary Care - 4 calls a day	12,274	The number of clients receiving domiciliary care is 1,085 of which 169 receive 4 calls a day or more - this is 16% (of these 121 are double handed).	11	11	11	**34**	To reduce the number of clients receiving 4 or more calls a day by 11 per year - approx 1% per year
Domiciliary Care - Fulfilled Lives	12,274	The pilot of the Fulfilled Lives service for people living with dementia has shown that the service prevents escalation of care by maintaining individuals' independence for longer. Typically with traditional domiciliary care an increase of 3-4 hours would be expected over a 12 month period. On average, service users receive 6.5 hours per week. at Stages 1&2 compared to Domiciliary care average of 7.5 hours per week. for all clients (not only people with dementia, who are more likely to escalate quickly to around 10.5 hours) The service also saves on visit costs by avoiding a dependency on frequent calls. FL service is 3 - 7 visits per week, whereas Dom Care is around an average of 16 visits per week. The plan is to roll out the service to Ammanford & Llandeilo during 2019/20 and then Carmarthen town in 2020/21. For Year 3, the next community with a large population would be Cross Hands area.	65	65	65	**195**	To increase number of people with dementia receiving Fulfilled Lives service from 39 (March 2019) to 115 (March 2022)
Domiciliary Care - small packages of care	12,274	There are 268 clients receiving domiciliary care packages of 7 visits per week or less. This is 24.7% of the total number of clients as at 30.9.19	78	78	78	**234**	To reduce the number of clients receiving domiciliary care packages of less than 5 hours a week by 125 people (50%) in line with recommendations of Prof. Bolton
Domiciliary Care - Information, Assistance & Advice	12,274	The Information, Assistance & Advice service within Llesiant Delta Wellbeing Ltd is one way that the demand for statutory services can be managed, by enabling people to help themselves. The average number of referrals per month (Aug18 to Sept 19) was 893. Currently the % of referrals which receive an IAA outcome is on average 11.3% (equating to, on average, 101 clients per month)	218	218	218	**655**	To increase the proportion of referrals receiving an Information, Assistance & Advice outcome to 20%, currently this equates to an additional 74 people per month). Assume this is achieved by increments of 1% from July to March in Year 1; Maintain in Year 2
CUSP		The CUSP (Carmarthenshire United Support Project) is one way that the demand for statutory services can be managed, by providing help when people need it (preventative services).	146	293	146	**585**	To increase the proportion of referrals receiving a preventative service through CUSP by an additional 5 people per month. Assume this is achieved by increments of 5 people from July to March in Year 1; Maintain in Year 2 This will reduce referrals to Brokerage from an average of 95 per month to 90 per month (5 fewer starters)
Domiciliary Care - Continence project	12,274	This is pilot project with Community Nursing and Physiotherapy services to work with domiciliary care service users to improve their continence and reduce the need for 3 or 4 calls per day to support them with their continence needs.	50	100	100	**250**	To provide specialist continence advice for identified service users to reduce the need for the existing level of domiciliary care (i.e. reduce one call per day)
Total Integrated Services			**1,017**	**1,059**	**912**	**2,988**	

Department	2019-20 Budget £'000	FACT FILE	'2020-21 Proposed £'000	'2021-22 Proposed £'000	'2022-23 Proposed £'000	Total £'000	EFFICIENCY DESCRIPTION
Mental Health, Learning Disabilities & Safeguarding							
Shared Lives	706	Shared Lives provides placements for individuals with learning Disability or Mental Health issue with families that have been approved as Shared Lives Carers .	104	182	182	**468**	Stepping down three individuals from residential care to a Shared Lives setting will save approx 50k to 60k per individual
College Placement	6,411	A number of young people with a Learning Disability are accommodated in residential colleges where they live and undertake learning programmes and day activities.	52	52	52	**156**	Provision of supported living and community options for learning/development /day opportunities as an alternative to residential college will save approx £52 k per individual
Right Sizing Supported Living	7,949	Supported living is provided for those individuals with a Learning Disability or Mental Health who need support with daily living tasks to remain in the community . Support is provided from staff in the setting which can range from a few hours to 24/7 in some circumstances Promoting independence is a key aspect of supported living	105	105	105	**315**	Reviewing high cost placements and decreasing levels of support to promote independence and enhance daily living skills will result in cost savings e.g. reduction of 20 individual packages x 5hrs x £20 per hour = £105k
Right Sizing Residential	6,411	People may move into a residential home because their health has deteriorated or is so severe they are unable to look after themselves without 24/7 support , they are living with families who no longer able to support them or there are not alternative accommodation options . Some homes offer short term stays ,but generally they provide long term accommodation. Approximately 200 individuals are accommodated in residential accommodation , a key objective for the service is to reduce the numbers in residential care , increase the range of alternatives and promote choice and independence for individuals.	300	400	300	**1,000**	Review packages of care and collaborate with commissioned services to promote independence , facilitate progression pathways and step down options whilst continuing to meet eligible need. To develop a sustainable accommodation market and to maximise collaborative funding opportunities with health partners.
De-registration of Residential	6,411	Over the last year we have been working with several providers to maximise the independence of individuals in residential settings , as a result a number of residential providers are changing their settings to provide supported living which promotes independence and results in improved outcomes for those individuals.	150	180	150	**480**	De registering independent residential settings to supported living ,saving approximately £30k per individual per annum

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Department	2019-20 Budget £'000	FACT FILE	'2020-21 Proposed £'000	'2021-22 Proposed £'000	'2022-23 Proposed £'000	Total £'000	EFFICIENCY DESCRIPTION
Direct Payments - Remodel	1,649	If individuals have been assessed as needing social services support they have the option of asking for a Direct Payment to purchase the care and support instead of receiving the support arranged by the local council .	-	50	50	**100**	The service is exploring potential innovative models for Direct Payments such as citizen directed cooperatives which could result in a more cost effective use of DP.
Staffing		In line with the modernisation of services the division has been undertaking a management and staffing restructure to ensure that we have the right number and appropriate skill set to deliver the new models of service	45	45	45	**135**	As part of management restructure and reconfiguration of services , reduction in some management posts.
Releasing Time to care in-house DC		A number of young people in our Learning Disability service are supported by two or three (in some circumstances) staff in relation to moving and handling activity. Currently independent providers are also commissioned to support this .	30	30	30	**90**	Reduction of third party payments by operating Releasing Time to Care approach within day services which trains staff to be able to maximise the use of assistive technology , subsequently reducing the number of staff required to safely undertake moving and handling of individuals . This will reduce costs in relation to this activity.
Reduce reliance on external providers of complex Respite	6,411	Respite care is provided for individuals with a Learning Disability by a number of external providers . A priority for the division is to increase the in house options for respite which will be more cost effective and provide individuals and carers with more choice and control in relation to respite options.		50	50	**100**	Reviewing models of in house respite, staffing structures and collaboration with health to increase the respite offer, thus avoiding high cost independent provision
Reduce reliance on external providers of complex Day Care	1,352	Day services are provided for individuals with a Learning Disability by a number of external providers, particularly those with the most complex needs. The vision for the in house day service is that our building based service will cater for those with the most complex needs, thus reducing the reliance on external provisions.		50	50	**100**	As part of day service provision, the buildings will provide for those with most complex needs , thus reducing the reliance on external providers for day provision for those with complex needs.
Total Mental Health, Learning Disabilities & Safeguarding			**786**	**1,144**	**1,014**	**2,944**	

Homes & Safer Communities

Domiciliary Care (in-house)	5,474	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. The in-house service currently provides around 35% of the market and provides over 4,000 hours of care every week to 350 service users.	100	100	100	**300**	Domiciliary Care - delivering more care hours as a result of better rostering, reduction in sickness rates and ensuring vacancies are filled
Divisional wide		Homes and Safer Communities provide a range of services in relation to Housing, Environmental Protection, Business and Consumer Affairs, Residential Care, Housing Options and Tenancy Support and Community Engagement.	25	0	0	**25**	5% reduction in travelling expenses across the Division through smarter and more agile working
Divisional wide		Homes and Safer Communities provide a range of services in relation to Housing, Environmental Protection, Business and Consumer Affairs, Residential Care, Housing Options and Tenancy Support and Community Engagement.	40			**40**	Not apply 2% validation across Homes & Safer Communities
OP Residential Homes(in-house)	2,745	We provide seven Council run Care Homes across the County providing 248 beds	100	0	0	**100**	Increased occupancy within our Care Homes and quicker turn-around of beds when they do become available
OP Residential Homes(in-house)	2,745	We provide seven Council run Care Homes across the County providing 248 beds	50	0	0	**50**	More efficient use of residential care home staff by reducing agency costs (net gain)
Total Homes & Safer Communities			**315**	**100**	**100**	**515**	

Support Services

Support Services	1,957	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	34	34	26	**94**	Rationalisation of staffing structure with the Business Support Unit
Support Services	1,957	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	12	6	6	**24**	Reduction in Supplies and Services budgets, by reducing postage and printings costs.
Support Services	0	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	23	18		**41**	Review of Transport for service users, making better use of the buses available, and increasing contracted in work
Total Support			**69**	**58**	**32**	**159**	

Communities Total	**2,187**	**2,361**	**2,058**	**6,606**

Department	19-20 Budget	FACT FILE	'2020-21 Proposed	'2021-22 Proposed	'2021-22 Proposed	Total	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	£'000	
Communities							
Day Services	3,600	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 Road and vacate the premises at Cross Hands.	65	50	0	**115**	Reduction of one building in 20/21 and 21/22 and more efficient use of current estate in community inclusion
Communities Total			**65**	**50**	**0**	**115**	

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Department	2019-20 Budget	FACT FILE	'2020-21 Proposed	'2021-22 Proposed	'2022-23 Proposed	Total	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	£'000	
Communities							
Residential placements - self funding administration fee		Under the Social Services and Well Being Act, people are entitled to have their residential placement commissioned through the local authority. The local authority is entitled to make a reasonable charge for the work required to commission the placement. To date Carmarthenshire County Council has not charged for this work although neighbouring authorities already do charge.		20	40	**60**	To make a charge of £1,000 to individuals who are self-funding their placement, per annum. The proposal would need to be approved by Council.
Communities Total			**0**	**20**	**40**	**60**	

GROWTH PRESSURES

APPENDIX A(ii)

	2020-2021 £'000	Description
Community Services		
Demographic Pressures	1,709	3.58% increase based on demographic of weighted average of current service users (age 75-84 and 85+)
National Living Wage	2,553	Increase from £8.21 to £8.63 (5%) applied to commissioned care. Rate based on OBR forecast.
TOTAL - Community Services	**4,262**	
TOTAL - ALL	**4,262**	

Mae'r dudalen hon yn wag yn fwriadol

APPENDIX B

Social Care & Health Scrutiny Report
Budget Monitoring as at 31st October 2019 - Summary

Division	Working Budget				Forecasted				October 2019 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	
Adult Services									
Older People	57,654	-24,194	2,658	36,117	58,066	-23,822	2,657	36,901	784
Physical Disabilities	7,887	-1,751	204	6,340	8,522	-2,266	204	6,460	120
Learning Disabilities	38,850	-9,541	1,294	30,603	38,336	-9,002	1,294	30,628	25
Mental Health	9,513	-3,803	237	5,947	9,185	-3,443	237	5,979	32
Support	6,996	-4,865	1,002	3,133	7,019	-4,862	1,002	3,158	26
GRAND TOTAL	**120,900**	**-44,155**	**5,394**	**82,140**	**121,127**	**-43,395**	**5,394**	**83,126**	**986**

APPENDIX B

Social Care & Health Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Monitoring

Division	Working Budget				Forecasted				October 2019	Notes
	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	Forecasted Variance for Year £'000	
Adult Services										
Older People										
Older People - Commissioning	3,700	-711	463	**3,452**	3,566	-549	463	**3,480**	**28**	
Older People - LA Homes	7,620	-4,830	933	**3,722**	7,834	-4,816	933	**3,951**	**228**	Additional cost due to higher dependency levels/increased occupancy rates/use of agency staff to meet statutory duty. Review currently being undertaken in relation to Residential Care future staffing levels
Older People - Supported Living	93	0	0	**93**	93	0	0	**93**	**0**	
Older People - Private/ Vol Homes	22,699	-13,064	246	**9,880**	23,038	-13,190	246	**10,094**	**213**	Performance data shows increased demographic pressure on demand in line with national information that shows a year on year increase in Older People of 3.4%pa. Preventative work continues to be reviewed to mitigate the effects of this.
Older People - Private Day Care	27	0	0	**27**	50	0	0	**50**	**22**	
Older People - Extra Care	759	0	10	**769**	825	0	10	**835**	**65**	Cwm Aur contract - savings proposals in previous years only partially delivered
Older People - LA Home Care	7,236	0	385	**7,621**	7,331	0	385	**7,716**	**95**	Efficiency issues around sickness rates/hours delivered impacting on additional spend. Balance between continuity of care and increased efficiency being worked on
Older People - MOW's	5	-6	0	**-1**	6	-6	0	**0**	**1**	
Older People - Direct Payments	1,072	-293	4	**783**	1,066	-293	4	**776**	**-6**	
Older People - Grants	463	-179	12	**296**	277	0	12	**289**	**-7**	
Older People - Private Home Care	8,338	-2,473	110	**5,974**	8,338	-2,331	110	**6,116**	**142**	There has been a significant increase in demand for domiciliary care that has only been partly offset by a fall in residential care placements. There is significant departmental work to monitor and manage demand by audit assessment practice and by continuing to promote independent living through Integrated Care Fund initiatives such as Releasing Time to Care resulting in lower demand eg for double handed care packages. We are currently reviewing whether this initiative requires additional resources to yield the necessary financial savings
Older People - Ssmmss	934	-171	186	**949**	930	-163	186	**953**	**4**	
Older People - Careline	1,845	-1,948	103	**-0**	1,845	-1,948	103	**-0**	**-0**	
Older People - Enablement	1,805	-444	108	**1,470**	1,773	-444	108	**1,438**	**-32**	
Older People - Day Services	1,058	-74	97	**1,081**	1,095	-81	97	**1,111**	**30**	
Older People Total	**57,654**	**-24,194**	**2,658**	**36,117**	**58,066**	**-23,822**	**2,657**	**36,901**	**784**	

APPENDIX B

Social Care & Health Scrutiny Report
Budget Monitoring as at 31st October 2019 - Detail Monitoring

Division	Working Budget				Forecasted				October 2019	Notes
	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	Forecasted Variance for Year £'000	
Physical Disabilities										
Phys Dis - Commissioning & OT Services	613	-108	42	**547**	525	-88	42	**479**	**-68**	Vacancies within the Occupational Therapy Team: 1FTE Senior Practitioner; 1.5FTE Occupational Therapy Assistant; 1FTE Occupational Therapist offset by payments for Rotiaional Occupation Therapy from Hywel Dda
Phys Dis - Private/Vol Homes	1,588	-430	6	**1,164**	1,545	-389	6	**1,163**	**-2**	
Phys Dis - Group Homes/Supported Living	1,058	-163	24	**918**	1,061	-163	24	**922**	**4**	
Phys Dis - Community Support	195	0	1	**196**	229	0	1	**230**	**35**	
Phys Dis - Private Home Care	315	-87	0	**228**	315	-87	0	**228**	**0**	
Phys Dis - Aids & Equipment	1,094	-397	120	**817**	1,670	-973	120	**817**	**-0**	
Phys Dis - Grants	167	0	0	**167**	168	0	0	**168**	**1**	
Phys Dis - Direct Payments	2,685	-566	11	**2,130**	2,835	-566	11	**2,280**	**150**	Increase in take up of DP related to right of service user to request as alternative to regulated provision
Phys Dis - Manual Handling	4	0	0	**4**	4	0	0	**4**	**-0**	
Phys Dis - Independent Living Fund	169	0	0	**169**	169	0	0	**169**	**-0**	
Physical Disabilities Total	**7,887**	**-1,751**	**204**	**6,340**	**8,522**	**-2,266**	**204**	**6,460**	**120**	
Learning Disabilities										
Learn Dis - Employment & Training	1,305	-203	371	**1,473**	1,298	-124	371	**1,545**	**72**	Overspend on staffing in Coleshill Day Centre £30k due to complexity of clients. Proposal 'Collaboration with social enterprise for craft / Reprovision of a day centre / transport' is likely to be deliver full year savings in 2020-2021
Learn Dis - Commissioning	926	0	113	**1,039**	929	0	113	**1,041**	**3**	
Learn Dis - Private/Vol Homes	10,798	-2,788	82	**8,092**	10,492	-2,489	82	**8,086**	**-6**	
Learn Dis - Direct Payments	3,548	-537	0	**3,011**	3,604	-537	0	**3,067**	**56**	Increase in take up of DP related to right of service user to request as alternative to regulated provision
Learn Dis - Group Homes/Supported Living	9,337	-2,189	46	**7,193**	9,337	-2,189	46	**7,193**	**-0**	
Learn Dis - Adult Respite Care	951	-812	110	**249**	921	-812	110	**220**	**-29**	
Learn Dis - Home Care Service	316	-151	0	**165**	316	-151	0	**165**	**0**	
Learn Dis - Day Services	3,740	-457	362	**3,646**	3,702	-443	362	**3,621**	**-25**	
Learn Dis - Transition Service	592	0	85	**677**	550	0	85	**635**	**-41**	
Learn Dis - Community Support	3,477	-156	17	**3,339**	3,478	-156	17	**3,339**	**0**	
Learn Dis - Grants	412	0	3	**415**	412	0	3	**415**	**0**	
Learn Dis - Adult Placement/Shared Lives	3,048	-2,250	60	**859**	2,895	-2,102	60	**853**	**-6**	
Learn Dis/M Health - Ssmss	403	0	45	**448**	404	0	45	**448**	**0**	
Learn Dis - Independent Living Fund	-2	0	0	**-2**	-0	0	0	**-0**	**1**	
Learning Disabilities Total	**38,850**	**-9,541**	**1,294**	**30,603**	**38,336**	**-9,002**	**1,294**	**30,628**	**25**	

APPENDIX B

Social Care & Health Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Monitoring

Division	Working Budget				Forecasted				October 2019	Notes
	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	Forecasted Variance for Year £'000	
Mental Health										
M Health - Commissioning	858	-80	70	**849**	886	-70	70	**886**	**38**	
M Health - Private/Vol Homes	6,101	-3,036	51	**3,116**	5,768	-2,697	51	**3,123**	**6**	
M Health - Group Homes/Supported Living	1,216	-402	4	**818**	1,216	-402	4	**818**	**-0**	
M Health - Direct Payments	135	-43	1	**93**	160	-43	1	**118**	**24**	
M Health - Community Support	553	-73	9	**488**	516	-73	9	**452**	**-37**	
M Health - Day Services	215	-11	52	**257**	214	-0	52	**266**	**9**	
M Health - Private Home Care	81	-27	0	**54**	81	-27	0	**54**	**0**	
M Health - Substance Misuse Team	354	-132	50	**272**	345	-132	50	**263**	**-9**	
Mental Health Total	**9,513**	**-3,803**	**237**	**5,947**	**9,185**	**-3,443**	**237**	**5,979**	**32**	
Support										
Departmental Support	2,299	-2,082	714	**931**	2,308	-2,082	714	**940**	**9**	
Performance, Analysis & Systems	419	-39	51	**430**	420	-39	51	**431**	**1**	
VAWDASV	319	-313	0	**6**	319	-313	0	**6**	**-0**	
Adult Safeguarding & Commissioning Team	1,382	-21	130	**1,490**	1,394	-18	130	**1,506**	**16**	
Regional Collaborative	1,183	-746	19	**456**	1,183	-746	19	**456**	**0**	
Holding Acc-Transport	1,394	-1,663	88	**-181**	1,394	-1,663	88	**-181**	**-0**	
Support Total	**6,996**	**-4,865**	**1,002**	**3,133**	**7,019**	**-4,862**	**1,002**	**3,158**	**26**	
TOTAL FOR SOCIAL CARE & HEALTH SERVICE	**120,900**	**-44,155**	**5,394**	**82,140**	**121,127**	**-43,395**	**5,394**	**83,126**	**986**	

