

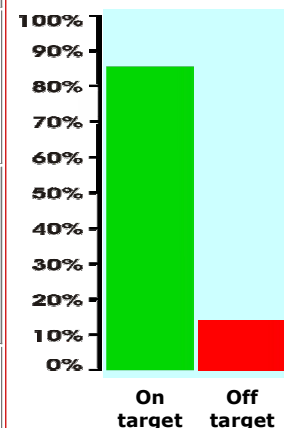
Scrutiny measures & actions full monitoring report Health & Social Services scrutiny - Quarter 3 2022/23

Filtered by:
Organisation - Carmarthenshire County Council
Source document - Corporate Strategy 2022-23

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



		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
WBO1. Help to give every child the best start in life and improve their early life experiences	Actions	17	17	0	0	N/A	0	100%	88%
	Measures	7	4	3	0	0	0	57%	
WBO4. Tackle poverty, help to prevent it, helping people into work, improving lives	Actions	2	2	0	0	N/A	0	100%	100%
WBO6. Increase the availability of rented and affordable homes	Actions	1	0	1	0	N/A	0	0%	0%
WBO7. Help people live healthy lives (Tackling risky behaviour and obesity)	Actions	2	1	1	0	N/A	0	50%	50%
WBO8. Support community cohesion, resilience, and safety	Actions	9	8	1	0	N/A	0	89%	89%
WBO9. Support older people to age well and maintain dignity and independence in their later years	Actions	10	9	1	0	N/A	0	90%	90%
WBO13. Better Governance and use of Resources	Actions	1	1	0	0	N/A	0	100%	100%
Overall Performance	Actions and Measures	49	42	7	0	0	0	86%	


Performance against Target





There is one measure without a target set which is not included in the above table, details of which can be seen on page 17


OFF TARGET


Theme: WBO1. Help to give every child the best start in life and improve their early life experiences							
Sub-theme: A - Supporting families							
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The % of child attendance at an allocated Flying Start free childcare placement for eligible 2-3 year olds to prepare for school readiness. 9.1.8.1	Not applicable		Q3: 73.4 End Of Year: 72.6	Target: 80.0 Result: Not available	Target: 80.0 Result: 67.2	Target: 80.0 Result: 71.2 Calculation: (34809 ÷ 48891) × 100	Target: 80.0
Comment	A bit disappointed not reaching this target.						
Remedial Action	This is an increase on the previous term. We continue to work with families but there are still some post Covid anxieties.						
Service Head: Jan Coles				Performance status: Off target			
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of new assessments completed for children during the year, that were completed within statutory timescales CH/006a/012	Not applicable		Q3: 90.0 End Of Year: 90.2	Target: 91.0 Result: 88.3	Target: 91.0 Result: 87.4	Target: 91.0 Result: 86.3 Calculation: (3287 ÷ 3811) × 100	Target: 91.0
Comment	The department has seen an increase in completed new assessments received during the quarter (3811) compared to the same time last year (3430), an increase of 381 (11%). The rise in assessments coupled with staff absence and COVID restrictions have placed additional pressures on the assessment teams that carry out the majority of the assessments of care and support. Although the target has not been met this quarter, performance remains exceptionally good. The number of social worker vacancies and challenges in filling posts have had an impact too. Assessments are also dependent on the availability of relevant multi-agency professionals and family members which can result in some being completed outside of timescales.						
Remedial Action	Service Managers to continue to audit assessments to ensure that the plans formulated are developed in partnership with families to set outcomes which are achievable for families. Service Managers ensure that assessments include direct work with children and record the child's wishes and feelings regarding their lived experiences and the support being received. Timescales are calculated at Authorised Date by Senior Managers in line with Welsh Government guidance, therefore, it is imperative that assessments are approved as soon as possible. Senior Managers to be reminded of the importance of authorising assessments immediately after completion. The continuous monitoring of assessments allows the Managers to highlight areas to feedback to teams regarding what improvements can be made and in addition highlight any training needs for the service.						
Service Head: Jan Coles				Performance status: Off target			

Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
<p>The total number of days on the Child Protection Register for children who were removed from the register during the year</p> <p>CH/035/036</p>	Not applicable		Q3: 288.3 End Of Year: 280.3	Target: 243.6 Result: 265.1	Target: 243.6 Result: 300.3	Target: 243.6 Result: 263.0 Calculation: 28405 ÷ 108	Target: 243.6
Comment	<p>A 28% increase in the number of children removed from the register this quarter(108)compared to Q3 21/22 (84) which is positive, however, this has also impacted on the total number of days. Recent times have also proved very challenging due to the COVID pandemic. Families have faced difficulties in relation to safeguarding issues when having to adhere to restrictions. As a result, some children may have remained on the CPR for a longer period of time to ensure their safety under demanding circumstances.</p> <p>De-registrations are subject to multi-disciplinary case conferences.</p>						
Remedial Action	<p>To continue to use preventative services to reduce the number of children being subject to child protection plans. Prevention is key to practice. The childcare teams are supported in this work by the Family Intervention Service, Integrated Family Support and Edge of Care Teams. To continue to closely monitor figures through the Audit and Evaluation Group.</p> <p>Children Services to continue to embed the systemic approach to improve partnership working with families. This allows for increased engagement in the provision of support to enhance the well-being of children. The approach is also underpinned by Signs of Safety which allows the department to set goals in partnership with families which achieves better engagement and improves outcomes for children. Feedback from the families highlight these approaches help them feel valued and listened to, which is the main principle of the Social Services and Wellbeing Act 2014 as well as one of Carmarthenshire County Council's core values.</p>						
Service Head: Jan Coles				Performance status: Off target			

ACTIONS - Theme: WBO6. Increase the availability of rented and affordable homes			
Sub-theme: A - Affordable Homes Delivery Plan			
Action	15343	Target date	31/03/2023
Action promised	We will continue to work with housing and other partners to develop our accommodation offer, to support people to live well, with models of provision of care and support which has progression and outcomes at its core		
Comment	Work continues with our housing colleagues to develop council owned supported accommodation. Alongside this, we are also reviewing existing schemes to inform our re-commissioning work which is planned to commence June 2023. There is a slight delay with the timeline for the recommissioning exercise due to pressures.		
Remedial Action	A revised timeline has been agreed with Procurement colleagues. There is no impact on the contract in place.		
Service Head: Chris Harrison		Performance status: Off target	
			

ACTIONS - Theme: WBO7. Help people live healthy lives (Tackling risky behaviour and obesity)			
Sub-theme: D - Substance Misuse			
Action	15184	Target date	31/03/2023 (original target 31/03/2022)
Action promised	We shall draft the Mental Health/ Substance misuse pathway and seek agreement by regional partners to develop and provide training programme to reflect the new approach		
Comment	Target remains unrealistic due to a number of uncontrolled variables, however there continues to be good progress. <ol style="list-style-type: none"> Continuation of ARBD Fulfilled Lives service with Substance Misuse Team providing care co-ordination for all open cases, training for Domiciliary Workers and chairing weekly progress meetings. Continuation of monthly Interface Meetings (Mental Health/Substance Misuse)in Ammanford, Llanelli and Carmarthen. Co-Occurring complex needs bid submitted to Area Planning Board by Substance Misuse Team to increase resources to manage high demand for support for people with Alcohol Related Brain Damage. Bid has been successful with an additional Social Worker, and 2 Support Workers identified. Attendance at quarterly Area Planning Board meetings, and weekly operational ongoing. Discussions with Social Work Mental Health Team and Substance Misuse Team on Multi Agency Risk referrals (MARF) and effective joint assessments within the Social Services and Well-Being Act. 		
Remedial Action	Agree to set realistic target for next year, and continue with good progress		
Service Head: Avril Bracey		Performance status: Off target	
			

ACTIONS - Theme: WB08. Support community cohesion, resilience, and safety			
Sub-theme: A - Develop and implement how we provide information, advice, and assistance.			
Action	16124	Target date	31/03/2023
Action promised	Implement the requirements of the new Liberty Protection Safeguards in line with legislation		
Comment	The implementation of the New Liberty Protection Safeguards has been delayed, but a comprehensive training programme has been rolled out across the department and there are plans in place to implement this legislation when a date is confirmed.		
Remedial Action	There are plans in place to implement this legislation when a date is confirmed.		
Service Head: Avril Bracey		Performance status: Off target 	