APPENDIX C

CHARGING DIGEST - Social Services

2018/19 Actual £	2019/20 Budget £	2020/21 Budget £	Business Unit	Service Provided	2019/20 Charge Levied £	2020/21 Proposed Charge £	Comments
							All Charges normally change from the date that DWP benefits increase for recipients. The changes will therefore be effective from:
975	2,983	3,043		**Laundry**			
				Cost per person to max 1 load	2.45	2.50	6th April 2020 - 2% increase for inflation
219,700	387,059	394,800		**Community meals incl day care**			
				Cost per meal	4.80	4.90	6th April 2020 - 2% increase for inflation
201,131	205,757	210,490		**Respite Care Charge to Clients**			
				Adults with learning difficulties (per wk)	Full cost of placement	Full cost of placement	
				All other adults <u>except</u> those receiving Higher Rate Attendance Allowance / Higher Rate Disability Living	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.
				All other adults receiving Higher Rate Attendance Allowance/ Higher Rate Disability Living Allowance (per wk)	Full cost of placement	Full cost of placement	
2,649,000	2,446,439	2,495,368		**Home Care Charges**			
				Max charge (per wk)	Awaiting announcement from Welsh Government but anticipated to be £90		6th April 2020
				Home Care Charge (per hr)	14.00	16.50	6th April 2020 - Increased to reflect cost of service
				Day Care - all adults (per session)	14.00	16.50	6th April 2020 - Increased to reflect cost of service
				Employment Services & Day Opportunities	FREE	Free	N/A
				Supported Employment	FREE	Free	N/A
				Education Support (per hour)	FREE	Free	N/A
				Supported Living (per hour)	14.00	16.50	6th April 2020 - Increased to reflect cost of service
				Adult Placement Long Term Placement (per night)	13.70	16.15	6th April 2020 - Increased to reflect cost of service
				Adult Placement Short/Short Breaks	13.70	16.15	6th April 2020 - Increased to reflect cost of service
				Adult Placement Day Care/Sessional	2.20	2.60	6th April 2020 - Increased to reflect cost of service
				Replacement Care	14.00	16.50	6th April 2020 - Increased to reflect cost of service
				Community Support	14.00	16.50	6th April 2020 - Increased to reflect cost of service
				Telecare (per week)	3.08	3.15	6th April 2020 - 2% increase in line with market rates

*** Current inflation estimate is 2.0% provided by Accountancy**

Mae'r dudalen hon yn wag yn fwriadol

Y PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD

22 IONAWR, 2020

CYNLLUN BUSNES DRAFFT ADRAN CYMUNEDAU 2020 - 2023

(**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 **Jake Morgan**	**Swyddi:** **Cyfarwyddwr y Gwasanaethau Cymunedol**	**Rhifau ffôn /** Cyfeiriadau E-bost: **01267 224697** **jakemorgan@sirgar.gov.uk**
Awdur yr Adroddiad: **Silvana Sauro**	**Rheolwr Perfformiad, Dadansoddi a Systemau**	**01267 228897** **SSauro@sirgar.gov.uk**
Dyfyniadau ar gyfer: **Jonathan Morgan**	**Pennaeth Cartrefi a Chymunedau Mwy Diogel**	**01267 228960** **JMorgan@sirgar.gov.uk**
Avril Bracey	**Pennaeth Iechyd Meddwl ac Anableddau Dysgu**	**01267 242492** **ABracey@sirgar.gov.uk**
Neil Edwards	**Pennaeth Dros Dro y Gwasanaethau Integredig**	**01267 228900** **NEdwards@sirgar.gov.uk**
Chris Harrison	**Pennaeth Comisiynu Strategol ar y Cyd Cyngor Sir Penfro a Sir Gâr**	**01437 776471** **Chris.harrison@pembrokeshire.gov.uk**

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

22ND JANUARY, 2020

Subject and Purpose

Communities Departmental Draft Business Plan 2020 - 2023
(**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 2020 - 2023.
- 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 31
  - Integrated Services - Page 35
  - Commissioning Services – Page 42

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

Cyngor Sir Gâr Carmarthenshire County Council
EICH CYNGOR arleinamdani
www.sirgar.llyw.cymru
YOUR COUNCIL doitonline
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: **Jonathan Morgan** **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**

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

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 58)

7. Physical Assets

See resources section of each Business Plan (Page 57)

CONSULTATIONS

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

Signed: **Jonathan Morgan** **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

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Department for Communities

Departmental Business Plan for 2020/2023

(Draft version to accompany Budget Scrutiny, December 2019)

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

Cyngor Sir Gâr
Carmarthenshire
County Council

Long term

The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs.

Prevention

How acting to prevent problems occurring or getting worse may help public bodies meet their objectives.

Integration

Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies.

Collaboration

Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives.

Involvement

The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

The Sustainable Development Principle

The Well-being of Future Generations (Wales) Act 2015 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."***

To show that we have applied the sustainable development principle we must demonstrate…….

The 5 Ways of Working (see Appendix 1)

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DRAFT

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 2020/23. 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 2020/23.

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:

DRAFT

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 2020/2023 sets out exciting programmes 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, Learning Disabilities, Mental Health and Safeguarding

I am pleased to be able to report that whilst there is increasing demand for services, Carmarthenshire County Council continues to provide a range of good quality Social Care Services.

In 2019 we faced an unprecedented level of pressure on budgets and services. In the last four years we exceeded all expectations in managing demand across adult social care with budgets underspending over the last two years and only a very small overspend in key pressure points. Despite this the recent inspection of older people found that ***"people routinely told us they were satisfied with the services that helped them".*** CIW 2019.

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

We have been less successful at the reduction in residential care but growth in the last two years of approximately 5.1% compares well against a population growth of 6.8% in the same period. However, inflation costs in the sector remain challenging as minimum wages continue to grow at a high annual rate. My view is that our overall numbers have some

scope for further reduction as we improve systems that support people at home. A key priority will be to improve occupancy in our in house services to further contain costs.

We have prided ourselves on our ability to manage data with the Wales Audit Office (WAO) commenting last year that:

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

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

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

A new framework for domiciliary care provision will be a priority in the next 18 months. As part of this we will have a dialogue within the council as to what proportion of care should be delivered directly by the local authority. A prerequisite to increasing the proportion of care delivered through the local authority is by increasing efficiency.

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

A wide range of services, information and advice for carers is now in place. However, feedback from carers indicate that there is much more to be done and this will be a priority in the coming year. The CIW agreed with this view during the recent inspection noting that we should "ensure a sufficient range of services to carers is available across the local authority".

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

I am the Chair of the Mid and West Wales Regional Safeguarding Children's Board (CYSUR). This is a strategic partnership that consists of statutory and non-statutory agencies who have the responsibility to ensure the people and citizens of Mid and West

Wales are appropriately safeguarded. The CYSUR Safeguarding Board works very closely with the Mid and West Wales Regional Safeguarding Board for Adults (CWMPAS).

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

Effective co-operation and challenge are part of everyday business ***"Safeguarding practice across a multi-disciplinary group is collaborative, there are good working relationships at strategic and operational levels".*** CIW 2019. The year has seen the completion and launch of a number of key projects including the regional Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV) strategy Safer Lives, Healthier Relationships, the Regional Threshold Document for Adults at Risk and the Regional Training Strategy. All of these are now starting to directly impact upon safeguarding professional safeguarding practice.

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 700 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.

The opening of "Yr Orsaf" restaurant in Pembrey Country Park this Summer is part of a new £1.4million investment in facilities at the hugely popular park. Providing hot and cold food and refreshments, the café is in the heart of the park serving thousands of campers and day visitors in fantastic surroundings. It is amongst a host of improvements made as part of a two-year masterplan to develop the park as a major tourism destination within Carmarthenshire and Wales. £1.5million has already been invested in a 320-pitch

camping and caravanning site including a new amenity block for guests. A new entrance system operating via number plate recognition and improved wi-fi has been installed, as well as the refurbishment of the main visitor centre. A Changing Places toilet facility has been installed at the Ski Centre, where a range of accessible bikes have also been made available for hire.

Just last year, a new National Closed Road Circuit was launched and has already hosted many major cycling events, including the OVO Energy Women's Tour in June 2019. Still to come is improved bilingual signage and accessible toilets next to the main playground within the Park, funded by the Welsh Government's Tourism Amenity Investment Support programme. Work on a new adventure golf course will also get underway soon, in time for the 2020 season.

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 new Archive at the rear of Carmarthen Library is under development and the facility is expected to be open to the public in late 2019. This will provide access for the public to visit a state-of-the-art home 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 county's history for future generations.

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

Performance management remains strong with the WAO commenting in 2017

> ***"that the Authority has well established and accessible performance management monitoring arrangement's in place, mainly through its performance management systems PIMS which is used to track and assess service changes and evaluate their impact."***

I am proud of our commitment and motivated workforce in particular the findings of the CIW 2019 that our social work practice was:

> ***"characterised by compassionate practitioners working well to identify what matters to the person".***

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 2020-2021 and the years ahead.

Jake Morgan, Director for the Department for Communities

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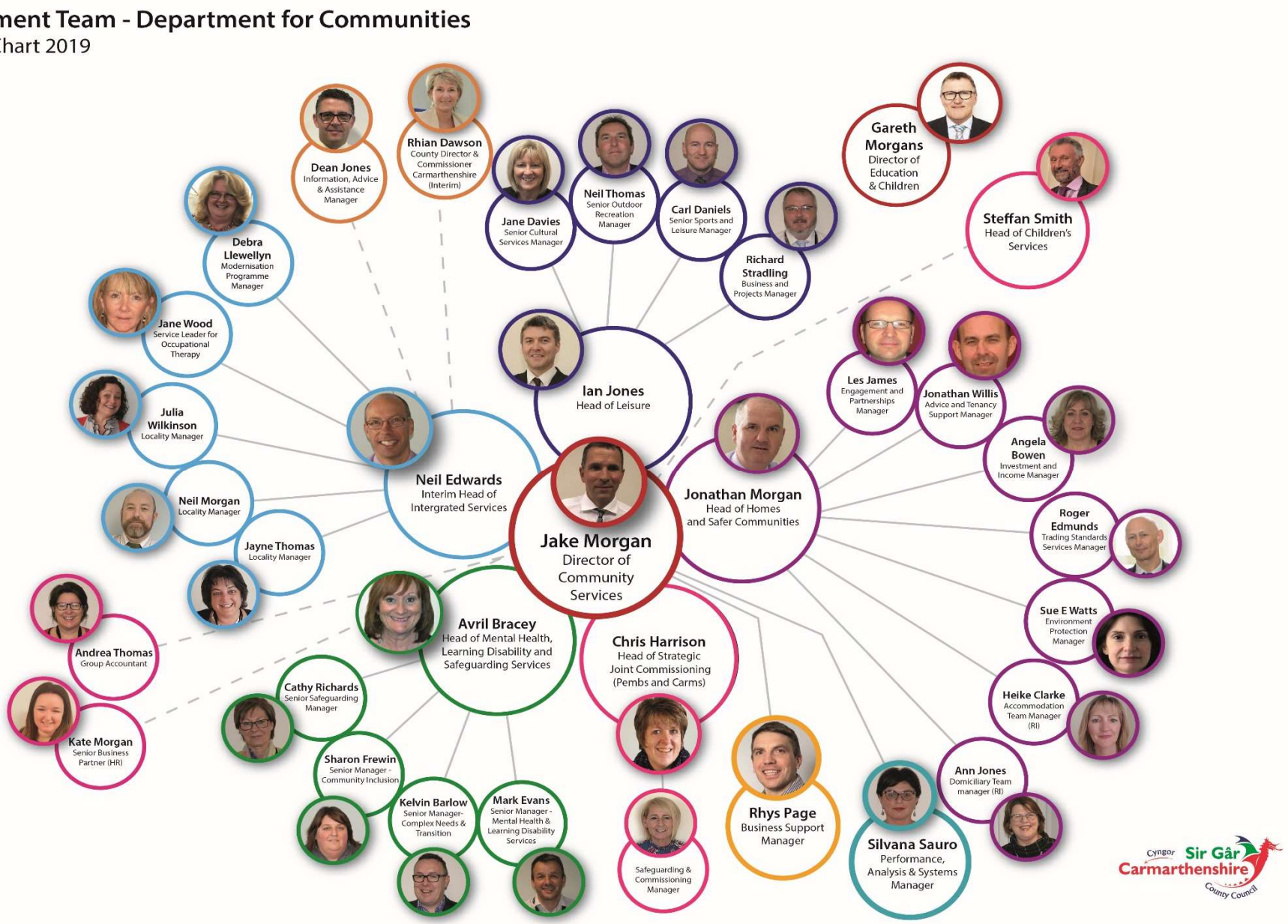
Management Team Structure



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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	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, helping people into work and improving the lives of those living in poverty 6. Creating more jobs and growth throughout the county 7. Increase the availability of rented and affordable homes 8. Help people live healthy lives (tackling risky behavior and obesity) 9. Supporting good connections with friends, family and 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 supporting Ageing Well in Carmarthenshire
In a Healthy and Safe Environment	12. Looking after the environment now and for the future 13. Improving the highway and transport infrastructure and connectivity 14. Promoting Welsh Language and Culture
In addition a Corporate Objective	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

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The Council's Core Values

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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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

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 ‘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

The first six months of 2019/20 has been another busy and productive time for the service. In June, Pembrey Country Park's closed road circuit hosted the finish of the Women's Tour of Britain Cycle race, which bought £350k into the local economy and reached a million people via social media links.

The Park continues to develop and prosper. The opening of 'Yr Orsaf', the new food and beverage facility, has proved to be a huge hit with existing and new users to the park. All food outlets (Yr Orsaf, Ski Café and Beach Café) in the Park achieved the 5 Star Food Hygiene Rating as well as providing a new approach to Food and Beverage provision.

In June 2019, the Park became the first venue in Wales to be the recipient of the Blue Flag Award and, for the first time, the Green Flag Award, the benchmark for parks and green spaces in the UK and beyond. Added to this, the Camping and Caravanning site was awarded a 3 Star Rating for Touring and camping by Visit Wales Grading scheme.

The installation of the new automatic number plate recognition (ANPR) barrier entry and egress system has helped with the visitor experience as has the integration into the day to day working practices and management plans of Pembrey Country Park and the Millennium Coastal Park of the Environment Act (Wales) S6 duty (maintaining and enhancing biodiversity and in so doing promote the resilience of ecosystems).

The re-leasing of the Discovery centre to the private sector has brought in capital investment and a much-improved catering offer for the Eastern end of the MCP, whilst helping improve the revenue position for the division.

Capital projects are underway as part of the improvement masterplan at Carmarthen Leisure Centre, with the replacement all weather pitch due to be re-open in November, whilst in Ammanford the completely re-furbished wet-side changing rooms are planned to be in use from

the turn of the year. The re-structure of the service has helped bring additional focus for the Actif Communities team which will help greatly in supporting our aspirations to regenerate areas of Llanelli with the new Wellness hub as part of wider developments at Delta Lakes, where design and business planning scheme is now almost complete.

In the Cultural Services, we've implemented the new Theatres structure, which is helping with the development of our 'community agenda' and the letting of social enterprise units in the Ffwrnes, with groups such as 'People Speak Up'. The collaboration arrangement with Llanelli Town Council for the management of Parc Howard Museum continues to work well, and good progress is now being made with the re-development of the Museum of Speed in Pendine.

We have again met the same high levels for the Welsh Public Library Standard measures, whilst the refurbishment of the Carmarthen reference library and IT suite has been completed. This will link up well with the new Archive building which has been completed and is now in the 3 month 'drying-out' phase before we return the collection. 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 at Ammanford with another 'Makerspace' area on target for opening by the end of 2019 at Carmarthen library. Carmarthenshire Libraries have continued to perform well against the Standards framework, achieving 9 (of 10) quality indicators in full and 1 in part (partially met as we do not meet the target level of staff). All 12 core entitlements set by the library standards framework were met in full.

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 the introduction of a new digital radio system into Pembrey Country Park, along with a new Adventure Golf Course which is due for completion in February 2020 and being part of the project working group overseeing capital projects in Carmarthen and Ammanford Leisure Centres. The team were also heavily involved in the coordination of the successful Women's Tour cycle race which took place within the County back in June 2019, as well as providing project/event management support and guidance on a number of capital schemes and corporate work streams currently ongoing across the three divisional service areas.

Key Areas for Improvement

Our focus for the next 6 months will be to deliver the following:

* Development of Museums infrastructure staffing & buildings
* Completion and opening of Archive
* Phase 2 of Carmarthen LC Capital investment (Track and car parking)
* Securing phased funding for phase 2 of Ammanford LC site masterplan (Track / All-weather pitch and parking)
* Bringing an options appraisal forward for St Clears LC to bid for investment
* Bringing an options appraisal forward for Pendine Outdoor Education Centre
* Further improvements at Pembrey CP to include: Completion of phase 1 of Cycling Hub and BMX pump track; new Adventure Golf course, new toilets by main park playground and steam railway station, improved signage, re-furb of Ski and Activity Centre

* Connecting with health transformation agenda, social prescribing model, place based approach in general and for Glan y Mor / Tyshia area specifically.
* Concluding investment decision in relation to redevelopment of Oriel Myrddin Gallery
* Digital transformation projects, including a mobile app for Actif Sport and Leisure service
* Llandovery £350k refurbishment agreed
* Implementation of catering review, with re-design of Carmarthen Leisure Centre offer specifically.
* Repair of BP Harbour walls to commence in March 2020

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 - 13195**

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 – 14025**
	Business and Project Manager			
1	Customer care review undertaken for the division	March 2020	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 - 14030**
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	We will deliver a £2million programme to re-develop Burry Port Harbour infrastructure. Repair of Harbour Walls at BP Harbour, and part of wider regeneration masterplan for the area	March 2023	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	**MF5 – 67 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 2019/2020)	March 2020	Neil Thomas	**MF5 – 68 WBO8 (Healthy Lives) PIMS - 14028**
4	We will review the physical infrastructure and programming of Pendine Outdoor Education Centre.	March 2020	Neil Thomas	**WBO2 PIMS -13945**
	Sports and Leisure services			
1	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	
2	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**
3	We will ensure a range of targeted physical activity interventions are put in place across the life course	March 2020	Carl Daniels	**WBO11 (Ageing Well)**

	to increase the activity levels of those who are inactive or at risk of becoming inactive and increase social and community cohesion.			**PIMS – 14070**
4	We will develop Carmarthen Leisure Centre facilities to include refurbishment of athletics facilities and the 3G astro turf pitch with upgrade to traffic infrastructure	March 2020	Carl Daniels	**MFP – 62 WBO8 (Healthy Lives) PIMS - 14032**
5	We will develop Ammanford Leisure Centre facilities with upgrades to changing facilities, traffic infrastructure and external sports facilities.	March 2020	Carl Daniels	**MFP – 62 WBO8 (Healthy Lives) PIMS - 14033**
	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	We will deliver a transformation plan for the Carmarthenshire Museums service, to include development at Parc Howard, a review of Kidwelly museum and a new Museum of Speed in Pendine to improve the provision for residents and visitors. MF5-64	March 2022	Jane Davies	**MF5 – 64 WBO14 (Culture) PIMS - 13289**
4	We will further develop Oriel Myrddin to improve the provision for residents and visitors. MF5-64	March 2021	Jane Davies	**MF5 – 64 WBO14 (Culture) PIMS - 13530**
5	Deliver the plans for the transformation of Carmarthenshire Archive Service and its reinstatement at Carmarthen Library We will deliver a new archive repository and information hub for Carmarthenshire.	March 2023	Jane Davies	**MF5 – 63 WBO14 (Culture) PIMS - 13292**
6	We will review and re-develop the Council's Theatre Services provision	March 2020	Jane Davies	**MF5 – 66 WBO14 (Culture) PIMS – 14103**
7	We will begin the museums transformation plan with the delivery of a £1.2 million redevelopment of the County museum at Abergwili.	March 2023	Jane Davies	**MF5 – 65 WBO14 (Culture) PIMS - 13290**
8	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.	March 2020	Jane Davies	**MF5 – 70 WBO8 (Healthy Lives) PIMS – 14037**

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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 191 new affordable homes as part of our ambitious five year Affordable Homes Delivery Plan so far in 2019/2020. This brings it to a total of 798. We have developed a 10 year council housing new build programme that will enable us to play a pivotal role in developing additional affordable homes and support wider Council priorities. Nearly £44m has been set aside for the next three years and it is planned to invest nearly £150m and deliver 900 new council homes over the next ten years, in addition to what is already planned. It will also allow us to not only align with Cartrefi Croeso delivery but significantly contribute to key Council developments and regeneration initiatives to grow the economy across the County.

It is also important that access to existing social housing is as easy as possible. Canfod Cartref/Homefinder is a new system that puts you in control of where you want to live and 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.

We have supported over 900 council tenants on to Universal Credit. We have carried out around 1600 Tenancy Support visits and collected £22,468,488.73 in rent, an increase of over a quarter of a million on 2018/19.

Four of our seven Local Authority Care Homes have recently been inspected by Care Inspectorate Wales complying with the Regulation and Inspection of Social Care (Wales) Act. The Inspection Reports clearly state that "the care workers we observed and spoke to demonstrated that they were well supported, knew the needs of the people they cared for and the outcomes for people were being met"

There have been an improvement in occupancy rates. However this continues to fluctuate given the nature of the service. Dependency levels continue to rise within our service – an increase to Dementia Care is evident in all of our homes.

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.

Over £13m forecast to be spent to maintain the CHS+ in tenants' homes in 2019-20. We have managed improvements and lettings of 338 homes, including new homes added to our stock. A further 110 homes were in the process of having works completed, ensuring that void homes were available for letting as quickly as possible, striving to meet customers' expectations. We have kept the rent increase for 2019/20 at an average of 2.4%.

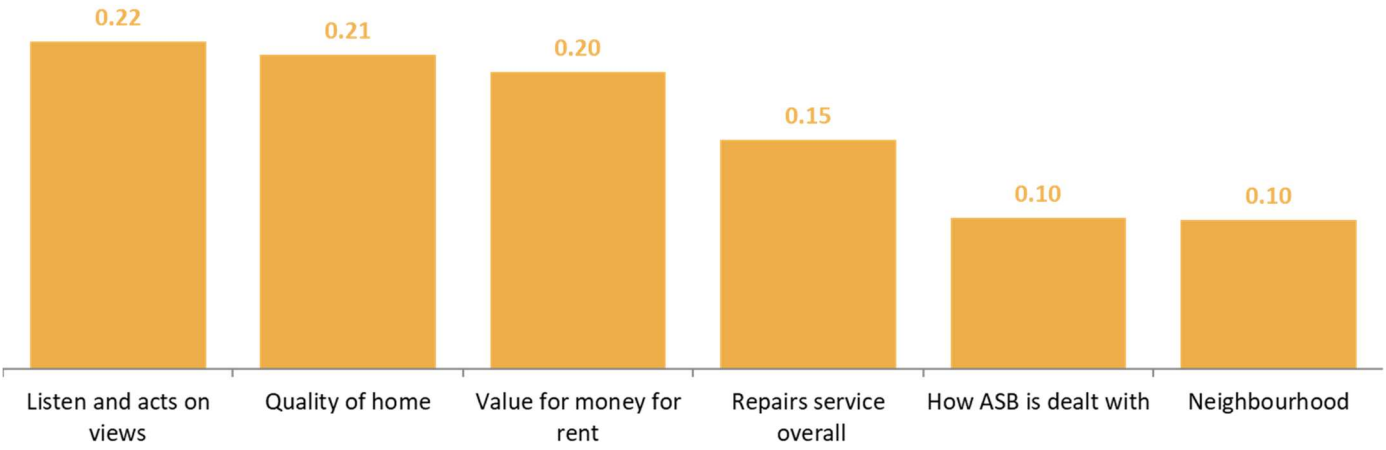
We conducted a STAR tenant satisfaction survey. A questionnaire was sent out to 5000 tenants selected at random by mail, e mail, online and text achieving an impressive 29% response rate. We have developed a 3 year programme of works to be carried out on estates, helping to improve the health and well-being of tenants. All Independent living schemes for over 55 follow rigorous health and safety weekly checks for the safety of the scheme including weekly alarm testing. We have developed a sheltered scheme newsletter with the first publication due Christmas 2019. We are working holistically recognising that the collaboration and input with health and leisure has an impact on the wellbeing of our tenants in sheltered schemes.

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. Implementation of the Buy with Confidence Scheme which will hopefully help underpin the long term strategy of achieving an equitable trading environment within the County for business and consumer.

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 Areas for Improvement

A STAR action plan is being developed to help us understand and improve the overall satisfaction of our tenants.



We will ensure that all outstanding long term voids are issued to contractors. Homes will be brought back into use by the end of year and some programmed for completion during 2020. Measures have been taken to ensure sufficient resources have been identified to make these improvements. Ensure that the collaboration agreement with the Welsh School of Architecture is agreed. To enable works to commence on site for a pilot retrofitting scheme, installing existing homes with innovate technology to alleviate fuel poverty. Identify a potential Gypsy and Traveller site to be included in the deposit Local Development Plan by December 2019.

The Residential Care Home admission process now works alongside the broker. This is currently in its early stages but is working well in some areas. We currently have a working group looking at ways of improving the provision of day services and opportunities for older people across the County by making them more reflective of communities, and how they can help enhance community resilience.

To reinvigorate the Moneywise initiative, ensuring that it is once again utilised in Carmarthenshire schools, also to scope the possible expansion and implementation of the scheme to cater for other age/client groups. To identify areas in which the FESS project can be improved particularly in terms of awareness raising amongst potential partner organisations.

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.	March 2020	Jonathan Morgan	**MFP 54** **WBO10** **(Older People)** **PIMS – 14058**
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**
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 – 14057**
	Partnership and Engagement Team			
1	We will make it easy and inviting for council tenants to get involved in shaping strategic decisions and improving services, through meaningful involvement and development of relevant tenant skills.	March 2020	Les James	**MF5 48** **WBO7** **PIMS - 14024**
2	We will work with regional partners to ensure community cohesion is co-ordinated throughout the region.	March 2021	Les James	**WBO9** **PIMS - 14041**
3	We will develop a transformational master plan for the Tyisha ward which will address the concerns of residents and provide a sustainable future.	March 2020	Jonathan Willis	**MF5-51&47** **WBO7** **PIMS - 14023**
	Advice and Tenancy Support Team			
1	We shall implement key Homelessness Strategy actions to ensure vulnerable residents are supported appropriately including: • New models of affordable single people accommodation • Remodelling temporary and supported accommodation provision and exploring whether a 'Housing First' approach can be developed to support those with the most complex needs	March 2020	Adele Lodwig	**MF5 - 50** **WBO5** **(Poverty)** **PIMS - 14003**
2	We will support all Council tenants through Welfare Reform changes and deliver a Universal Credit	March 2021	Adele Lodwig	**MF5 – 49** **WBO7** **(Homes)**

	action plan to maximise income and develop new training and employment opportunities			**PIMS - 14022**
	Investment and Income 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. Actions linked to Well-being Objective Plan 7– - 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	We will develop an ambitious new affordable homes plan which will deliver over 900 additional Council homes over the next 5-10 years.	March 2021	Rachel Davies	**MF5-45 WBO7 PIMS - 14020**
4	We will 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 PIMS - 13185**
5	We will continue to assess options, and trial new technology to Council homes to better understand the potential for helping tenants to reduce their energy bills, improve the comfort of their homes and reduce carbon emissions to levels set by Welsh Government.	March 2020	Angela Bowen	**WBO5 PIMS - 14002**
	Environmental Protection Team			
1	We will continue to work with the Food Standard Agency to deliver realistic targets to satisfy the memorandum of understanding for animal feed.	March 2020	Sue Watts	**WBO6** **PIMS - 14019**

2	We will 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 - 14026**
3	We will 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** **PIMS - 14027**
4	We will explore various options for possible delivery of treatment of care for pest control.	March 2020	Sue Watts	**WBO8** **PIMS - 14029**
	Business and Consumer Affairs Team			
1	We will promote financial literacy and protect vulnerable people from financial fraud through the Financial Exploitation Safeguarding Scheme (FESS) and develop further partnership arrangements in respect to financial exploitation	March 2020	Roger Edmunds	**WBO5** **(Poverty)** **PIMS - 14007**
2	We will Implement proceeds of crime across regulatory services to protect people	March 2020	Roger Edmunds	**WBO9** **(Good Connections)** **PIMS - 14045**
3	We will continue to develop and deliver safeguarding awareness training sessions to licensed premises staff, in partnership with the Police and Security Industry Authority.	March 2020	Roger Edmunds	**WBO9** **(Good Connections)** **PIMS - 14051**
4	We will continue to develop and deliver safeguarding awareness training to transport drivers, in partnership with the Police and Four Counties.	March 2020	Roger Edmunds	**WBO9** **(Good Connections)** **PIMS - 14052**

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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 - MHLD 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 establishes and well attended by partner agencies. As a result there is greater confidence in the multi-agency approach to safeguarding.

- 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** **New Action on PIMS**
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** **New Action on PIMS**
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	March 2022	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** **New Action on PIMS**
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** **New Action on PIMS**
10	Review our disability service to ensure seamless transition and pathways from children to adults	March 2020	Kelvin Barlow	**WBO9** **(Good Connections)** **PIMS - 13204** **New Action on PIMS**

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 123 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).

Key among this is the vision as endorsed by the Welsh Government's strategic plan "A Healthier Wales":

The vision should be *"of care organised around the individual and their family as close as home as possible, be preventative with easy access and of high quality, in part enabled via digital technology, delivering what users and the wider public say really matters to them. Care and support should be seamless, without artificial barriers between physical and mental health, primary and secondary care, or health and social care"* (Parliamentary Review 2018)

The Plan is seeking "*a seamless whole system approach to health and social care*."

Seamless means *the realisation of services and information which are less complex and better co-ordinated for the individual; close professional integration, joint working and information sharing between services and providers to avoid transitions between services which create uncertainty for the individual*.

It is therefore instructive to note how progressive integrated services division is achieving this vision and meeting the seamless standards, as evidenced below, following the Care Inspectorate Wales (CIW) Inspection of older people services.

Achievements and current strengths

During the first half of 2019/2020, Integrated Services, as the principal division for services to older people, was inspected by the Care Inspectorate Wales (CIW) in collaboration with Healthcare Inspectorate Wales (HIW). The purpose of the inspection (the theme being *Prevention and promotion of independence for older adults (over 65) living in the community*) was to explore how well the local authority with its partners is promoting independence and preventing escalating needs for older adults.

As part of the two weeks Inspection, the Authority prepared a programme of interviews and meetings for the six inspectors. The findings of the detailed and rigorous Inspection are extremely noteworthy and provide an evaluation of the Division's strengths and priorities for improvement, some of which are departmental-wide.

Of particular note and satisfaction to the Division are:

- *Social workers and partners recognise adults are the best people to judge their own well-being*
- *Different professional disciplines work effectively together to support well-being and independence*
- *People who lack mental capacity can be confident assessment and decision making is made in the best interest of the individual*
- *There is an active approach to enabling people to receive a service in the language of their choice*
- *Staff are offered integrated health and social care training*
- *Staff feel supported by the management group*
- *There are many examples of collaborative thinking and working by health and social care managers*
- *Integrated posts provide good opportunity for shared understanding and collaborative working*
- *Health and social care staff work collaboratively towards a shared vision of addressing the needs of people in the community with a developing focus on prevention and the promotion of independence*
- *Some excellent initiatives are being driven to support communities to be more resilient in meeting the increasing needs of older people in the population*

In addition, the Report references evidence that the inspectors found. Some of the comments (not exhaustive) are as follows:

- *We found practice was characterised by compassionate practitioners working well to identify what matters to people. People routinely told us they were satisfied with the services that had helped them*
- *The quality of the assessments and care and support plans we reviewed captured what was important to people, were outcome focussed and strength based.*
- *We found practice was characterised by compassionate practitioners working well to identify what matters to the person. People routinely told us they were satisfied with the services that had helped them.*
- *Most staff we interviewed were positive about their jobs and talked enthusiastically about their work, The CIW staff survey (267 responses) recorded approximately 90% of staff felt supported by their managers and colleagues to do their job.*
- *From file reviews it was evident OT led assessment focussing on double handed support were thorough, balanced and represented people's best interest.*
- *Learning and Development opportunities were highly regarded by staff*
- *We found CCC worked collaboratively with partners*
- *We found CCC embraced relationships with the third sector*

In summary, the Division was very satisfied with the Inspection report and the commitment and compassion shown by our staff to the people of Carmarthenshire. This was conveyed to the Community Resources Team staff both by e mail and three celebratory CRT engagement events in September 2019.

Key Areas for Improvement

The priorities for improvement as identified by the CIW in its Inspection report were noted. Each of these has been considered with an Action plan developed by the Division to address and monitor their progress. These actions are reported through PIMS. Please find attached link to the PIMS report.

Well-being – we identified a need to ensure qualitative performance information is gathered across the directorate and this provides opportunity for learning across the service.
People voice and choice – CCC need to ensure a sufficient range of services is available to carers across the Local Authority.
Partnerships, integration and co-production – we recommend that there should be an equity of services across all areas of the county.
Prevention and early intervention – we identified a need to continue to connect communities to services through engagement with people and partners to help prevent escalation of need.

The link to the Inspection Report is below:-https://careinspectorate.wales/sites/default/files/2019-08/190807-carmarthenshire-en.pdf

In addition to the CIW Inspection Report, Integrated Services has considered the Wales Audit Office Report - The 'Front Door' to Adult Social Care published September 2019.
All WAO recommended actions are reported through PIMS. Please find attached link to the PIMS report.

R1 Part 1 of the report sets out how authorities promote access to the 'front door' and provide information, advice and assistance to help people to improve their wellbeing and prevent their needs from deteriorating. To improve awareness of the front door we recommend that:

- local authorities: review their current approaches, consider their audience, and ensure that good-quality information is made available in a timely manner to avoid needs deteriorating and people presenting for assistance in 'crisis';
- work in partnership with public and third-sector partners to help ensure people accessing via partner referrals, or other avenues, are given the best information to help them;
- ensure that advocacy services are commissioned and proactively offered to those who need them at first point of contact; and
- to take local ownership and lead on the co-ordination and editing of local information published on Dewis Cymru locally.

R2 Part 2 of the report highlights weaknesses in authorities' assurance of the availability and quality of third-sector, preventative, community-based services that they signpost people to. We recommend that:

- local authorities: map the availability of preventative services in their area to better understand current levels of provision and identify gaps and duplication;
- involve third-sector partners in co-producing preventative solutions to meet people's needs and ensure people have equitable access to these services;

- work with third-sector partners to tailor and commission new services where gaps are identified; and
- work with partners to improve data to evaluate the impact of preventative services on individuals and the population more generally.

The link to the Inspection Report is below:-
http://audit.wales/system/files/publications/Front-door-to-adult-social-care-english.pdf

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	
SS100032	Failure to provide timely and responsive Domiciliary Care Provision to Adults with care and support needs	

✶ 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
Improved population health and wellbeing				
1	We will make the IAA service as effective as possible, focussing on prevention and early intervention, working with community and third sector organisations, to achieve better outcomes for individuals. This includes making sure our service model is fit for purpose.	Dean Jones	March 2020	**MF5-52a (Action also in Well-being Objective 9 & 10 & 11) PIMS -**
2	We will improve the population health and well-being across the 3 tiers by continuing to implement a preventative framework with clear outcomes of each tier. Prevention Early intervention Promoting Independent Living	Julia Wilkinson	March 2020	**WBO10 WBO11 PIMS -**
3	We will work with partners to provide more opportunities for vulnerable and older people to socialise in order to reduce loneliness, tackle inequalities and poverty	Julia Wilkinson	March 2020	**MF5-59 WBO11 WBO10 PIMS -**
Better quality and more accessible health and social care services				
1	We will continue to develop and improve an effective re-ablement/rehabilitation service to achieve better personal outcomes.	Jane Wood/Vicky Stevenson	March 2020	**WBO10 PIMS -**
2	We will continue to review and improve our Intermediate Care service model and provision.	Debra Llewellyn/ Sarah Cameron	March 2020	**WBO10 WBO9 PIMS -**
3	We will support people living with dementia and the development of more dementia friendly and supportive communities and provisions across the County.	Neil Morgan	March 2020	**MF5-60 WBO11 WBO10 PIMS -**
Higher value health and social care				
1	We will invest in the quality of our social work decision making and practice by providing appropriate guidance and training to ensure compliance with legislative requirements. This will include auditing case files and strengthening our evidence base to recording our management oversight of casework.	Joel Sven Martin/Jayne Thomas	March 2020	**WBO10**
2	We will further strengthen the provision and use of the Welsh language within social care services to be	Neil Edwards	March 2020	**MF5-56 (Action also**

	able to provide services in the language of service users' choice and ensure compliance with the 'Active Offer'.			**in Well-being Objective 14 & 10)**
3	We will innovate and transform services through a learning culture and best practice approach	Neil Edwards	March 2020	**WBO10**
4	We will review the 10 year Strategic Plan in light of recent Welsh Government Legislation and guidance to ensure our services are aligned and continues improvement of our service models	Neil Edwards	March 2020	**WBO10**
A motivated and sustainable health and social care workforce				
1	We will provide a supportive learning and development culture for our workforce to ensure they are equipped to meet the challenges of ***A Healthier Wales***. This will also include an evaluation of the workforce challenges and the solutions.	Neil Edwards	March 2020	**WBO10**

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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

Despite a number of staff changes, including staff vacancies the commissioning team has continued to progress a challenging work programme.

The commissioning division has actively been seeking the views of people who use the services that we commission. The Strategic Partnership Board for Carers has allowed the division to establish a forum, allowing us to take into account the needs of carers and involving them in the planning of services to achieve wellbeing goals. We have also undertaken a comprehensive engagement with key stakeholders including service users, parents/ carers and service providers to shape our draft Learning Disability Strategy.

The division has been working closing with Health colleagues to develop a joint approach to reviewing commissioned services across older people services; working collaboratively with independent and 3rd sector organisations has gone from strength to strength.

'The Fulfilled Lives' project is an example of a project that has been established through commissioned services, the project focuses on wellbeing outcomes and aims to find an alternative solutions in order to meet people's needs.

Demands and forward planning is now being discussed at a strategic level with intelligence being gathered using Housing Learning Improvement Network (Housing LIN) report and new Accommodation and Support Needs Mapping Form. A more integrated approach is being adopted to meet the immediate and longer term needs of individuals ensuring that commissioned services are delivered more efficiently and effectively. A clear process to audit the existing supported living providers has been developed in order to understand what is available and to identify potential efficiencies and gaps in service delivery. The compliance audits have shown a year on year improvement which sets the Division in good stead for the move to the Housing Support Grant as from April 2020.

We have continued to contribute to the regional commissioning agenda including the development of a pooled budget for care homes, review of advocacy services & the commissioning of Independent Professional Advocacy and taking a co-productive approach to the commissioning of more creative carers respite options.

Key Areas for Improvement

The commissioning division will be focusing on the re design of services to meet a preventative agenda, working collaboratively with Health, Independent Sector and 3rd Sector organisations with an objective of taking a holistic view of an individual's journey to create a pathway for people offering a menu of options providing the right service, at the right time in the right place.

In order for the division to meet future and long terms needs of people with a learning disability it is a priority for the commissioning division is to develop accommodation-based services that have the ethos of a progression model as its core purpose.

The division has planned a review of commissioning services for carers, linking to the regional programme of work to reflect the voice of carers and focusing on the needs of carers in order to capture the key principles around information, advice and assistance.

The move to the Housing Support Grant will require working closer with colleagues in both the Homes and Safer Communities and Education and Children's Services Divisions to ensure that services are developed strategically to deliver the aims of the grant which is to reduce homelessness in Carmarthenshire.

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 an 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 and develop the preventative network of services & build community resilience, especially in relation to the third sector, housing related support and the wider community, including carers.	March 2020	Alun Jones / Chris Harrison Alison Watkins	**WBO11 (Ageing Well) 14067 MF5-58**
2	To support people to recover so they can live independently as they are able and 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, older people, dementia, carers, learning disability, mental health, etc reflecting Welsh Government policy guidance and priorities of the Population Needs Assessment and the 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	To develop joint/ integrated commissioning arrangements in response to policy drivers and to support the transformation programme. (ref Commissioning Business case, IPC regional report-commissioning)	March 2020	Alison Watkins / Chris Harrison	
6	We will bring together a range of local and regional strategies and initiatives into a single county plan for carers	March 2020	Alison Watkins / Chris Harrison	**Directors Annual Report DARA13 PIMS - 14253**
7	Increase Direct Payments and use of citizen directed cooperatives at operational, commissioning and contracting levels	March 2020	Chris Harrison	**Directors Annual Report DAR15 13815**
8	To develop an overarching strategic commissioning document to guide commissioning policy and practice	March 2020	Chris Harrison	**Directors Annual Report DAR16 13816**
9	Ensure a sufficient range of services to carers is available across the local authority	March 2020	Alison Watkins / Chris Harrison	**14476 OP/CIW2019**
10	Ensure carers are aware of available support services	March 2020	Alison Watkins / Chris Harrison	**14477 OP/CIW2019**

11	Ensure a consistent consideration of the right to formal advocacy	March 2020	Alison Watkins / Chris Harrison	**14478 OP/CIW2019**

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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	
Start Well	Aquatics Programme
Live well	ⓘ Carmarthen Cycling Strategy ⓘ Affordable Housing
Age well	ⓘ Financial Exploitation Safeguarding Scheme ⓘ Life Science and Wellness Village Fulfilled Lives Project

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.