ACTIONS - Theme: WB09. Support older people to age well and maintain dignity and independence in their later years			
Sub-theme: C - Higher value health and social care			
Action	15347	Target date	31/03/2023
Action promised	We will remodel and grow a quality, sustainable and efficient in-house domiciliary care service.		
Comment	Plans to remodel our in house domiciliary care service have paused during the pandemic and whilst we are recovering services. Currently there are significant recruitment and retention challenges across the sector so our priority has been to sustain our current staffing levels the existing service. We have piloted an multidisciplinary intermediate care team with health colleagues which is proving very successful and has already received several national awards in recognition of the successful model. The aim is to build on this integrated approach as part of our expansion of the service. A review of the long term service will now commence with view to remodelling and growing the in house service.		
Remedial Action	The aim is to build on the integrated approach as part of our expansion of the service. A review of the long term service will commence with a view to remodelling and growing the in house service.		
Service Head: Avril Bracey		Performance status: Off target 	

ON TARGET ETC.

Theme: WBO1. Help to give every child the best start in life and improve their early life experiences							
Sub-theme: A - Supporting families							
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The % of unauthorised absence at an allocated Flying Start free childcare placement for eligible 2-3 year olds to prepare for school readiness 9.1.8.8	Not applicable		Q3: 2.17 End Of Year: 2.33	Target: 2.50 Result: Not available	Target: 2.50 Result: 1.89	Target: 2.50 Result: 1.53 Calculation: (747 ÷ 48891) × 100	Target: 2.50
Comment	Delighted to have exceeded this target.						
Remedial Action	It is an sometimes difficult to get families to report absence and this is encouraging to see families are engaging with the childcare settings and reporting more of the absences.						
Service Head: Jan Coles			Performance status: On target				
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Of those children placed on the Child Protection Register during the year, the number of children that were previously on the register in the last 12 months CH/024	Not applicable		Q3: 6.9 End Of Year: 4.4	Target: 7.8 Result: 0.0	Target: 7.8 Result: 0.0	Target: 7.8 Result: 7.1 Calculation: (8 ÷ 112) × 100	Target: 7.8
Comment	<p>De-registrations and registrations are subject to multi-disciplinary case conferences. Children are subject to child protection planning and cases are closely monitored particularly where child protection concerns remain high.</p> <p>The department continues to use preventative services to reduce the need for children being subject to child protection plans. The childcare teams are supported by the Integrated Family Support, Edge of Care and Family Intervention teams with intensive packages of support implemented in a variety of ways to keep children safe.</p> <p>Figures are scrutinised at the Audit and Evaluation Group.</p> <p>Reasons for re-registration:- Family 1 x3 Ongoing neglect issues linked to poor home conditions, poor routines and sporadic school attendance. Family 2 x4 Ongoing safeguarding issues, inappropriate sexualised behaviours and irregular school attendance. Family 3 x1 Exposure to domestic incidents and father's alcohol use.</p>						
Service Head: Jan Coles			Performance status: On target				
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The total number of children looked after at 31st March who have experienced 3 or more placements during the year CH/043	Not applicable		Q3: 6.2 End Of Year: 6.6	Target: 6.6 Result: 3.5	Target: 6.6 Result: 4.7	Target: 6.6 Result: 6.5 Calculation: (12 ÷ 186) × 100	Target: 6.6
Comment	<p>Result remains good despite continued challenges due to a lack of choice of suitable foster placements or specialist residential care for children with complex needs.</p> <p>Reasons: 1 14yr old placed with foster carer for some considerable time, however, broke down due to behaviour. Unable to settle in new placements and eventually returned home to family with safety plan, 1 17 yr old asylum seeker where needs not met immediately in foster</p>						

	placement due to location across the country. Resolved and now in supported living, 1 12 yr old in stable, long term foster placement, however, due to behaviour along with issues within foster carer's own family. Child has been rehabilitated back to previous long term carer, 1 parent/child placement, however, required placement with foster carers where baby remains until court proceedings are completed, 1 9yr old experienced multiple placements due to challenging and risky behaviour, now in residential placement nearer home.
Remedial Action	1 yr old child placed in foster care then parent/baby placement. Return home with parent failed but returned to original foster carer, 1 15yr old with complex needs now placed in the new in-house residential home, 1 12yr old experienced a number of moves before a permanent placement was matched and remains in Carmarthenshire to ensure school stability, 1 17yr old accommodated due to difficulties with family relationships. Cared for in an emergency foster placement and short term placement then moved in a planned way to supported lodgings, 1 1yr old child in a stable foster placement moved to an adoptive placement which broke down. Child returned to original foster carer, 1yr old placed in three parent/baby placements as parent initially unhappy, however, broke down as parent moved on. Child placed in foster placement, 1 17yr old asylum seeker experienced moves of supported lodgings due to resource issues and not being able to achieve the right match due to care and support needs.

Service Head: Jan Coles **Performance status:** On target

Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The total number of children looked after at 31st March who have experienced one or more changes of school during the year (excluding transitional arrangements, moves associated with adoption or moves home) CH/044	Not applicable		Q3: 3.0 End Of Year: 6.7	Target: 6.7 Result: 0.0	Target: 6.7 Result: 0.0	Target: 6.7 Result: 0.8 Calculation: (1÷118) × 100	Target: 6.7

Comment	<p>Education stability of Looked After Children remains excellent. Figures have historically been very low in this metric. Only 1 child has required a change of school which has been promoted by the local authority and deemed a better option due to the circumstances of the young person.</p> <p>Stability is maintained wherever possible by ensuring a child remains in the same school, however, this is not always in the best interest of a child e.g. distance to travel or child's academic needs not being met.</p> <p>The department continues to review systems in relation to requests for placements through the Accommodation Panel. Preventative services are utilised as early intervention is key to practice. Children's Services endeavour to maintain children at home with families as safely as possible to avoid accommodation in the first place.</p>
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Service Head: Jan Coles **Performance status:** On target

ACTIONS - Theme: WBO1. Help to give every child the best start in life and improve their early life experiences
Sub-theme: A - Supporting families

Action	15351	Target date	31/03/2023
Action promised	We will continue to transform children's social work practice through a Relationship based approach that incorporates systemic thinking and the principles of Signs of Safety.		
Comment	Children services continue to embed the relationship based approach into social work using systemic approaches in order to improve partnership working with families which allows improved engagement through assessment and in the provision of support, which in turn improves the well-being of children. The approach is also underpinned by Signs of Safety which allows the department to set goals in partnership with families which achieves better engagement and improves outcomes for children. The systemic approach is being introduced to more Teams in the department, such as the Child Assessment Teams with the aim of encouraging partnership working between families and the social work teams. Feedback from the families highlight these approaches help them feel valued and listened to, which is the main principle of the Social Services and Wellbeing Act 2014 as well as one of Carmarthenshire County Council's core values.		

Service Head: Jan Coles **Performance status:** On target

Action	15352	Target date	31/03/2023
Action promised	We will continue effective management oversight & challenge of Assessments & Care & Support plans to ensure they are outcome focused, evidencing the voice of the child, & reflect the underpinning principles of the Social Services & Well-being Act (SSWBA)		
Comment	Service Managers continue auditing Assessments of Care and Support to ensure that the plans formulated by the assessments are developed in partnership with families to set outcomes which are achievable for families. In addition, Service Managers are continuing to ensure that assessments include direct work with children and record the child's wishes and feelings regards their lived experiences and the support they are receiving. The assessments are also audited to ensure they reflect the five principles of the SSWBA, which are that families have a voice and control over intervention, Children Services focus on wellbeing, that social workers are working with families to co-produce assessments and plans, that the work undertaken with families has a multi-agency approach and in addition that families are provided with early intervention and preventative support to ensure they are supported earlier. The continuous monitoring of Assessments of Care and Support allows the Managers to continue to highlight areas to feedback to teams as regards what improvements can be made and in addition highlight any training needs for the service.		