Building on the success and positive feedback from our first Staff Engagement Event held in June 2018. A second Staff Engagement Event was held in the Parc Y Scarlets, Llanelli on the 4th April 2019. 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 staff health and wellbeing and how we all contribute and need to work more closely together in order to achieve this. Our guest speaker Mark Hodder talked about Positive Psychology, the science of happiness at work and home which is all to do with wellbeing and flourishing at work. This included some aspects of body language and emotions on the face and how we can overcome stress by giving people a greater sense of control. He distributed material on psychological safety at work and the sessions were very pictorial and engaging. His session was fully interactive and experiential.

Results Breakdown for Rating the Event

Before staff left the event they were asked to rate the event. Below is a breakdown of the results:

Staff Engagement Event 2019	Promoters	Passives	Detractors	Total Number Rated	Net Promoter Score
Morning	111 (87.4%)	15 (11.8%)	1 (0.79%)	127	**87** **Excellent**
Afternoon	98 (77%)	25(20%)	5 (4)	128	**93** **Excellent**
The whole event	209 (82%)	40 (16%)	6 (2%)	255	**80** **Excellent**

Suggestions and Comments

Tudalen 94

Quote from Mark Hodder

"Life will give us the negative, it's up to us to us to find the positive."

Throughout the day staff were asked to note some of the positive and negative challenges from the session.

We looked at the proven ways to deal with negative events and thinking in life. We then move on to creating more positivity and how we can get the most from those moments.

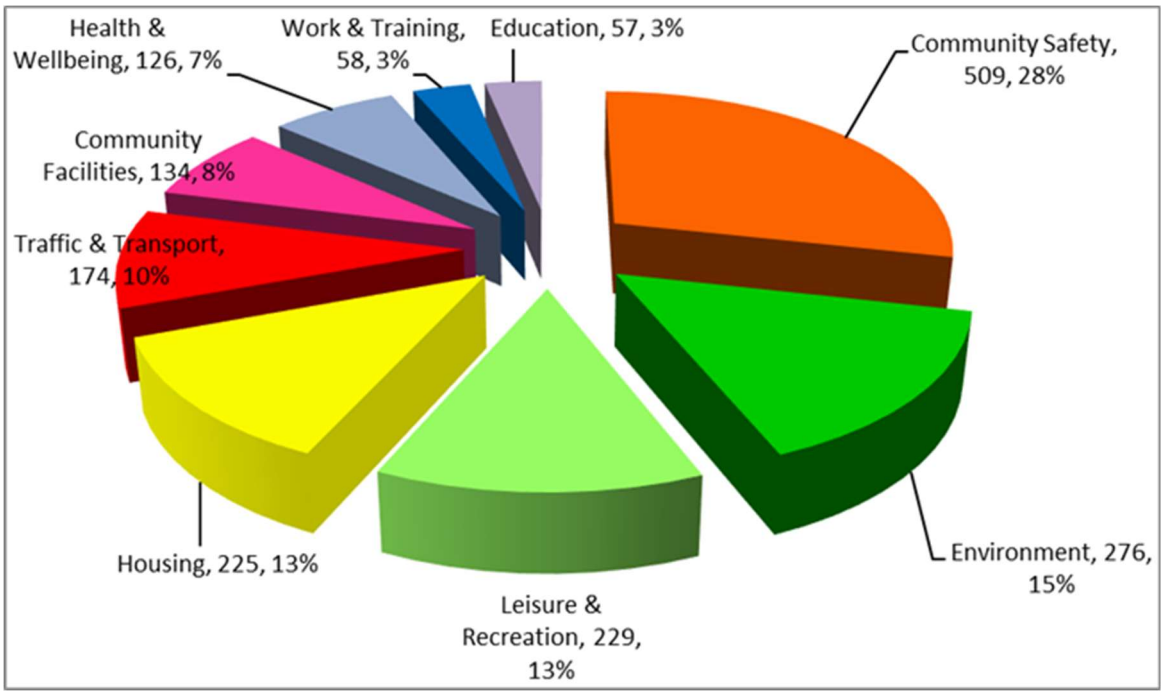
Listening to customers' views

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.

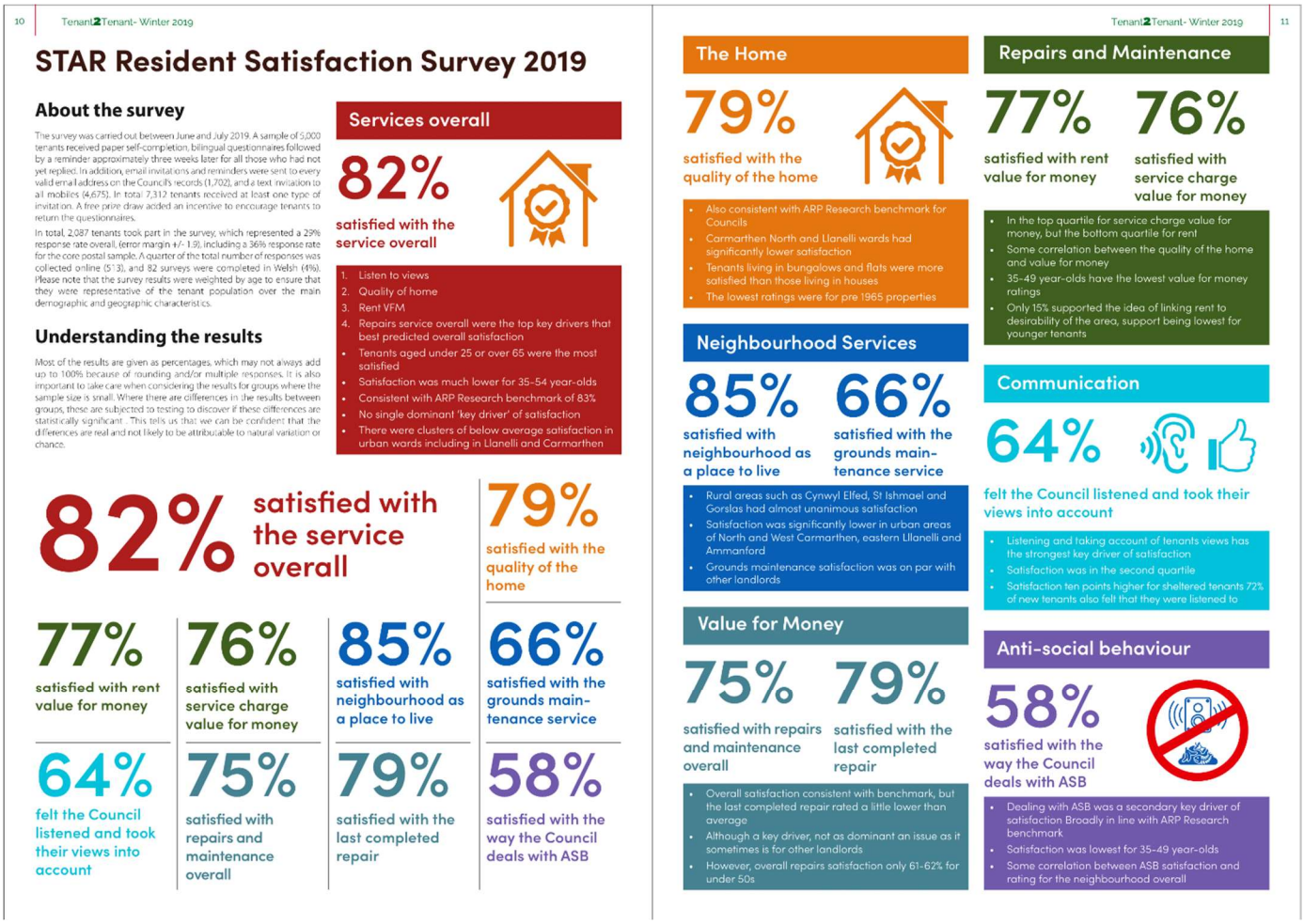
Tyisha has the highest population density in Carmarthenshire, and over a quarter of its housing is social rented, in low demand and difficult to let. There is also a high proportion of maisonettes and flats which do not meet the needs of the community.

"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.



We conducted a Survey of Tenants and Residents (STAR) satisfaction survey. A questionnaire was sent out to 5000 tenants selected at random by mail, e mail, online and text achieving an impressive 29% response rate.
Satisfaction results:-



10 Tenant2Tenant- Winter 2019

STAR Resident Satisfaction Survey 2019

About the survey

The survey was carried out between June and July 2019. A sample of 5,000 tenants received paper self-completion, bilingual questionnaires followed by a reminder approximately three weeks later for all those who had not yet replied. In addition, email invitations and reminders were sent to every valid email address on the Councils records (1,702), and a text invitation to all mobiles (4,675). In total 7,312 tenants received at least one type of invitation. A free prize draw added an incentive to encourage tenants to return the questionnaires.

In total, 2,087 tenants took part in the survey, which represented a 29% response rate overall, (error margin +/- 1.9), including a 36% response rate for the core postal sample. A quarter of the total number of responses was collected online (51.3), and 82 surveys were completed in Welsh (4%). Please note that the survey results were weighted by age to ensure that they were representative of the tenant population over the main demographic and geographic characteristics.

Understanding the results

Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results between groups, these are subjected to testing to discover if these differences are statistically significant . This tells us that we can be confident that the differences are real and not likely to be attributable to natural variation or chance.

Services overall

82%

satisfied with the service overall

1. Listen to views
2. Quality of home
3. Rent VFM
4. Repairs service overall were the top key drivers that best predicted overall satisfaction

- Tenants aged under 25 or over 65 were the most satisfied
- Satisfaction was much lower for 35-54 year-olds
- Consistent with ARP Research benchmark of 83%
- No single dominant 'key driver' of satisfaction
- There were clusters of below average satisfaction in urban wards including in Llanelli and Carmarthen

82% satisfied with the service overall

79% satisfied with the quality of the home

77% satisfied with rent value for money

76% satisfied with service charge value for money

85% satisfied with neighbourhood as a place to live

66% satisfied with the grounds main-tenance service

64% felt the Council listened and took their views into account

75% satisfied with repairs and maintenance overall

79% satisfied with the last completed repair

58% satisfied with the way the Council deals with ASB

Tenant2Tenant- Winter 2019 11

The Home

79%

satisfied with the quality of the home

- Also consistent with ARP Research benchmark for Councils
- Carmarthen North and Llanelli wards had significantly lower satisfaction
- Tenants living in bungalows and flats were more satisfied than those living in houses
- The lowest ratings were for pre 1965 properties

Neighbourhood Services

85% satisfied with neighbourhood as a place to live

66% satisfied with the grounds main-tenance service

- Rural areas such as Cynwyl Elfed, St Ishmael and Gorslas had almost unanimous satisfaction
- Satisfaction was significantly lower in urban areas of North and West Carmarthen, eastern Llanelli and Ammanford
- Grounds maintenance satisfaction was on par with other landlords

Value for Money

75% satisfied with repairs and maintenance overall

79% satisfied with the last completed repair

- Overall satisfaction consistent with benchmark, but the last completed repair rated a little lower than average
- Although a key driver, not as dominant an issue as it sometimes is for other landlords
- However, overall repairs satisfaction only 61-62% for under 50s

Repairs and Maintenance

77% satisfied with rent value for money

76% satisfied with service charge value for money

- In the top quartile for service charge value for money, but the bottom quartile for rent
- Some correlation between the quality of the home and value for money
- 35-49 year-olds have the lowest value for money ratings
- Only 15% supported the idea of linking rent to desirability of the area, support being lowest for younger tenants

Communication

64%

felt the Council listened and took their views into account

- Listening and taking account of tenants views has the strongest key driver of satisfaction
- Satisfaction was in the second quartile
- Satisfaction ten points higher for sheltered tenants 72% of new tenants also felt that they were listened to

Anti-social behaviour

58%

satisfied with the way the Council deals with ASB

- Dealing with ASB was a secondary key driver of satisfaction Broadly in line with ARP Research benchmark
- Satisfaction was lowest for 35-49 year-olds
- Some correlation between ASB satisfaction and rating for the neighbourhood overall

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."*

Adult Care Survey Results

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

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

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

•89% felt that they live in a home that best supports their well-being

•49% answered 'Yes' they could do the things that were important to them.

•53% felt that they were part of a community.

•86% were happy with the support they received from family, friends and neighbours.

•83% stated they felt safe from any kind of abuse, physical harm or from falling both inside and outside their home.

•79% of people stated they thought they had the right information or advice when needing it.

•78% of respondents were involved in decisions.

•93% felt they were treated with dignity and respect.

•85% were happy with the care and support they had received

•70% made their own decision to live in the Care Home.

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."

"The staff at reception were and are very helpful, and we're only to 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 12 months to provide the core measurement for staff experience and predicts business growth.

Achievements Event

An event was held on the 11th October in the Crochan, Y Ffwrness, Llanelli recognising employees who make a difference in contributing to the health and wellbeing of themselves and others whilst at work. The Communities Departmental Management Team wanted to show appreciation to staff who are passionate, committed, motivational and inspiring to others in creating a positive working environment. Whilst providing excellent services ensuring we are living and working well in Carmarthenshire.

The Department asked staff to nominate colleagues that they thought should be recognised. We received an excellent response, 70 nominations were received in total. There were 5 categories, with 5 staff members receiving recognition within these categories. The achievements were awarded to staff by our motivational speaker Tina Evans, “Human on Wheels” a 32 year old local lady from the Gwendraeth area, who was diagnosed with Friedreich’s Ataxia, a life limiting condition at 16. You can find out more about Tina on her website: http://humanonwheels.com/ .

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.

Regulatory Recommendations

All recommendations are reported through our Performance & Improvement Monitoring System (PIMS) and are monitored and scrutinised by our audit committee. Below is a list of all the Regulatory Reports within our area of work:-

- 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
- CIW Inspection of Older Adult Services
- CIW Letter - areas for improvement
- Annual Improvement Report
- The 'front door' to adult social care

Resources

Budget Summary

Base Budget 2019-2020	Expenditure	Income	Net
	£k	£k	£k
Commissioning	922	-19	903
Homes & Safer Communities (Council Fund Housing)	35,891	-17,359	18,532
Integrated Services	47,308	-18,408	28,900
Leisure	19,450	-7,460	11,991
Mental Health, Learning Disability and Safeguarding	49,329	-14,182	35,148
Regional Partnership	1,083	-810	273
Total	**153,985**	**-58,238**	**95,747**

Savings and Efficiencies

Savings and Efficiencies	2019-2020 £k		2020-2021 £k	
	Managerial	Policy	Managerial	Policy
Commissioning				
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.

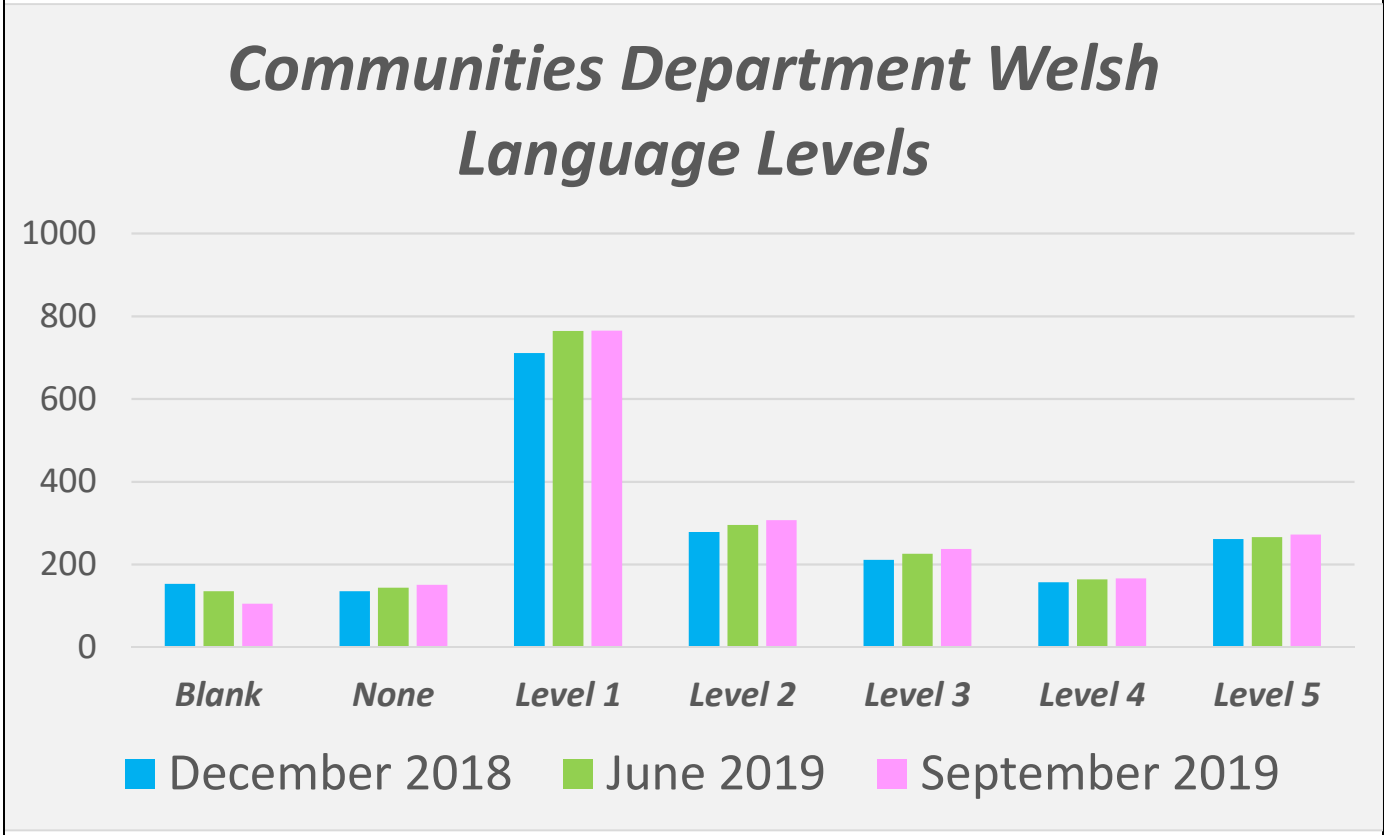
We will prioritise learning and development that staff and managers identify as well as objectives from our business plan. The priority levels in respect of workforce planning and development within our services are:

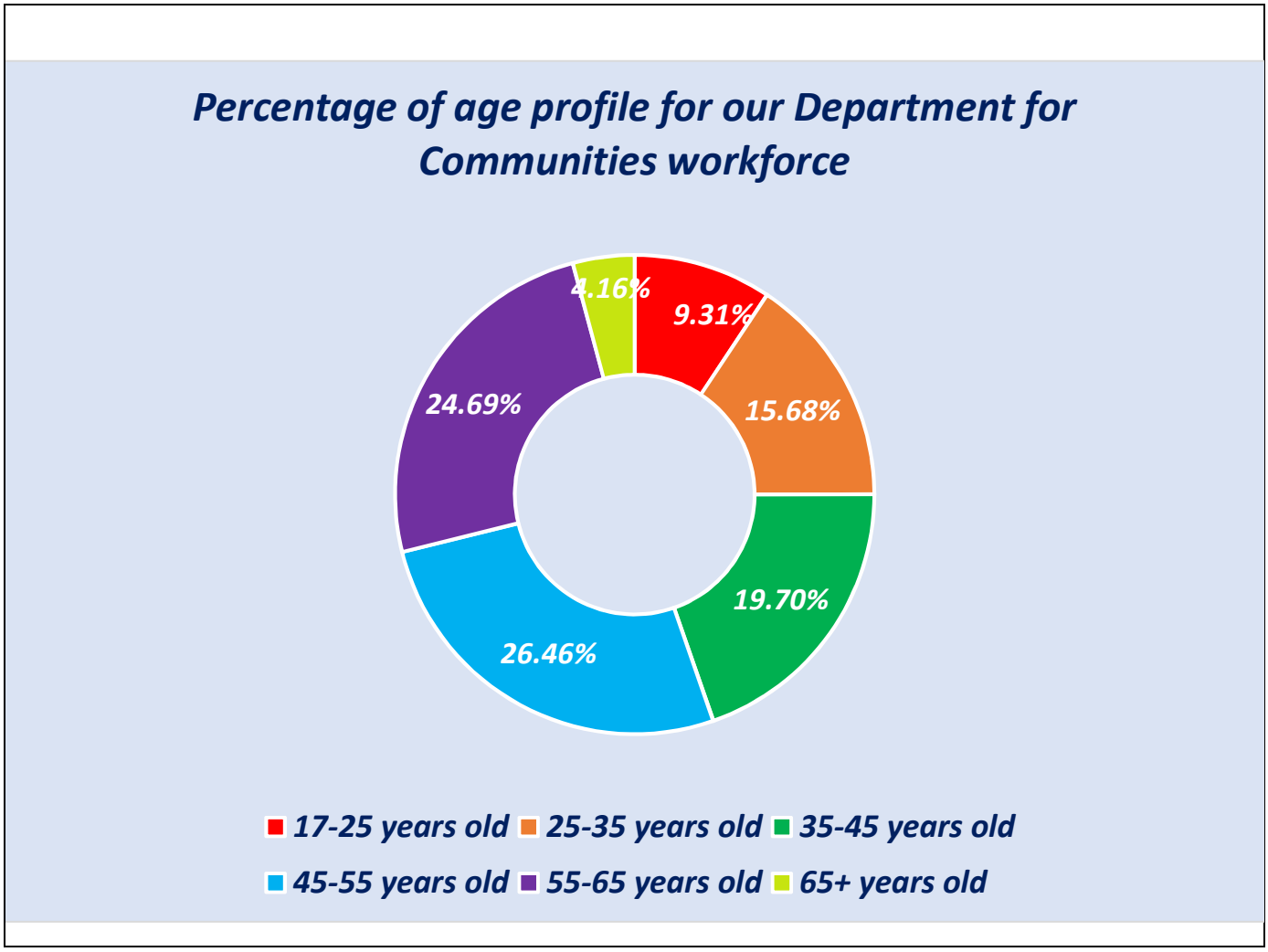
- Ensure workers receive all the necessary training in relation to the new Social Services and Well-being (Wales) Act 2014, and 'Signs of Safety' model of working. Impact of the implementation of the Social Services and Well-being (Wales) Act (SSWBA), along with 'Signs of Safety'. Training needed to 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)		2017/2016	2018/19				2019/20		2020/21	Cost Measure (£)
				All Wales Comparative data						
		Our Result	Our Result	Quartile * to ****	Welsh Median	Welsh Best Quartile	Target set	Result (when available)	Target set (at EOY)	
LCL/001	The number of visits to Public Libraries during the year, per 1,000 population	7689	8151	****	4666	5422	7727	3838		
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	8522	8401	***	9094	10190	8707			
PAM/040	Percentage of Quality Indicators (with targets) achieved by the library service	New	97.5				97.5			
PAM/041	The percentage of people referred to the National Exercise Referral scheme that complete the 16 week programme	45.6	55.1				50.0	56.7		
PAM/042	Percentage of NERS clients whose health had improved on completion of the exercise programme	New					New			

Homes and Safer Communities

Definition / Measure Reference (abbreviated definition is fine)		2017/2018	2018/19				2019/20		2020/21	Cost Measure (£)
				All Wales Comparative data						
		Our Result	Our Result	Quartile * to ****	Welsh Median	Welsh Best Quartile	Target Set	Result (when available)	Target set (at EOY)	Welsh Median
PAM/012	Percentage of households successfully prevented from becoming homeless	65.1	59.5	**	64.8	71.2	62.0	41.0		
PAM/013	Percentage of empty private properties brought back into use	6.90	7.40	****	4.14	7.40	7.46	3.63		
PAM/015	The average number of calendar days taken to deliver a Disabled Facilities Grant	161	157	****	213	189	155	169		
PAM/023	The percentage of food establishments which are 'broadly compliant' with food hygiene standards	97.91	95.77	****	95.49	96.96	93.00			
PAM/036	Number of additional affordable housing units	New	15.4				10.5			

Definition / Measure Reference (abbreviated definition is fine)		2017/2018	2018/19				2019/20		2020/21	Cost Measure (£)
				All Wales Comparative data						
		Our Result	Our Result	Quartile * to ****	Welsh Median	Welsh Best Quartile	Target Set	Result (when available)	Target set (at EOY)	Welsh Median
	delivered per 10,000 households									
PAM/038	Percentage of homes that meet the Welsh Housing Quality Standard (WHQS)	New	100.0				100.0			

Integrated Services (Older Persons & Physical Disabilities) Services

Definition / Measure Reference (abbreviated definition is fine)		2017/2018	2018/19				2019/20		2020/21	Cost Measure (£)
				All Wales Comparative data						
		Our Result	Our Result	Quartile * to ****	Welsh Median	Welsh Best Quartile	Target Set	Result (when available)	Target set (at EOY)	Welsh Median
PAM/024	Percentage of adults satisfied with their care and support	86.8	84.6				N/A			
PAM/025	Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+	2.50	4.21			3.32	2.90	3.45		
PAM/026	Percentage of carers that feel supported	69.0	64.4				N/A			

Local Government Performance 2018-19

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" (www.mylocalcouncil.info)

Public Accountability Measures (PAM)

The table below shows the following information on measures that all 22 councils in Wales have to collect:- • Our 2018/19 result and whether it has improved on our 2017/18 result • Our quartile (star rating) compared to other Council's in Wales • Our Rank position for 2018/19 compared to our Rank position for 2017/18

	The measures published by all councils in Wales	Has our result improved from 2017/18 to 2018/19: Our 2018/19 result	Improved ↑ Standstill ←→ Declined ↓	How good is our 2018/19 result? ★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★ = Top (Best)	22nd 21st 20th 19th 18th 17th 16th 15th 14th 13th 12th (Worst results)	11th 10th 9th 8th 7th 6th 5th 4th 3rd 2nd 1st (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)*	59.5	↓	★★	48.9	82.4
	WBO7 - Increase the availability of rented and affordable homes					
9	% Private sector dwellings returned to occupation *(PAM/013)*	7.40	↑	★★★★	0.57	Same 14.07
10	Number of new homes created as a result of bringing empty properties back into use *(PAM/014)*	7	Not applicable	Not applicable	No comparative data available for this measure	
11	Number of additional affordable housing units delivered per 10,000 households *(PAM/036)*	15.4	↑	Due November 2019		
13	% of homes that meet the Welsh Housing Quality Standard (WHQS) *(PAM/038)*	100.00	←→	Due November 2019		
14	% of rent lost due to properties being empty *(PAM/039)*	2.9	↓	★	Comparative data only available for 10 authorities.	
	WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity)					
15	% of Quality Indicators (with targets) achieved by the library service *(PAM/040)*	97.5	↑	Due November 2019		
16	Visits to Sport & Leisure facilities per 1000 population *(PAM/017)*	8,401	↓	★★	5201	13340
17	% of people referred to the National Exercise Referral scheme that complete the 16 week programme *(PAM/041)*	55.1	↑	Due December 2019		

Arrows start from our 2017/18 position to our 2018/19 position

Public Accountability Measures (PAM)

The table below shows the following information on measures that all 22 councils in Wales have to collect:- • Our 2018/19 result and whether it has improved on our 2017/18 result • Our quartile (star rating) compared to other Council's in Wales • Our Rank position for 2018/19 compared to our Rank position for 2017/18

	The measures published by all councils in Wales	Has our result improved from 2017/18 to 2018/19		How good is our 2018/19 result?	22nd 21st 20th 19th 18th 17th 16th 15th 14th 13th 12th 11th 10th 9th 8th 7th 6th 5th 4th 3rd 2nd 1st
		Our 2018/19 result	Improved ↑ Standstill ←→ Declined ↓	★ = Bottom (Worst) ★★ = Bottom to Middle ★★★ = Middle to top ★★★★ = Top (Best)	Worst results — Best Results; Arrows start from our 2017/18 position to our 2018/19 position
	WBO8 - Help people live healthy lives (Tackling risky behaviour and Adult obesity)				
18	% of NERS clients whose health had improved on completion of the exercise programme *(PAM/042)*	Result not available	Not applicable	Due December 2019	
19	% Food establishments that meet food hygiene standards *(PAM/023)*	95.77	↓	★★★	92.28 … 99.19
	WBO10 - Support the growing numbers of older people to maintain dignity and independence in their later years				
20	Days taken to deliver a Disabled Facilities Grant *(PAM/015)*	157	↑	★★★	298 … 126
21	Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ *(PAM/025)*	4.21	↓	Not applicable	No comparative data published for this measure
22	Percentage of adults satisfied with their care and support *(PAM/024)*	84.6	↓	Not applicable	No comparative data published for this measure
23	Percentage of carers that feel supported *(PAM/026)*	64.4	↓	Not applicable	No comparative data published for this measure

Please note that not all Well-being Objectives (WBO) have allocated National Measure(s)
An explantion on all of the above results can be viewed on the relevant Well-being Objective *links to detail progress reports*.

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

- 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
- The Parliamentary Review
- A Healthier West Wales
- 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)

Appendix1

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."*

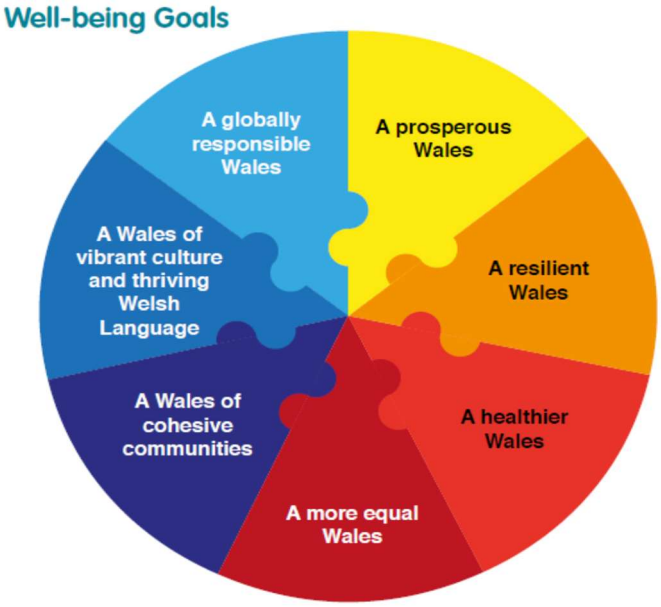
B. The Five Ways of Working required by the Act

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.



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 Edwards								✓	✓	✓	✓				
	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**

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	• 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: - 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	• 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

			reduce and delay the development of care and support needs. • 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	Taking an **integrated** approach so that we look at all well- being goals and objectives of other services and partners	Strong	• A CSSIW inspection (July 2016) recognised - 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: - Information, Advice and Assistance - Integration of mental health and learning disabilities - Integrated systems (WCCIS) - Pooled budget arrangements - Integrated commissioning arrangements
D	**Collaboration -** Working with others in a collaborative way to find shared sustainable solutions	Strong	'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: 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. • 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: - 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	**Involvement** a diversity of population in decisions that affect them	Partial	• 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. • 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.

PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD
22ain IONAWR 2020

Adroddiad Monitro Cyllideb Cyfalaf a Refeniw 2019/20

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Bod y Pwyllgor Craffu yn derbyn yr Adroddiad Monitro Cyllideb ar gyfer y Gwasanaethau Gofal Cymdeithasol ac Iechyd ac yn ystyried y sefyllfa cyllidebol.

Rhesymau:

- I ddatgan sefyllfa bresennol y gyllideb i'r Pwyllgor ar 31ain Hydref 2019, ynglyn â 2019-20.

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 Cyfarwyddwr y Gwasanaeth:** Chris Moore **Awdur yr adroddiad:** Chris Moore	**Swydd:** Cyfarwyddwr y Gwasanaethau Corfforaethol	**Rhif Ffôn / Cyfeiriad E-bost:** 01267 224120 CMoore@sirgar.gov.uk

EXECUTIVE SUMMARY

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
22nd JANUARY 2020

Revenue & Capital Budget Monitoring Report 2019/20

The Financial Monitoring Report is presented as follows :

Revenue Budgets

Appendix A
Summary position for the Social Care and Health Scrutiny Committee. Services within the Social Care and Health Scrutiny remit are forecasting a £986k overspend.

Appendix B
Report on Main Variances on agreed budgets.

Appendix C
Detailed variances for information purposes only.

Capital Budgets

Appendix D
Details the main variances, which shows a forecasted net spend of £419k compared with a working net budget of £415k giving a £4k variance. The variance will be incorporated into future year's budgets.

Appendix E
Details a full list of schemes.

Savings Monitoring

Appendix F
The savings monitoring report.

DETAILED REPORT ATTACHED?	**YES –** ***A list of the main variances is attached to this report***

IMPLICATIONS

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

Signed: Chris Moore Director of Corporate Services

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

3. Finance

Revenue – The Social Care & Health Service is projecting that it will be over its approved budget by £986k.

Capital – The capital programme shows a net variance of £4k against the 2019/20 approved budget.

Savings Report

The expectation is that at year end £392k of Managerial savings put forward for 2019/20 will not have been delivered however, Policy savings are projected to be on target.

CONSULTATIONS

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

Signed: Chris Moore Director of Corporate Services

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

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

THESE ARE DETAILED BELOW:

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

Mae'r dudalen hon yn wag yn fwriadol

APPENDIX A

Social Care & Health Scrutiny Report
Budget Monitoring as at 31st October 2019 - Summary

Division	Working Budget				Forecasted				October 2019 Forecasted Variance for Year £'000	August 2019 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000		
Adult Services										
Older People	57,654	-24,194	2,658	36,117	58,066	-23,822	2,657	36,901	784	675
Physical Disabilities	7,887	-1,751	204	6,340	8,522	-2,266	204	6,460	120	52
Learning Disabilities	38,850	-9,541	1,294	30,603	38,336	-9,002	1,294	30,628	25	39
Mental Health	9,513	-3,803	237	5,947	9,185	-3,443	237	5,979	32	37
Support	6,996	-4,865	1,002	3,133	7,019	-4,862	1,002	3,158	26	12
GRAND TOTAL	**120,900**	**-44,155**	**5,394**	**82,140**	**121,127**	**-43,395**	**5,394**	**83,126**	**986**	**816**

APPENDIX B

Social Care & Health Scrutiny Report

Budget Monitoring as at 31st October 2019 - Main Variances

Division	Working Budget		Forecasted		October 2019	Notes	August 2019
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
Adult Services							
Older People							
Older People - LA Homes	7,620	-4,830	7,834	-4,816	228	Additional cost due to higher dependency levels/increased occupancy rates/use of agency staff to meet statutory duty. Review currently being undertaken in relation to Residential Care future staffing levels	208
Older People - Private/ Vol Homes	22,699	-13,064	23,038	-13,190	213	Performance data shows increased demographic pressure on demand in line with national information that shows a year on year increase in Older People of 3.4%pa. Preventative work continues to be reviewed to mitigate the effects of this.	179
Older People - Extra Care	759	0	825	0	65	Cwm Aur contract - savings proposals in previous years only partially delivered	61
Older People - LA Home Care	7,236	0	7,331	0	95	Efficiency issues around sickness rates/hours delivered impacting on additional spend. Balance between continuity of care and increased efficiency being worked on	6
Older People - Private Home Care	8,338	-2,473	8,338	-2,331	142	There has been a significant increase in demand for domiciliary care that has only been partly offset by a fall in residential care placements. There is significant departmental work to monitor and manage demand by audit assessment practice and by continuing to promote independent living through Integrated Care Fund initiatives such as Releasing Time to Care resulting in lower demand eg for double handed care packages. We are currently reviewing whether this initiative requires additional resources to yield the necessary financial savings	245
Physical Disabilities							
Phys Dis - Commissioning & OT Services	613	-108	525	-88	-68	Vacancies within the Occupational Therapy Team: 1FTE Senior Practitioner; 1.5FTE Occupational Therapy Assistant; 1FTE Occupational Therapist offset by payments for Rotational Occupation Therapy from Hywel Dda	-61
Phys Dis - Direct Payments	2,685	-566	2,835	-566	150	Increase in take up of DP related to right of service user to request as alternative to regulated provision	147

APPENDIX B

Social Care & Health Scrutiny Report

Budget Monitoring as at 31st October 2019 - Main Variances

Division	Working Budget		Forecasted		October 2019	Notes	August 2019
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
Learning Disabilities							
Learn Dis - Employment & Training	1,305	-203	1,298	-124	72	Overspend on staffing in Coleshill Day Centre £30k due to complexity of clients. Proposal 'Collaboration with social enterprise for craft / Reprovision of a day centre / transport' is likely to be deliver full year savings in 2020-2021	136
Learn Dis - Direct Payments	3,548	-537	3,604	-537	56	Increase in take up of DP related to right of service user to request as alternative to regulated provision	40
Other Variances - Adult Services					31		-144
Grand Total					**986**		**816**

APPENDIX C

Social Care & Health Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Monitoring

Division	Working Budget				Forecasted				October 2019	Notes	August 2019
	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
Adult Services											
Older People											
Older People - Commissioning	3,700	-711	463	**3,452**	3,566	-549	463	**3,480**	**28**		**-43**
Older People - LA Homes	7,620	-4,830	933	**3,722**	7,834	-4,816	933	**3,951**	**228**	Additional cost due to higher dependency levels/increased occupancy rates/use of agency staff to meet statutory duty. Review currently being undertaken in relation to Residential Care future staffing levels	**208**
Older People - Supported Living	93	0	0	**93**	93	0	0	**93**	**0**		**0**
Older People - Private/ Vol Homes	22,699	-13,064	246	**9,880**	23,038	-13,190	246	**10,094**	**213**	Performance data shows increased demographic pressure on demand in line with national information that shows a year on year increase in Older People of 3.4%pa. Preventative work continues to be reviewed to mitigate the effects of this.	**179**
Older People - Private Day Care	27	0	0	**27**	50	0	0	**50**	**22**		**0**
Older People - Extra Care	759	0	10	**769**	825	0	10	**835**	**65**	Cwm Aur contract - savings proposals in previous years only partially delivered	**61**
Older People - LA Home Care	7,236	0	385	**7,621**	7,331	0	385	**7,716**	**95**	Efficiency issues around sickness rates/hours delivered impacting on additional spend. Balance between continuity of care and increased efficiency being worked on	**6**
Older People - MOW's	5	-6	0	**-1**	6	-6	0	**0**	**1**		**0**
Older People - Direct Payments	1,072	-293	4	**783**	1,066	-293	4	**776**	**-6**		**-0**
Older People - Grants	463	-179	12	**296**	277	0	12	**289**	**-7**		**-1**
Older People - Private Home Care	8,338	-2,473	110	**5,974**	8,338	-2,331	110	**6,116**	**142**	There has been a significant increase in demand for domiciliary care that has only been partly offset by a fall in residential care placements. There is significant departmental work to monitor and manage demand by audit assessment practice and by continuing to promote independent living through Integrated Care Fund initiatives such as Releasing Time to Care resulting in lower demand eg for double handed care packages. We are currently reviewing whether this initiative requires additional resources to yield the necessary financial savings	**245**
Older People - Ssmmss	934	-171	186	**949**	930	-163	186	**953**	**4**		**0**
Older People - Careline	1,845	-1,948	103	**-0**	1,845	-1,948	103	**-0**	**-0**		**0**
Older People - Enablement	1,805	-444	108	**1,470**	1,773	-444	108	**1,438**	**-32**		**-5**
Older People - Day Services	1,058	-74	97	**1,081**	1,095	-81	97	**1,111**	**30**		**25**
Older People Total	**57,654**	**-24,194**	**2,658**	**36,117**	**58,066**	**-23,822**	**2,657**	**36,901**	**784**		**675**

APPENDIX C

Social Care & Health Scrutiny Report
Budget Monitoring as at 31st October 2019 - Detail Monitoring

Division	Working Budget				Forecasted				October 2019	Notes	August 2019
	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
Physical Disabilities											
Phys Dis - Commissioning & OT Services	613	-108	42	**547**	525	-88	42	**479**	**-68**	Vacancies within the Occupational Therapy Team: 1FTE Senior Practitioner; 1.5FTE Occupational Therapy Assistant; 1FTE Occupational Therapist offset by payments for Rotiaional Occupation Therapy from Hywel Dda	**-61**
Phys Dis - Private/Vol Homes	1,588	-430	6	**1,164**	1,545	-389	6	**1,163**	**-2**		**11**
Phys Dis - Group Homes/Supported Living	1,058	-163	24	**918**	1,061	-163	24	**922**	**4**		**-1**
Phys Dis - Community Support	195	0	1	**196**	229	0	1	**230**	**35**		**-19**
Phys Dis - Private Home Care	315	-87	0	**228**	315	-87	0	**228**	**0**		**0**
Phys Dis - Aids & Equipment	1,094	-397	120	**817**	1,670	-973	120	**817**	**-0**		**-9**
Phys Dis - Grants	167	0	0	**167**	168	0	0	**168**	**1**		**-16**
Phys Dis - Direct Payments	2,685	-566	11	**2,130**	2,835	-566	11	**2,280**	**150**	Increase in take up of DP related to right of service user to request as alternative to regulated provision	**147**
Phys Dis - Manual Handling	4	0	0	**4**	4	0	0	**4**	**-0**		**0**
Phys Dis - Independent Living Fund	169	0	0	**169**	169	0	0	**169**	**-0**		**0**
Physical Disabilities Total	**7,887**	**-1,751**	**204**	**6,340**	**8,522**	**-2,266**	**204**	**6,460**	**120**		**52**
Learning Disabilities											
Learn Dis - Employment & Training	1,305	-203	371	**1,473**	1,298	-124	371	**1,545**	**72**	Overspend on staffing in Coleshill Day Centre £30k due to complexity of clients. Proposal 'Collaboration with social enterprise for craft / Reprovision of a day centre / transport' is likely to be deliver full year savings in 2020-2021	**136**
Learn Dis - Commissioning	926	0	113	**1,039**	929	0	113	**1,041**	**3**		**-9**
Learn Dis - Private/Vol Homes	10,798	-2,788	82	**8,092**	10,492	-2,489	82	**8,086**	**-6**		**-11**
Learn Dis - Direct Payments	3,548	-537	0	**3,011**	3,604	-537	0	**3,067**	**56**	Increase in take up of DP related to right of service user to request as alternative to regulated provision	**40**
Learn Dis - Group Homes/Supported Living	9,337	-2,189	46	**7,193**	9,337	-2,189	46	**7,193**	**-0**		**37**
Learn Dis - Adult Respite Care	951	-812	110	**249**	921	-812	110	**220**	**-29**		**-58**
Learn Dis - Home Care Service	316	-151	0	**165**	316	-151	0	**165**	**0**		**-0**
Learn Dis - Day Services	3,740	-457	362	**3,646**	3,702	-443	362	**3,621**	**-25**		**-11**
Learn Dis - Transition Service	592	0	85	**677**	550	0	85	**635**	**-41**		**-87**
Learn Dis - Community Support	3,477	-156	17	**3,339**	3,478	-156	17	**3,339**	**0**		**4**
Learn Dis - Grants	412	0	3	**415**	412	0	3	**415**	**0**		**0**
Learn Dis - Adult Placement/Shared Lives	3,048	-2,250	60	**859**	2,895	-2,102	60	**853**	**-6**		**8**
Learn Dis/M Health - Ssmss	403	0	45	**448**	404	0	45	**448**	**0**		**-9**
Learn Dis - Independent Living Fund	-2	0	0	**-2**	-0	0	0	**-0**	**1**		**0**
Learning Disabilities Total	**38,850**	**-9,541**	**1,294**	**30,603**	**38,336**	**-9,002**	**1,294**	**30,628**	**25**		**39**

APPENDIX C

Social Care & Health Scrutiny Report

Budget Monitoring as at 31st October 2019 - Detail Monitoring

Division	Working Budget				Forecasted				October 2019	Notes	August 2019
	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non-controllable £'000	Net £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
Mental Health											
M Health - Commissioning	858	-80	70	**849**	886	-70	70	**886**	**38**		**25**
M Health - Private/Vol Homes	6,101	-3,036	51	**3,116**	5,768	-2,697	51	**3,123**	**6**		**0**
M Health - Group Homes/Supported Living	1,216	-402	4	**818**	1,216	-402	4	**818**	**-0**		**6**
M Health - Direct Payments	135	-43	1	**93**	160	-43	1	**118**	**24**		**0**
M Health - Community Support	553	-73	9	**488**	516	-73	9	**452**	**-37**		**4**
M Health - Day Services	215	-11	52	**257**	214	-0	52	**266**	**9**		**13**
M Health - Private Home Care	81	-27	0	**54**	81	-27	0	**54**	**0**		**0**
M Health - Substance Misuse Team	354	-132	50	**272**	345	-132	50	**263**	**-9**		**-11**
Mental Health Total	**9,513**	**-3,803**	**237**	**5,947**	**9,185**	**-3,443**	**237**	**5,979**	**32**		**37**
Support											
Departmental Support	2,299	-2,082	714	**931**	2,308	-2,082	714	**940**	**9**		**-14**
Performance, Analysis & Systems	419	-39	51	**430**	420	-39	51	**431**	**1**		**1**
VAWDASV	319	-313	0	**6**	319	-313	0	**6**	**-0**		**0**
Adult Safeguarding & Commissioning Team	1,382	-21	130	**1,490**	1,394	-18	130	**1,506**	**16**		**19**
Regional Collaborative	1,183	-746	19	**456**	1,183	-746	19	**456**	**0**		**-6**
Holding Acc-Transport	1,394	-1,663	88	**-181**	1,394	-1,663	88	**-181**	**-0**		**11**
Support Total	**6,996**	**-4,865**	**1,002**	**3,133**	**7,019**	**-4,862**	**1,002**	**3,158**	**26**		**12**
TOTAL FOR SOCIAL CARE & HEALTH SERVICE	**120,900**	**-44,155**	**5,394**	**82,140**	**121,127**	**-43,395**	**5,394**	**83,126**	**986**		**816**

APPENDIX D

Capital Programme 2019/20

Capital Budget Monitoring - Report for October 2019 - Main Variances

	Working Budget			Forecasted				
DEPARTMENT/SCHEMES	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000	Variance for Year £'000	Comment
COMMUNITIES								
- Social Care	**626**	**-211**	**415**	**630**	**-211**	**419**	**4**	No Major Variances.

Mae'r dudalen hon yn wag yn fwriadol

APPENDIX E

Social Care

Capital Budget Monitoring - Scrutiny Report for October 2019

		Working Budget			Forecasted				
Scheme	Target Date for Completion	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000	Variance for year £'000	Comment
Swansea Bay City Region Projects	**Ongoing**	**0**	**0**	**0**	**2**	**0**	**2**	**2**	
Learning Disabilities Accomodation Developments	**Mar-21**	**75**	**0**	**75**	**75**	**0**	**75**	**0**	
Extra Care Schemes		**340**	**0**	**340**	**342**	**0**	**342**	**2**	
Cartref Cynnes Development Carmarthen	Completed	330	0	330	330	0	330	0	
Ty Dyffryn Development Ammanford	Completed	10	0	10	12	0	12	2	
Intermediate Care Fund (ICF) - Discretionery Capital	**Mar-20**	**211**	**-211**	**0**	**211**	**-211**	**0**	**0**	
NET BUDGET		**626**	**-211**	**415**	**630**	**-211**	**419**	**4**	

Mae'r dudalen hon yn wag yn fwriadol

2019-20 Savings Monitoring Report
Social Care & Health Scrutiny Committee
22nd January 2020

1 Summary position as at : 31st October 2019 £392 k variance from delivery target

	2019-20 Savings monitoring		
	2019-20 Target £'000	2019-20 Delivered £'000	2019-20 Variance £'000
Communities (Social Care & Health Services)	3,192	2,800	392
	3,192	**2,800**	**392**

2 Analysis of delivery against target for managerial and policy decisions:

Managerial	£392 k	Off delivery target
Policy	£0 k	ahead of target

	MANAGERIAL			POLICY		
	2019-20 Target £'000	2019-20 Delivered £'000	2019-20 Variance £'000	2019-20 Target £'000	2019-20 Delivered £'000	2019-20 Variance £'000
Communities (SC&H Services)	2,962	2,570	392	230	230	0
	2,962	**2,570**	**392**	**230**	**230**	**0**

3 **Appendix F(i)** : Savings proposals not on target

Appendix F(ii) : Savings proposals on target (for information)

MANAGERIAL - OFF TARGET

Department	2018-19 Budget £'000	FACT FILE	'2019-20 Proposed £'000	'2019-20 Delivered £'000	'2019-20 Variance £'000	EFFICIENCY DESCRIPTION	REASON FOR VARIANCE
Communities Total							
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 Road and vacate the premises at Cross Hands.	216	116	100	Collaboration with social enterprise for craft / Reprovision of a day centre / transport	Work ongoing to deliver this saving proposal. All transport arrangements have been reviewed and reduced where appropriate to do so and work has taken place with Commissioners to ensure all new transport arrangements are efficient as possible for new people accessing services. We have worked with all stakeholders to re-provide one day service, this move will be complete on the 31st Dec. Whilst work continues towards a collaborative social enterprise to modernise our enterprise projects however, due to the management restructure needed to facilitate this we will not deliver on this until 20/21. The management restructure will be complete by the end Jan 2020 pending successful recruitment into key posts.
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	0	60	Residential Care Moving 6 S.U out to Adult Placements	Work ongoing to assess and identify suitable older people to be placed in Shared Lives Placements. Original savings proposal unlikely to deliver full year benefit in 2019-2020. Shared Lives service has undertaken a review of their purpose and performance during 2019-2020 which has impacted on the opportunity to develop the saving proposal but work is planned for early in 2020 to engage the Shared Lives service with the Community Resource Teams.
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	60	60	Stepping down 9 individuals from residential care into Shared Lives settings £1000-£350 = £650pw, £300k (half year effect = £150k)	Work ongoing to assess and identify suitable people with learning disabilities / mental health to be placed in Shared Lives Placements. Original savings proposal unlikely to deliver full year benefit in 2019-2020.
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	30	11	Conversion of residential placements into Supported Living for 6 individuals Based on evidence of Y BWA project in February 2018	A comprehensive plan is in place to progress this will an estimated 3 projects due to complete by the end of 2019-2020 - full year effect will benefit next financial year where more projects are also scheduled to be delivered.
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	10	16	Domiciliary Care - introduction of new IT system - Reduction in stationery/postage costs	New IT system in place later than anticipated - partial savings in year
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	20	100	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.	New IT system in place later than anticipated - partial savings in year. The service continues to balance continuity of care, logistics, safety of provision, increased service provision following the collapse of Allied as a provider, and individuals and families preferences which affects the ability to deliver efficiencies through use of the IT system. Work is ongoing to improve this.
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	0	45	Domiciliary Care - introduction of new IT system - 10% reduction in mileage costs due to better rostering planning	New IT system in place later than anticipated - partial savings in year
Communities Total			**628**	**236**	**392**		

POLICY - OFF TARGET

Department	18-19 Budget £'000	FACT FILE	'2019-20 Proposed £'000	'2019-20 Delivered £'000	'2019-20 Variance £'000	EFFICIENCY DESCRIPTION	REASON FOR VARIANCE

NOTHING TO REPORT

Department	2018-19 Budget £'000	FACT FILE	'2019-20 Proposed £'000	'2019-20 Delivered £'000	'2019-20 Variance £'000	EFFICIENCY DESCRIPTION
MANAGERIAL - ON TARGET						
Communities						
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	298	0	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	0	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	0	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	164	0	Rightsizing of long term care packages for new clients discharged from hospital, including improved reablement
Care Management		TEXT NEEDED	60	60	0	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	94	0	Domiciliary Care Halve the number of small packages of care by 2020
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	150	0	Residential Care Manage Demand from hospital inc CHC + Out of County placement
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	255	0	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	195	0	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
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	300	0	Review existing and new joint funded service users to ensure correct CHC contribution
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 sevices in partnership with adult services within Coleshill and Manor rd and vacate the premisis at Crosshands.	138	138	0	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	60	0	Improved commissioning framework for LD Community Services
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	0	Care Homes Voids - Quicker turnaround of empty beds in Care Homes, increasing availability and not buying care home placements from private sector.

Department	2018-19 Budget £'000	FACT FILE	'2019-20 Proposed £'000	'2019-20 Delivered £'000	'2019-20 Variance £'000	EFFICIENCY DESCRIPTION
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	0	Care Homes - convalescence beds - Additional income received from remaining 12 convalescence beds in Care Homes
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 llanelli, 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	0	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	15	0	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	18	0	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	0	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	0	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	15	0	Reduce staff travelling budget
Grants to Voluntary Organisations	211	Provision of grants to Voluntary Organisations related to support provided to older people	17	17	0	No inflation for voluntary organisations
Total - Communities			**2,334**	**2,334**	**0**	

Communities Total	**2,334**	**2,334**	**0**

POLICY - ON TARGET

Communities

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 llanelli, 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	0	Redevelopment and expansion of Llys y Bryn (continuation of relocating day service provision to Y Bwthyn / Coleshill)
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 sevices in partnership with adult services within Coleshill and Manor rd and vacate the premises at Crosshands.	120	120	0	Cease provision of one LD Day Services which used to provide catering training - no service users affected
Third Sector Contracts	447	Provision of grants to voluntary organisations relating to support for people with learning disabilities and mental health	50	50	0	More strategic approach and collaboration between third sector providers

Communities Total	**230**	**230**	**0**

EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS

SCRUTINY COMMITTEE : **SOCIAL CARE & HEALTH**

DATE OF MEETING : **22ND JANUARY, 2020**

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
LEARNING DISABILITY STRATEGY (2018/2023)	Chris Harrison, Head of Joint Strategic Commissioning, Pembrokeshire & Carmarthenshire County Council	The feedback on the draft strategy has been collated and the draft strategy is currently being revised to include the consultation feedback. It would seem more appropriate to defer this item until the March Scrutiny in order that we may present the final report and associated action plan for Scrutiny's consideration. We hope this request will meet with Scrutiny approval.	5th March 2020
SERVICES AND SUPPORT FOR CHILDREN AND YOUNG PEOPLE (MULTI AGENCY FORUM UPDATE)	Avril Bracey, Head of Mental Health, Learning Disabilities & Safeguarding	The Forum hosted a multi-agency event in November 2019 which was well attended by all partners and received very positive feedback. The forum is meeting next on 11th Feb 2020 to review the conference and to agree an action plan. It would therefore be more appropriate to defer this item until March so that we can present our action plan and priorities. I hope this request meets with Scrutiny's approval.	15th April 2020

Mae'r dudalen hon yn wag yn fwriadol

PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD
22AIN IONAWR, 2019

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: Emma Bryer	Swyddog Gwasanaeth Democrataidd	01267 224029 ebryer@sirgar.gov.uk

EXECUTIVE SUMMARY

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
22ND JANUARY, 2020

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**

Cyngor Sir Gâr Carmarthenshire County Council
EICH CYNGOR arleinamdani
www.sirgar.llyw.cymru
YOUR COUNCIL doitonline
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: 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?CommitteeId=169

Mae'r dudalen hon yn wag yn fwriadol

Social Care and Health Scrutiny Committee Actions 2018-2019

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.	**11/02/19** - Julia Wilkinson gave a presentation to Committee at its meeting on 22nd November, 2018.	Neil Edwards	**COMPLETED**
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**
SC&H 004-18/19	22nd November 2018	**Action**	**Revenue and Capital Budget Monitoring Report** - The Committee to be provided with details via e-mail in relation to the shortfall in income at Blas Myrddin. (report shows a shortfall of £20k against budget).	**06/02/19 -** update requested. **18/03/19 -** update requested. **21/05/19 -** update requested. **10/07/19** - update requested. **06/08/19** - Randal Hemingway - I'm not sure about the discussion on this, but if members are looking for information in relation to the service itself, this shouldn't be coming Andrea. **06/08/19** - emailed Avril Bracey for update. **07/01/20 -** update requested. **08/01/20** - I am pretty sure we responded to this one at the time. I recall explaining that a more business approach was required in terms of pricing and portion control and also foot fall .	~~Andrea Thomas~~ / Avril Bracey	**COMPLETED**
SC&H 005-18/19	17th December 2018	**Action**	**Revenue Budget Strategy Consultation 2019/20 to 2021/22 -** The Committee to be provided with details via e-mail in relation to the functions that efficiencies would impact on.	**06/02/19 -** update requested. **18/03/19 -** update requested. **22/05/19** - email received - This query is answered by the managerial savings proposals which full council approved in February – they can be seen on p.6-9 of the link below: http://democracy.carmarthenshire.gov.wales/documents/s28836/Appendix%20B-%20Savings%20Proposals.pdf	Randal Hemingway	**COMPLETED**
SC&H 006-18/19	17th December 2018	**Action**	**Revenue Budget Strategy Consultation 2019/20 to 2021/22 -** Report to be presented to the Committee in relation to the review of intermediate care.	**11/02/19** -Report to be added to the FWP. **17/04/19 -** To be added to FWP by SC&H Committee. **20/05/19** - Added to **development session 24/09/2019.**	SC&H Committee / Neil Edwards	**COMPLETED**

Social Care and Health Scrutiny Committee Actions 2018-2019

SC&H 007-18/19	17th December 2018	**Action**	**Revenue Budget Strategy Consultation 2019/20 to 2021/22 -** Committee to be provided with the outcome of the joint NHS Summit.	**12/02/19 -** As Interim Head of Integrated Services, responsible for both local authority social care and Hywel Dda University Health Board community nursing care provision in Carmarthenshire, the interim Head considers that a meeting to discuss the complex and periodically contentious issues that arise from the NHS Continuing Care would be best considered and progressed through a joint meeting of relevant officers from both the three local authorities and the Health Board. The interim Head is seeking to convene this meeting before the end of the financial year and will provide an update to the Committee as required. [**ADDED TO FWP SEPT 2019]**	Neil Edwards	**COMPLETED**
SC&H 008-18/19	17th December 2018	**Action**	**Revenue Budget Strategy Consultation 2019/20 to 2021/22 -** Committee to be provided via email details of that "other' detailed in Appendix A Earmarked Reserves Table includes.	**06/02/19 -** update requested. **18/03/19 -** update requested. **21/05/19** - update requested. **10/07/19** - update requested. **06/08/19** - please can you circulate the attached unaudited statement of accounts, directing members to page 6.23 on page 82 of the document, page 84 of the pdf.	Randal Hemingway	**COMPLETED**
SC&H 009-18/19	17th December 2018	**Action**	**Communities Department Draft Business Plan 2019/20 - 2022 -** Committee to be provided via email clarification of the dates for the development of the new Wellness Village in Llanelli.	**12/02/19** - We are still working towards a completion date of September 2021, as things stand, however, programme could change with planning approval etc.	Avril Bracey / Ian Jones	**COMPLETED**
SC&H 010-18/19	23rd January 2019	**Action**	**Regional & Partnership Update** Provide a copy of the position statement to the committee in response to comments made by the Commissioner regarding the quality of Advocacy service in Wales.	**12/02/19** - Added to FWP for Chris to deliver presentation to the Scrutiny Committee on the 17/04/19.	Chris Harrison	**COMPLETED**
SC&H 011-18/19	23rd January 2019	**Action**	**Regional & Partnership Update** Update the Committee on the work due to be done regarding living units for people with learning disabilities.	**05/04/19** - Report to be provided for the Committee following approval of Capital ICF schemes by Welsh Government in May 2019. **17/04/19** - To be added to FWP by SC&H Committee. **20/05/19** - **Committee agreed to receive the report via email.** **10/07/19** - update requested. **26/09/19** - update requested. **07/01/20** - update requested.	Martyn Palfreman	**OUTSTANDING**

Social Care and Health Scrutiny Committee Actions 2018-2019

SC&H 012-18/19	23rd January 2019	**Recommendation**	**Regional & Partnership Update** The Committee recommends that the Planning Department collaborates with the Regional Partnership Board to consider the housing requirements of Health Board staff in the LDP. Committee to be provided with an update.	**05/04/19** - Initial meeting held on 3 April 2019 between Head of Planning, Forward Planning Manager and Head of Regional Collaboration to discuss opportunities for feeding likely housing requirements for health and care staff into the LDP review process. Mechanisms to be established to facilitate regular exchange between health, social care and planning colleagues to enable housing needs emanating from Hywel Dda University Health Board's Health and Care Strategy and forthcoming regional workforce strategy to be reflected in forward projections. This will also enable appropriate consideration of anticipated impact of future housing developments on demand for health and social care, and identification of opportunities for S106 funding to expand provision.	Llinos Quelch / Martyn Palfreman	**COMPLETED**
SC&H 013-18/19	23rd January 2019	**Action**	**Regional & Partnership Update** Invite the Red Cross to update the Committee on the work they do through Home from Hospital Service.	**06/02/19** - will arrange following completion of FWP. **17/04/19 -** To be added to FWP by SC&H Committee. **23/05/19** - emailed Martyn re contact details. Response received 14/06/19. **31/07/19** - emailed Debra Llewellyn as unable to contact via phone. Looking to schedule in March 2020. **31/07/09** - action now with Julia Wilkinson.	Julia Wilkinson	**IN PROGRESS**
SC&H 014-18/19	23rd January 2019	**Action**	**Regional & Partnership Update** Julia Wilkinson to present Carmarthen is Kind to the Committee.	**17/04/19 -** To be added to FWP by SC&H Committee. **20/05/19** - Added to development session 10/06/2019.	Julia Wilkinson / Emma Bryer	**COMPLETED**
SC&H 015-18/19	23rd January 2019	**Action**	**Revenue & Capital Monitoring Report 2018/19** Report to the Committee on the Workforce Development Plan and the Regional Partnership.	**29/01/19** - [EB] to be discussed at FWP Development / Planning session. **17/04/19 -** To be added to FWP by SC&H Committee. **20/05/19** - Developing & Sustaining the workforce item added to November Scrutiny.	SC&H Committee /Neil Edwards	**COMPLETED**