Service Head: Jan Coles **Performance status:** On target

Action	15353	Target date	31/03/2023
Action promised	We will continue to extend and refine the Team Around the Family (TAF) approach across the county for 0-25 year olds, and will improve the interface between TAF, and School Attendance and Safeguarding service.		
Comment	2 additional TAF coordinators have been appointed. The referral and allocation process has been streamlined. There is an annual programme of parenting in place which has been shared. Plans are in place to review the paperwork and on-line referral process. The team are working effectively and there are no waiting lists. There has been some work to ensure that approaches are standardised across the services in terms of parenting support.		
Service Head: Jan Coles		Performance status: On target	
Action	15354	Target date	31/03/2023
Action promised	We will ensure the regional threshold and multi-agency child protection arrangements are working effectively		
Comment	<p>A s47 Development Day was held in May last year facilitated by Gladys White. The aim of the day was to provide an opportunity to consider the Welsh Government Legislation and Guidance, the relevant parts of the Children Act 1989 and the Regional CYSUR policies and procedures in relation to Section 47 processes. This was in light of the apparent significant discrepancies in the regional performance framework indicators, in relation to Sec 47 thresholds and practice across the region. There was also an opportunity for participants to consider best practice, understand the importance of effective risk assessments and to apply local knowledge and practice in discussing and debating several 'real' case examples. Feedback from each of the groups on their responses to the case examples allowed for a rich debate on how thresholds and risks are understood and applied. Whilst there appeared to be some variances in how some of the groups reached a consensus on how they would respond to a concern, this was not significant. The overall outcomes demonstrated approaches that were in line with agreed policies and procedures, were designed to keep children safe and children at the heart of their practice and decision-making, which was based on different levels of skills, experience, and knowledge. It is likely, based on the discussions that took place on the day that there may be some variations in practice in different parts of the region that could explain discrepancies in numbers of S47 enquiries being progressed, however this did not indicate a huge or disproportionate disparity in approach or practice. It was clear that those participants who took part in the development day, were clear on what constitutes 'significant harm', understood the roles of different agencies in contributing to assessing risks and what to do if they felt concerns were not being appropriately addressed. There was nothing to suggest any of the agencies from different regions were operating outside of the agreed procedures or demonstrating decision-making or practice that was unsafe or not proportionate. The feedback from participants highlighted the benefit of having time to reflect on the procedures and best practice examples, work alongside colleagues from different agencies, debate what constitutes risk and harm and learn from each other. There was some debate about the responses of medical staff to non-mobile babies, the use of full skeletal surveys and whether the responses to such issues varied dependent on which medical person was dealing with the referral. Gladys White has reported back to Executive Board who were satisfied with the arrangements across the region.</p> <p>Threshold meetings continue to be held quarterly and the next meeting will be looking specifically at s47 Enquiries to ensure we are still operating within threshold. The CYSUR document 'Right Help at the Right Time' will soon be available on the Family Information Service which will assist professionals when deciding whether to refer to preventative or statutory services</p>		
Service Head: Jan Coles		Performance status: On target	
Action	15355	Target date	31/03/2023
Action promised	We will ensure that the Flying Start programme will continue to deliver quality multi-agency services to disadvantaged families with children (age 0-3), who live in identified deprived communities. Promoting holistic early intervention, planning and support in partnership with the families.		
Comment	<p>During quarter 3, the case management discussion meeting (CMD) continued and works well in identifying support to meet the needs of the families. In Q3 the CMD further aligned to the statutory services' PODS, with systemic practice development training session being run by the educational psychologist every 6 weeks.</p> <p>This quarter we have continued to deliver services face to face and build on drop-in services. Delivery continues to be impacted by the lack of childcare staff, impacting on providing a mobile crèche. The single referral form into the panel/ FS services continues to be successful.</p> <p>The Flying Start App continues to be integral in reaching families, providing key messages, such as health, language and play, safety messages, information, and links to the support services. The digital officer's post has been filled and work has started on how to further develop the app, as it will be integral in reaching families during the FS expansion. This quarter both the Language and Play (LAP) and Speech and Language Teams have expanded to meet the additional demands expected due to the FS phase 1 expansion. The high need children have continued to have face to face therapy. The LAP team have had staffing vacancies so support to SLT was limited this quarter. These posts have only recently been filled. Therefore, the SLT project in nurseries to upskill nursery staff to support children who have speech difficulties / delays, has not advanced as we hoped due to staffing vacancies in Childcare and LAP. The Nurseries / Childcare Advisory Team have continued supporting the nurseries, putting support plans in place following last quarter's assessment work. The health visitors have continued to run clinics from the ICC's and the Early Years Centre in Trimsaran. The midwifery team have continued to provide face to face and virtual support. Health visiting has continued to deliver the HCWP face to face including the enhanced Flying Start programmes. The service successfully recruited an additional HV as part of the expansion plan. The performance team has expanded to meet the expected additional demands due to the expansion programme. Phase 1 plan has been submitted to WG and all children have now been registered within FS and accessing services.</p>		
Service Head: Jan Coles		Performance status: On target	