Social Care and Health Scrutiny Committee Actions 2018-2019

SC&H 016-18/19	23rd January 2019	**Action**	**Revenue & Capital Monitoring Report 2018/19** Group Accountant to raise concerns regarding Occupational Therapy vacancies with Head of Service and update the Committee accordingly.	**13/02/19** - I can advise that the Service Lead (Integrated) for Occupational Therapy (OT) has prioritised the recruitment of Occupational Therapists for both the local authority and Hywel Dda Health Board. Recruitment commenced in December in 2018 although no applications were received. A further recruitment wave is being undertaken in February and again in March 2019 and it is hoped that between our respective organisations, we will obtain a favourable number of applications given the importance of OT to improving people's outcomes.	Andrea Thomas / Neil Edwards	**COMPLETED**
SC&H 017-18/19	17th April 2019	**Action**	**Services & Support for Children & Young People with Mental Health Issues** Report to the Committee on Services & Support for Children & Young People / **Multi Agency Forum Update**.	**17/04/19** - added to FWP in January 2020.	Avril Bracey	**COMPLETED**
SC&H 018-18/19	17th April 2019	**Action**	**Services & Support for Children & Young People with Mental Health Issues** Clarification required on the timescales between referral to assessment and could a school refer a child directly to Children Services?	**17/04/19 - Response from Stefan Smith** The answer to that question is that they could. However, it is not likely that they would cross the threshold into the statutory service unless there were associated factors such as domestic abuse. They would go into TAF (Team Around the Family) and be dealt with by preventative services. Referral for assessments in the statutory service have clear timescales, as do the assessments themselves; in the preventative service there is no timescale but there are not significant delays in allocation.	Avril Bracey	**COMPLETED**
SC&H 019-18/19	17th April 2019	**Action**	**Prince Phillip Hospital Phlebotomy Service** Head of Integrated Services to raise the concerns regarding the Phlebotomy Service with the Local Health Board.	**24/05/19** - The General Manager has responded to the County Director to explain that a review is to be undertaken of phlebotomy services. The Interim Head of Integrated Services will continue to inquire on any developments and progress.	Neil Edwards	**COMPLETED**
SC&H 020-18/19	17th April 2019	**Action**	**Revenue & Capital Budget Monitoring Report 2018/19** Update required regarding concerns about the vacant Social Worker post in TTTs Community Resource Team.	**24/05/19** - Vacancies arise in each CRT and every effort is made to recruit as swiftly as possible. Approval from both the Director and Chief Executive offices is swift and HR processes equally prompt	Neil Edwards	**COMPLETED**

SC&H 021-18/19	17th April 2019	**Action**	**Performance Monitoring Report Q3** Explanation required on what amounts to a DTOC and how the figures were calculated. Were the figures actual for the month/year or per 1000 of the population.	**25/05/19** - The calculation is that we add up the total number of DTOC patients divide by the population over 75 living in Carmarthenshire (19247) x 10,000 which provides a figure e.g. 4.21 for end of 18/19 so the result is that the annual figure is 4.21 per 10,000 population aged 75+ (by LA of residence).	Neil Edwards	**COMPLETED**
SC&H 022-18/19	17th April 2019	**Action**	**Performance Monitoring Report Q3** Results of the Quality Assurance Questionnaire on the provision of day opportunities for older people to be circulated to the Committee.	**21/05/19 -** update requested. **10/07/19** - update requested. **26/09/19** - update requested. **22/10/19** - JM requested Heike Clarke to forward. **31/10/19** - document received and circulated to the Committee.	Jonathan Morgan	**COMPLETED**
SC&H 023-18/19	17th April 2019	**Action**	**Performance Monitoring Report Q3** Presentation to the Committee on the Healthier Wales Strategy - collaboration between Health, Housing & Leisure.	**17/04/19** - To be added to FWP by SC&H Committee. **20/05/19** - Added to 24th September development session.	Avril Bracey	**COMPLETED**

Mae'r dudalen hon yn wag yn fwriadol

Social Care and Health Scrutiny Committee Actions 2018-2019

Ref No	Meeting Date	Recommendation / Action / Referral	Description	Progress Update	Member / Officer	Status
SC&H 001-19/20	20/05/19	**Action**	**Revenue & Capital Budget Monitoring Report** Confirmation that recruitment for maternity cover of the Rehabilitation Officer post is being undertaken.	**10/07/19** - update requested. **06/08/19** - Randal Hemingway - this looks most definitely service related not finance related, so whilst Andrea may have presented the report, the info shouldn't be coming from her. **06/08/19** - referred to Neil Edwards. **06/08/19** - Neil confirmed that there are no Rehabilitation officers currently on maternity leave.	Neil Edwards.	**COMPLETED**
SC&H 002-19/20	20/05/19	**Action**	**Revenue & Capital Budget Monitoring Report** Position statement on the vacant Social Work Post required.	**10/07/19** - update requested. **06/09/19** - Neil advised that this would be discussed with Cllr. Tremlett in their 1:1 meeting in September. **23/10/19** - [NE] Cllr. Tremlett has a full grasp of our staffing position and in particular vacancies within the Community Resource Teams I can confirm also that we have social work vacancies, some related to maternity reasons, that are currently being recruited for or ones we are seeking approval to recruit. In addition, the department has agreed recently for a fast track recruitment process for certain high category posts. This includes both social workers and Occupational Therapists.	Cllr. J Tremlett / Neil Edwards	**COMPLETED**
SC&H 003-19/20	03/07/19	**Action**	**Annual report of the Statutory Director** SC&H Scrutiny Committee to advise the Director of Community Service what information they would like contained within the report on Delayed Transfer of Care.	**10/07/19** - update requested. **31/07/19** - details of report requirement sent to Neil. **06/08/19** - investigating which data can be provided as the data requested is primarily held in the Health Board system. **13/09/19** - report received.	Neil Edwards	**COMPLETED**
SC&H 004-19/20	24/09/19	**Action**	**REVENUE & CAPITAL BUDGET MONITORING REPORT 2019/20** Provide data on numbers, cost, location and breakdown of private residential care homes.	**25/09/19 -** Neil advised that he has already forwarded request to Avril.	Avril Bracey	**OUSTANDING**

Mae'r dudalen hon yn wag yn fwriadol

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
22ND January, 2020

FORTHCOMING ITEMS TO BE HELD ON
5th March, 2020 [10.00 A.M.]

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

Discussion Topic	Background	Reason for report
5 Year Capital Programme Budget Consultation	To provide members with an opportunity to consider and comment on the draft five-year capital programme	To undertake consultation with the Social Care & Health Scrutiny Committee on the five year Capital Programme.
Budget Monitoring 2019/20	This item enables members to undertake their monitoring role of the Health & Social Care revenue and capital budgets.	The Committee is being requested to scrutinise the budget information as part of their scrutiny role.
The Learning & Disability Strategy (2018-2023)	The draft strategy was presented to the Committee on the 19th April, 2018. The strategy has been updated and is being presented to the Committee for endorsement.	For Scrutiny to have an opportunity to comment on and endorse the strategy.
Draft Forward Work Programme 2020/21	In accordance with the Council's Constitution: **6.2 Generic Terms of Reference for all Scrutiny Committees** The Committee is required to develop and publish an annual forward work programme, identifying issues and reports to be considered during the course of a municipal year, taking into account the Council's Forward Work Programme.	The Committee is required to formally endorse its Forward Work Programme 2020/2021.

Actions & Referrals Update	Provide details on progress made in relation to actions and requests that arose at previous meetings.	To enable the Committee to scrutinise progress made in relation to actions and requests arising from previous meetings.

Items circulated to the Committee under separate cover since the last meeting
Older People Demographics – received via email 06/11/19.

The following document(s) attached for information
1. The latest version of the Social Care & Health Scrutiny Committee Forward Work Programme 2019/20 2. The latest version of the Executive Board Forward Work Programme 2019/20

SC&H Scrutiny Committee – Forward Work Programme 2019/20

20 May 19	10 June 19 Joint with E&PP	~~3 July 19~~ ~~Joint with E&CS~~ CANCELLED	3 July 19	24 September 19	21 November 19	~~17 December 19~~ (CANCELLED)	22 January 20	5 March 20	15 April 20
Adult Social Care Compliments & Complaints **End of Year** Report 2018/19	Area Planning Board's Drug & Alcohol Misuse Annual Report 2018	~~Draft Annual Report of the Statutory Director of Social Services 18/19~~	Draft Annual Report of the Statutory Director of Social Services 18/19	Q1 Performance Management Report for the Council's 2019/20 Wellbeing Objectives	Half Yearly Adult Social Care Compliments & Complaints Report 2019/20	~~Revenue Budget Consultation 2020/21 - 2022/23~~	~~Services & Support for Children & Young People (Multi Agency Forum Update)~~	Budget Monitoring 2019/20	Q3 Performance Management Report for the Council 2019/20 Well Being Objectives
Budget Monitoring 2018/19	Substance Misuse Service Annual Report 2017/18		Annual Report on the Wellbeing Objectives 2018/19	~~CIW Inspection of Older People Services~~	CIW Inspection of Older People Services	~~Communities Department Business Plan 2019/20 – 2022~~	~~Learning Disability Strategy (2018- 2023)~~	Learning Disability Strategy (2018- 2023)	Services & Support for Children & Young People (Multi Agency Forum Update)
			~~Compliments & Complaints End of Year Report 2018/19~~	Compliments & Complaints End of Year Report 2018/19	~~Developing & Sustaining the workforce~~ (December development session)	~~5 Year Capital Programme Budget Consultation~~	Communities Department Business Plan 2020 – 2023	Social Care & Health Scrutiny Forward Work Programme 2020/21	
			Annual Safeguarding Report	Budget Monitoring 2019/20	The Transformation Programme	~~Actions & Referrals Update~~	Revenue Budget Consultation 2020/21 - 2022/23	Actions & Referrals Update	
			End of Year Budget Monitoring	SC&H Scrutiny Committee Annual Report 2018/19	Budget Monitoring 2019/20		~~5 Year Capital Programme Budget Consultation~~	5 Year Capital Programme Budget Consultation	

20 May 19	10 June 19 Joint with E&PP	~~3 July 19~~ ~~Joint with E&CS~~ CANCELLED	3 July 19	24 September 19	21 November 19	~~17 December 19~~ (CANCELLED)	22 January 20	5 March 20	15 April 20
			Task & Finish Report - Loneliness	Actions & Referrals Update	~~Learning Disability Strategy (2018- 2023)~~		Budget Monitoring 2019/20		
			SC & Health Scrutiny Committee Forward Work Programme 2019/20				Actions & Referrals Update		

ITEMS CARRIED OVER FROM PREVIOUS WORK PROGRAMME:

- ~~End of Year Adult Social Care Compliments & Complaints End of Year Report 2018/19 [20th May]~~
- ~~Forward Work Programme Plan 2019/20 [3rd July]~~

ITEMS FOR JOINT MEETINGS IN 2019/20:

- ~~Area Planning Board's Drug & Alcohol Misuse Annual Report 2019 - (E&PP and Social Care & Health) - (May 2019)~~
- ~~Substance Misuse Service Annual Report 2018/19 - (E&PP and Social Care & Health) - (May 2019)~~

SITE VISITS:

TASK & FINISH REVIEW:

DEVELOPMENT SESSIONS:

~~10th June~~

- ~~Carmarthenshire is Kind (Action 014 18/19)~~

24th September – (afternoon)

- ~~Intermediate Care – Neil Edwards (Action 006 18/19)~~
- ~~Healthier Wales Strategy presentation – Avril Bracey (Action 023-18/19)~~
- ~~Update on Continuing Care / NHS Summit – Neil Edwards~~

17th December – (morning)

- ~~Fulfilled Lives (domiciliary care/dementia) – Neil Edwards~~
- ~~Social Prescribing – NeilEdwards~~
- ~~Workforce Development Plan / Developing & Sustaining the workforce – Neil Edwards~~
- ~~LDP Update (raised at FWP 20/05/19)~~

5th March 2020

- Red Cross Presentation on Home from Hospital Service (Action 013 18/19)
- Financial training session (Andrea Thomas)

REPORTS REQUESTED:

- Living Units for people with learning disabilities – Martyn Palfreman (Action 011 18/19) – **REPORT VIA E-MAIL**
- Services & Support for Children & Young People (Multi Agency Forum Update) (Action 017-18/19) Avril Bracey (April 2020)
- ~~Workforce Development Plan / Developing & Sustaining the workforce – Neil Edwards (December Development Session)~~
- ~~DTOC Report (Action 003-19/20) Neil Edwards (received September and circulated via email)~~

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

Introduction

This plan is published to encourage and enable greater understanding between the Executive, all Councillors, the public and other stakeholders. It assists the Scrutiny Committees in planning their contribution to policy development and holding the executive to account.

The plan gives the public and stakeholders a chance to see the forthcoming major decisions to be made by the Executive Board over the next 12 months. It is reviewed and published quarterly to take account of changes and additional key decisions.

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
QUARTERLY PERFORMANCE REPORT	Wendy Walters Chief Executive	HR	Yes	N/A
STRATEGIC EQUALITIES REPORT	Wendy Walters, Chief Executive/Gwyneth Ayres	Communities & Rural Affairs	Yes	20th January 2020
COMPLAINTS AND COMPLIMENTS ANNUAL REPORT	Wendy Walters Chief Executive	Deputy Leader	All Sept	
INTEGRATED IMPACT ASSESSMENT AND COVER SHEET	Wendy Walters, Chief Executive/Gwyneth Ayres	Deputy Leader	No	20th April 2020
UNREASONABLE COMPLAINTS POLICY	Wendy Walters, Chief Executive/Noelwyn Daniel	Deputy Leader	No	11th May 2020

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

CHIEF EXECUTIVES				
Subject area and brief description of nature of report	**Responsible Officer**	**Executive Portfolio**	**Scrutiny Committee to be consulted**	**Date of expected decision by Executive Board**
ANNUAL PROGRESS REPORT - DIGITAL TRANSFORMATION STRATEGY 2017-2020	Noelwyn Daniel - Head of ICT & Corporate Policy	Deputy Leader	APRIL	MAY
SICKNESS ABSENCE UPDATE	Paul R Thomas – Assistant Chief Executive	Deputy Leader	June – monitoring report	
WELSH LANGUAGE ANNUAL REPORT	Wendy Walters, Chief Executive/Gwyneth Ayres	Culture, Sport & Tourism	June	July
TRANSFORMATION INNOVATION AND CHANGE ANNUAL REPORT	Paul R Thomas – Assistant Chief Executive Jon Owen – TIC MANAGER	Deputy Leader	OCT	OCT
WELLBEING OBJECTIVES	Wendy Walters Chief Executive	Communities and Rural Affairs		

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
DIVERSITY CALENDAR	Wendy Walters Chief Executive	Communities & Rural Affairs	Yes	20 JANUARY 2020
BRING YOUR OWN DEVICE POLICY	Noelwyn Daniel - Head of ICT & Corporate Policy	Deputy Leader	Yes	20 JANUARY 2020
ARMED FORCES COVENANT AND DEFENCE RECOGNITION SCHEME	Noelwyn Daniel - Head of ICT & Corporate Policy	Resources	Yes	20 JANUARY 2020
DATA BACK UP POLICY	Noelwyn Daniel - Head of ICT & Corporate Policy	Resources	Yes	20 EBRILL 2020
ANNUAL REVIEW OF COUNCILLORS' & CO-OPTED MEMBERS' ALLOWANCES SCHEME	Gaynor Morgan Democratic Services		Democratic Services Cttee MARCH	
WELSH GOVERNMENT CONSULTATION DOCUMENTS	Wendy Walters Chief Executive	Deputy Leader	If applicable	If applicable

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

CHIEF EXECUTIVES				
Subject area and brief description of nature of report	**Responsible Officer**	**Executive Portfolio**	**Scrutiny Committee to be consulted**	**Date of expected decision by Executive Board**
REVIEW OF COMMUNITY COUNCIL BOUNDARIES & ELECTORAL ARRANGEMENTS	Wendy Walters, Chief Executive	Resources	As and when required	
REVIEW OF THE CONSTITUTION (LEGISLATION CHANGES) - CRWG	Linda Rees Jones Head of Administration & Law	N/A CRWG - FEB	N/A	AS AND WHEN REQUIRED
CITY DEAL UPDATE (INCLUDING LIFE SCIENCE & WELLNESS PROJECT	Wendy Walters Chief Executive	Leader		As & When Required

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EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

COMMUNITY SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
PENDINE OUTDOOR EDUCATION CENTRE OPTIONS APPRAISAL	Ian Jones – Head of Leisure	Culture Sport & Tourism	No	18/11/2019
PARKING ORDERS OBJECTIONS	Ian Jones – Head of Leisure	Culture Sport & Tourism	No	18/11/2019
ST CLEARS L.C. OPTIONS APPRAISAL	Ian Jones – Head of Leisure	Culture Sport & Tourism	No	18/11/2019

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EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

COMMUNITY SERVICES				
Subject area and brief description of nature of report	**Responsible Officer**	**Executive Portfolio**	**Scrutiny Committee to be consulted**	**Date of expected decision by Executive Board**
ENVIRONMENTAL PROTECTION SERVICE DELIVERLY PLAN 2019/20 & ANNUAL REPORT 18/19	Jonathan Morgan - Head of Homes and Safer Communities	Public Protection	Yes	18/11/2019
CHS+ DELIVERING WHAT MATTERS BUSINESS PLAN	Jonathan Morgan - Head of Homes and Safer Communities	Housing	Yes	03/02/2020
CBL – CANFOD CARTREFI (Update on 1st year)	Jonathan Morgan - Head of Homes and Safer Communities	Housing	Yes	20/04/2020
DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2019/20	Jake Morgan – Director of Communities	Social Care & Health	Yes	13/07/2020
DOG BREEDERS LICENCE UPDATE	Jonathan Morgan - Head of Homes &Safer Communities	Public Protection	NO	13/07/2020

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EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

CORPORATE SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
BI-MONTHLY REVENUE AND CAPITAL BUDGET MONITORING REPORTS	Chris Moore Director of Corporate Services	RESOURCES	N/A	APRIL JUNE SEPT NOV JAN MARCH
QUARTERLY TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	RESOURCES	N/A	JULY OCT JAN
ANNUAL TREASURY MANAGEMENT & PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	RESOURCES	N/A	JULY
5 YEAR CAPITAL PROGRAMME	Chris Moore Director of Corporate Services	RESOURCES	ALL DEC/ JAN	NOV

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

CORPORATE SERVICES				
Subject area and brief description of nature of report	**Responsible Officer**	**Executive Portfolio**	**Scrutiny Committee to be consulted**	**Date of expected decision by Executive Board**
COUNCIL TAX BASE	Chris Moore / Helen Pugh	RESOURCES	N/A	DEC
Council Tax Reduction Scheme	Chris Moore / Helen Pugh	RESOURCES	N/A	FEB
BUDGET STRATEGY (Revenue and Capital)	Chris Moore Director of Corporate Services	RESOURCES	ALL DEC/ JAN	NOV
HIGH STREET RATE RELIEF	Chris Moore /Helen Pugh	RESOURCES	N/A	End May/ early June
CORPORATE RISK REGISTER	Chris Moore / Helen Pugh	RESOURCES	– Audit Committee March & SEPT	

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

CORPORATE SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
FINANCIAL PROCEDURE RULES	Chris Moore /Helen Pugh	RESOURCES	TBC – Audit Committee	
TREASURY MANAGEMENT POLICY AND STRATEGY	Chris Moore Director of Corporate Services	RESOURCES	N/A	FEB
FINAL BUDGET Revenue & Capital	Chris Moore Director of Corporate Services	RESOURCES	N/A	FEB
HOUSING REVENUE ACCOUNT BUDGET AND RENT SETTING REPORT	Chris Moore Director of Corporate Services	RESOURCES	HOUSING	FEB
BUDGET OUTLOOK	Chris Moore Director of Corporate Services	RESOURCES	N/A	JULY/SEPT

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EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

EDUCATION & CHILDREN				
Subject area and brief description of nature of report	**Responsible Officer**	**Executive Portfolio**	**Scrutiny Committee to be consulted**	**Date of expected decision by Executive Board**
Modernising Education Programme Proposal to change the nature of provision at Ysgol Rhys Prichard	Simon Davies – Head of Education Access to Education	Education & Children	Yes	18November 2019
Modernising Education Programme Proposal to change the nature of provision at Ysgol y Ddwylan, Ysgol Griffith Jones, Ysgol Llangynnwr and Ysgol Llys Hywel.	Simon Davies – Head of Education Access to Education	Education & Children	Yes	18 November 2019
Modernising Education Programme – Consultation Document – Proposal to relocate Ysgol Heol Goffa to new site and increase its capacity from 75 to 120	Simon Davies – Head of Education Access to Education	Education & Children	Yes	18 November 2019
LA Education Services Self Evaluation	Aneirin Thomas – Head of Education	Education & Children	Yes	February 2020

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EXECUTIVE BOARD FORWARD WORK PROGRAMME 19/20
as at 30th October 2019

ENVIRONMENT

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board

WORKING DRAFT

PWYLLGOR CRAFFU GOFAL CYMDEITHASOL AC IECHYD

Dydd Iau, 21 Tachwedd 2019

YN BRESENNOL: Y Cynghorydd G. Thomas (Cadeirydd)

Y Cynghorwyr:
S.M. Allen, K.V. Broom, I.W. Davies, K.Davies, R.E. Evans, W.T. Evans, G.R. Jones, K. Lloyd, B.D.J. Phillips (In place of M.J.A. Lewis), B.A.L. Roberts, E.M.J.G. Schiavone, G. Thomas and D.T. Williams

Yr oedd y swyddogion canlynol yn gwasanaethu yn y cyfarfod:
A. Bracey, Pennaeth Iechyd Meddwl ac Anableddau Dysgu
N. Edwards, Pennaeth Dros Dro Y Gwasanaethau Integredig
C. Harrison, Pennaeth Comisiynu Strategol ar y Cyd
J. Wilkinson, Rheolwr Cynorthwyol Ardal Leol
A. Thomas, Gyfrifydd Grwp
S. Sauro, Rhelowr Perfformiad, Dadansoddi a Systemau
E. Bryer, Swyddog Gwasanaethau Democrataidd

Siambr, Neuadd y Sir, Caerfyrddin. SA31 1JP. - 10.00 yb - 12.25 yp

1. YMDDIHEURIADAU AM ABSENOLDEB

Derbyniwyd ymddiheuriadau am absenoldeb gan y Cynghorwyr. A.L Fox a M.J.A. Lewis.

2. DATGANIADAU O FUDDIANNAU PERSONOL GAN GYNNWYS UNRHYW CHWIPIAU PLEIDIAU A RODDIR MEWN YMATED I UNRHYW EITEM AR YR AGENDA

Ni chafwyd dim datganiadau ynghylch buddiannau personol na chwip waharddedig.

3. CWESTIYNAU GAN Y CYHOEDD (NID OEDD DIM WEDI DOD I LAW)

Dywedodd y Cadeirydd nad oedd dim cwestiynau wedi dod i law gan y cyhoedd.

4. AROLYGIAD AROLYGIAETH GOFAL CYMRU O WASANAETHAU OEDOLION HYN CYNGOR SIR CAERFYRDDIN

Croesawodd y Cadeirydd Dr. Michael Holding o Arolygiaeth Gofal Cymru i'r cyfarfod.

Cynhaliodd Arolygiaeth Gofal Cymru (AGC) arolygiad ar y cyd ag Arolygiaeth Gofal Iechyd Cymru (AGIC) i archwilio pa mor dda y mae Cyngor Sir Caerfyrddin a'i bartneriaid yn hyrwyddo annibyniaeth ac yn atal anghenion rhag cynyddu i oedolion hŷn. Roedd yr adolygiad yn nodi lle y gwnaed cynnydd a lle mae angen gwella.

Cafodd y Pwyllgor gyflwyniad a roddai drosolwg ar yr arolygiad. Roedd y pwyntiau allweddol dan sylw yn cynnwys:

Cryfderau - Cydweithio, rhannu gweledigaeth, cyfathrebu a chymorth.

Blaenoriaethau ar gyfer gwella - Cysondeb, sicrhau ansawdd, sefydlu a gwreiddio gweithio ataliol.
Y prif gasgliadau - diwylliant a rennir, bodlonrwydd ar y gwasanaethau, diffyg tystiolaeth o fonitro cynnydd, pwysau ar wasanaethau oherwydd absenoldebau staff, rheoli a chefnogi'n dda, arferion diogelu a arweinir yn dda, nid yw staff bob amser yn ymwybodol o'r gwasanaethau sydd ar gael, asesiadau gallu meddyliol o safon dda, cysylltiadau sylweddol â thechnoleg gymorthedig a teleofal.

Ar ôl y cyflwyniad cafwyd sesiwn holi ac ateb lle codwyd y cwestiynau / sylwadau canlynol:

- Gofynnwyd a oedd gofalwyr teuluol wedi cael eu cyfweld yn ystod y broses arolygu.
  Dywedwyd wrth y Pwyllgor y siaradwyd â gofalwyr teuluol a chafwyd adborth cadarnhaol.
- Gofynnwyd a oedd staff yn cael eu cyfweld ar eu pen eu hunain neu gyda'u rheolwyr.
  Dywedwyd wrth y Pwyllgor fod staff yn cael eu cyfweld ar eu pen eu hunain i osgoi dylanwad posibl.
- Gofynnwyd sut y cafodd y ffeiliau a arolygwyd eu dewis.
  Dywedwyd wrth y Pwyllgor y cafodd y ffeiliau eu dewis gan Arolygiaeth Gofal Cymru. Dewiswyd rhwng pumdeg a chwedeg o ffeiliau ar hap a oedd yn cynnwys categorïau atgyfeirio gwahanol.
- Nododd y Pwyllgor mai un maes i'w wella oedd y dull o gyfleu'r gwasanaethau, y wybodaeth a'r cyngor sydd ar gael.
  Dywedodd y Pennaeth Comisiynu Strategol ar y Cyd fod gwaith wedi'i wneud yn y maes hwn a bod pecynnau gwybodaeth a dogfennau rhanbarthol ynghylch cymorth i ofalwyr yn cael eu diweddaru a'u hadnewyddu. Roedd meysydd gwaith eraill yn cynnwys edrych ar arferion da, Rhaglen Buddsoddwyr mewn Gofalwyr a phasbort gofalwyr. Roedd gwaith hefyd yn mynd rhagddo gydag Adnoddau Dynol i ddarparu cymorth a seilwaith i weithwyr sydd hefyd yn ofalwyr. Dywedodd y Pennaeth Iechyd Meddwl ac Anableddau Dysgu wrth y Pwyllgor nad oedd Swyddog Asesu Gwybodaeth Gofalwyr wedi bod yn ei swydd am y 12 mis diwethaf ond ei fod yn gobeithio y byddai'r swydd hon yn cael ei newid yn fuan i alluogi'r tîm i fod yn fwy rhagweithiol.

Daeth Pennaeth Dros Dro y Gwasanaethau Integredig i'r casgliad bod yr adroddiad yn gytbwys ac yn deg a'i fod yn adlewyrchu sefyllfa bresennol y gwasanaethau integredig yn gywir. Roedd yr adroddiad yn cydnabod swyddogion am eu gwaith caled, eu hymroddiad a'u harferion da.

Roedd llawer o swyddogion yn bresennol yn y cyfarfod a diolchodd y Cadeirydd, ar ran y Pwyllgor, iddynt am eu gwaith caled a'u hymroddiad. Bu i'r Cadeirydd gydnabod yr heriau maent yn eu hwynebau yn sgil y cyllid llai a'r galw cynyddol ar wasanaethau.

PENDERFYNWYD:

4.1 nodi adroddiad Arolygiad Arolygiaeth Gofal Cymru o Wasanaethau Oedolion Hŷn.

4.2 cymeradwyo Cynllun Gweithredu Arolygiaeth Gofal Cymru.

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5. RHAGLENNI TRAWSNEWID A GYLLIDIR GAN LYWODRAETH CYMRU YN SIR GAERFYRDDIN

Rhoddodd y Rheolwr Ardal Leol drosolwg i'r Pwyllgor o'r cronfeydd trawsnewid cymeradwy a ddyfarnwyd i'r rhanbarth gan Lywodraeth Cymru a sut y byddent yn cael eu darparu yn Sir Gaerfyrddin.

Mae'r tair rhaglen i'w cyflawni yn Sir Gaerfyrddin yn cynnwys:

- Gofal Rhagweithiol trwy Gymorth Technoleg,
- Integreiddio Cyflym a Chyson
- Creu Cysylltiadau i Bawb

Ar ôl y cyflwyniad cafwyd sesiwn holi ac ateb lle codwyd y cwestiynau / sylwadau canlynol:

- Gofynnwyd am eglurhad ynghylch y meini prawf ar gyfer gwneud cais am wasanaeth larwm personol Lifeline ac os oedd y gwasanaeth hwn yn addas i rywun â phroblemau iechyd meddwl.
  Dywedwyd wrth y Pwyllgor fod y cynllun yn cael ei dreialu ar hyn o bryd a bod y gwasanaeth am ddim ar gyfer 6 mis y peilot. Cafodd y defnyddwyr ar gyfer y cynllun peilot eu dewis o blith cyfuniad o haenau atal a oedd yn cynnwys practisau Meddygon Teulu, teuluoedd, gofal canolraddol a galwyr cyson. Pan fydd tystiolaeth bod y peilot yn gweithio, byddai'r gwasanaeth yn cael ei ymestyn i ddefnyddwyr eraill.
- Gofynnwyd a oedd Sir Gaerfyrddin yn barod i gydweithio â sefydliadau megis sefydliadau dielw a chyda'r cymunedau.
  Dywedwyd wrth y Pwyllgor fod cydweithio o ran cyllid yn her ond bod angen ystyried y canlyniadau a chysylltu'r rhain â darpariaeth gymunedol. Dywedodd y Pennaeth Comisiynu Strategol ar y Cyd fod y cynlluniau cyllid/grant amrywiol wedi ysgogi twf ac wedi helpu i ddod â sefydliadau ynghyd i ddarparu gwasanaethau. Hefyd dywedwyd wrth y Pwyllgor fod sefydliadau'r 3ydd sector yn gallu manteisio ar gyllid nad yw gwasanaethau statudol yn gallu ei gael. Rhoddodd y Pennaeth Iechyd Meddwl ac Anableddau Dysgu y wybodaeth ddiweddaraf i'r Pwyllgor am y prosiect Noddfa Min Nos newydd a lansiwyd yn ddiweddar yn Llanelli drwy ddefnyddio'r cyllid ar gyfer Trawsnewid Iechyd Meddwl. Nod y prosiect yw dargyfeirio pobl o adrannau Damweiniau ac Achosion Brys ac er mai dim ond yn ddiweddar y cafodd ei lansio, mae'n cael effaith gadarnhaol. Ar hyn o bryd gobeithir ehangu'r prosiect i gynnwys darparu gwelyau. Mae'r prosiect hefyd yn gobeithio cydleoli gyda'r Gwasanaeth Ambiwlans i flaenoriaethu galwadau er mwyn sicrhau ymateb mwy priodol i unigolion y mae angen cymorth arnynt.
- Gofynnwyd a fyddai modd dosbarthu rhif y gwasanaeth min nos i'r ysbytai. Dywedodd y Pennaeth Iechyd Meddwl ac Anableddau Dysgu wrth y Pwyllgor fod y rhif eisoes wedi cael ei ddosbarthu i'r ysbytai.

Diolchodd y Cadeirydd i'r swyddogion am sicrhau'r cyllid ar ran Sir Gaerfyrddin.

PENDERFYNWYD nodi'r adroddiad.

6. ADRODDIAD CWYNION A CHANMOLIAETH GOFAL CYMDEITHASOL I OEDOLION 1AF EBRILL, 2019 - 30AIN MEDI, 2019

Rhoddodd y Pwyllgor ystyriaeth i adroddiad a fanylai ar y cwynion a'r ganmoliaeth ynghylch Gofal Cymdeithasol i Oedolion, a oedd wedi dod i law ar gyfer blwyddyn ariannol 2019/20. Roedd yr adroddiad yn crynhoi nifer y cwynion a'r ganmoliaeth oedd wedi dod i law ac yn cynnwys gwybodaeth am y math o gŵynion a'r maes gwasanaeth sy'n ymwneud â chwynion a chanmoliaeth.

Codwyd y cwestiynau/sylwadau canlynol wrth drafod yr adroddiad:

- Gofynnwyd sut oedd yr adran yn ymdrin â chwynion cymhleth ac os oedd arbenigwyr yn cael eu defnyddio i reoli'r cwynion hyn.
  Dywedodd Pennaeth Dros Dro y Gwasanaethau Integredig, pan fo cwyn yn dod i law ac yn cael ei hasesu fel un gymhleth, mae'n symud ymlaen yn syth at gŵyn Cam 2. Byddai cwyn Cam 2 yn cael ei rheoli gan swyddog annibynnol. Dywedwyd wrth y Pwyllgor y gellid darparu enghreifftiau o'r mathau o gwynion.
- Cyfeiriwyd at y nifer isel o gwynion a dderbyniwyd o gymharu â'r nifer uchel o ddefnyddwyr gwasanaeth. Gofynnwyd sut oedd gwaith monitro'n cael ei wneud i sicrhau bod pob cwyn yn cael ei chofrestru, yn enwedig cwynion yn erbyn asiantaethau allanol.
  Dywedodd Pennaeth Dros Dro y Gwasanaethau Integredig y cyflawnwyd gwaith monitro perfformiad trwyadl a defnyddiwyd nifer o ddulliau (gan gynnwys siarad â defnyddwyr gwasanaethau) i bennu lefel y gwasanaeth a ddarperir.
- Pan oedd Gweithiwr Gofal Cartref yn hwyr yn mynychu apwyntiad, gofynnwyd a oedd amser penodol wedi'i osod cyn y byddai'n rhaid iddo ffonio'r cleient.
  Dywedwyd wrth y Pwyllgor fod modd caniatáu hanner awr cyn ffonio.
- Gwnaed sylw bod y graffiau yn yr adroddiad yn dangos bod cwynion yn cael eu hateb yn eithriadol o gyflym.
  Nododd y Rheolwr Perfformiad, Dadansoddi a Systemau fod swyddogion ymchwilio wedi cael hyfforddiant a bod gweithdrefnau llym yn cael eu dilyn i sicrhau bod amserlenni'n cael eu bodloni. Os oedd oedi, rhoddwyd gwybod i'r holl bartïon am y rhesymau a thrafodwyd estyniad a chytunwyd arno.
- Gofynnwyd a ellid ystyried ymholiadau gan Gynghorwyr yn gŵynion.
  Dywedodd Pennaeth Dros Dro y Gwasanaethau Integredig fod ymholiadau'n cael eu cyfeirio at y Penaethiaid Gwasanaeth a'u cofnodi fel cwynion pan oedd angen.

PENDERFYNWYD bod yr adroddiad yn cael ei dderbyn.

7. ADRODDIAD MONITRO CYLLIDEB CYFALAF A REFENIW 2019/20

Bu'r Pwyllgor yn ystyried Adroddiad Monitro'r Gyllideb Refeniw a'r Gyllideb Gyfalaf ar gyfer y Gwasanaeth Gofal Cymdeithasol ac Iechyd a oedd yn rhoi'r wybodaeth ddiweddaraf am y sefyllfa gyllidebol fel yr oedd ar 31 Awst 2019, mewn perthynas â blwyddyn ariannol 2019/20.

Rhagwelid y byddai'r Gwasanaeth Gofal Cymdeithasol ac Iechyd yn gorwario £816k o ran y gyllideb refeniw ac y byddai -£2k o amrywiant net yn erbyn y gyllideb gyfalaf oedd wedi'i chymeradwyo ar gyfer 2019/20.

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Codwyd y cwestiynau/sylwadau canlynol wrth drafod yr adroddiad:

Atodiad A - Crynodeb o'r sefyllfa

- Gofynnwyd a oedd arwydd bod y gorwariant a ragwelwyd o £816K yn cynyddu.
  Dywedodd Cyfrifydd y Grŵp wrth y Pwyllgor y gobeithir gweld gostyngiad yn y ffigur. Yn ogystal â hyn, efallai y byddai grant gan Lywodraeth Cymru yn cael ei gyhoeddi a fyddai hefyd yn lleihau'r ffigur.

Atodiad B - Y Prif Amrywiadau

- Mynegwyd pryder ynghylch y swyddi gwag yn y tîm Therapi Galwedigaethol yn enwedig gan fod y swyddi hyn yn allweddol o ran cyflawni'r agenda ataliol.
  Dywedodd Pennaeth Dros Dro y Gwasanaethau Integredig fod proses recriwtio ar waith. Fodd bynnag, roedd pryderon ynghylch y nifer isel o geisiadau a dderbyniwyd.
- Gofynnwyd am ddiweddariad ynghylch cynllun datblygu'r gweithlu.
  Dywedodd Pennaeth Dros Dro y Gwasanaethau Integredig y bwriedir darparu'r wybodaeth ddiweddaraf yn llawn yn sesiwn datblygu'r Pwyllgor Craffu - Gofal Cymdeithasol ac Iechyd ym mis Rhagfyr. Dywedwyd wrth y Pwyllgor fod gwaith yn cael ei wneud yn lleol i ymchwilio i wahanol opsiynau ar gyfer recriwtio. Nodwyd bod cronfa o weithwyr cymdeithasol achlysurol yn cael ei chreu ar gyfer Gofal Cymdeithasol i Oedolion. Byddai'r gronfa'n cael ei defnyddio i gefnogi timau pe byddai argyfwng. Cynhaliwyd ymgyrch "Gofalwn Cymru" i ddenu pobl i'r proffesiwn.
- Dywedwyd bod cynnydd demograffig o flwyddyn i flwyddyn o ran nifer y bobl hŷn a gofynnwyd a oedd data cywir ar gael i ragweld demograffeg y dyfodol.
  Dywedodd Pennaeth Dros Dro y Gwasanaethau Integredig y defnyddiwyd data Daffodil Llywodraeth Cymru yn ddiweddar i ragweld. Yn ôl pob golwg roedd y data yn gywir ac yn cyfateb i wybodaeth leol.
- Mynegwyd pryder ynghylch y gost a'r ddibyniaeth ar staff asiantaeth.
  Dywedodd Cyfrifydd y Grŵp fod adolygiad TIC yn cael ei gynnal i ymdrin â'r mater hwn.

Atodiad F - Yr Amrywiadau'n Fanwl

- Mynegwyd pryder ynghylch y £100k o arbedion rheoli ar gyfer 2019/20 nad oedd yn cael eu cyflawni.
  Er bod hyn yn bryder, dywedodd Cyfrifydd y Grŵp fod hyn yn bennaf oherwydd oedi o ran y prosiectau Datblygu Llety i Bobl ag Anableddau Dysgu.

PENDERFYNWYD bod yr adroddiad yn cael ei dderbyn.

8. EGLURHAD AM BEIDIO Â CHYFLWYNO ADRODDIAD CRAFFU

Cafodd y Pwyllgor esboniad dros beidio â chyflwyno'r adroddiadau craffu canlynol:

- Datblygu a Chynnal y gweithlu
- Strategaeth Anableddau Dysgu (2018/2023)

PENDERFYNWYD nodi'r eglurhad am beidio â chyflwyno'r adroddiad.

9. EITEMAU AR GYFER Y DYFODOL

PENDERFYNWYD nodi'r rhestr o eitemau ar gyfer y dyfodol a oedd i'w hystyried yn y cyfarfod nesaf ar 17 Rhagfyr 2019.

10. LLOFNODI YN GOFNOD CYWIR COFNODION Y CYFARFOD A GYNHALIWYD AR 24AIN MEDI, 2019

PENDERFYNWYD YN UNFRYDOL lofnodi cofnodion cyfarfod y Pwyllgor oedd wedi ei gynnal ar 24 Medi 2019 gan eu bod yn gywir.

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CADEIRYDD	**DYDDIAD**

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