Action	15358	Target date	31/03/2023
Action promised	We will support registered childcare providers to prepare them for the roll out of the new National Digital Service. We will continue to promote and publicise the Childcare Offer and support all eligible parents to apply for and take up the Offer of 30 hours of funded education and care via the new National Digital Service.		
Comment	<p>The LA Communication and Engagement Officer continued to support registered childcare settings with registering on the NEW National Childcare Offer Digital system, PIN activation and contacting the WG on behalf of Childcare providers who had not received their activation PIN in accordance with WG timelines. Secure phone calls between the LA Communication and Engagement officer and those settings ensured there was no further delay in the process. The postal strikes impacted on childcare providers receiving their PINs. The new Childcare Offer telephony system was delayed with a new planned live date of 9th January 2023. Parents applications went LIVE on 7th November 2022 with parents receiving application support from the Team. A poster & leaflet were sent to every registered childcare provider by email on the 7th November this included a QR code for parents applications. This was also shared on the FIS website, Parents Updates - Carmarthenshire Family Information Service (gov.wales) and the FIS Facebook page. FIS team attended daily wash up meetings throughout the Autumn term. Carmarthenshire FIS CO National Digital service website page continues to provide regular information updates in line with Welsh Government timeline who have produced an asset box for website and social media use. The LA continue to promote the New National Digital service bilingually in line with Welsh Government timeline.</p> <p>Quarter 3 Local promotions included radio adverts on Carmarthenshire radio, these were produced bilingually targeting both the parents and childcare providers with further advertisements scheduled. Digital boards also displayed the poster at bus stations at Llanelli, Ammanford and bus and train station at Carmarthen during November and December. Full page bilingual advertisements using the same poster including a QR code for the Digital Childcare Offer Application were published for 3 weeks commencing week 14th November in the South Wales Guardian, Llanelli Star and the Carmarthen Journal. Wales Online facebook also targeted parents in the Carmarthen area 14/11/2022-28/11/2022 All promotions also included contact information for Carmarthenshire FIS.</p> <p>The LA Childcare Offer Engagement Officer provided information for distribution to all Coleg Sir Gar campus' for their open evening, and attended the Ammanford campus on the 9th November 2022.</p> <p>LA staff continued with further training and also testing the new bilingual Telephony system, with regular feedback sessions with the WG.</p> <p>Childcare Offer parent applications for September are as follows: Number of applications received 48, approved 39, pending 1, rejected 1, closed 7. September – Childcare £167,430; ASG Grant £3,263.25; Total £170,693.25 October – Childcare £205,615; ASG Grant £4,237; Total £209,852 November – Childcare £147,255; £5,462.50; Total £152,717.50 * *November figures are estimate from Ceredigion Childcare Offer Delivery Authority *December figures will be reported in Q4 as not currently available.</p>		
Service Head:	Jan Coles	Performance status:	On target
Action	15362	Target date	31/03/2023
Action promised	We will develop a Regional Maternity and Early Years strategy transforming the Early Years Services within the next 5 years. We will implement the key priorities within Carmarthenshire`s Maternity and Early Years Operational plan and lessons learnt from the Cwm Gwendraeth Pilot to move towards a more integrated model of delivery		
Comment	<p>Consultation responses have been collated and final amendments are being made to the Regional Maternity and Early Years Strategy. Locally the strategy has been presented to DMT and CMT and will be discussed at Pre Cabinet on 9th January 2023. The Regional Maternity and Early Years Steering Group met on 17th November and a Strategic Development morning was hosted on the 14th December for all members of the steering group. This was an opportunity to agree the functions of the Regional Steering Group and plan for future meetings.</p> <p>The Carmarthenshire Maternity and Early Years Operational group continues to meet on a regular basis and key priorities within the local Operational plan are implemented within a series of task and finish groups and subgroups. The key pieces of work currently prioritised are:</p> <ul style="list-style-type: none"> • Finalising the Maternity and Early Years Strategy • Developing an Outcomes framework. • Developing Careers Pathways for the Maternity and Early Years in partnership with the Local Authority Learning and Development team and We Care Wales • Agreeing and implementing clear transition processes and documentation from Childcare into Early Years education • Developing the accessibility of information for families and professionals relating to the services available across the county <p>• Developing key standards for Co-production and Co design and exploring the potential of working with Co-Production Wales via the PSB</p> <p>The Early Years Integration Team continues to test different ways of integrated working across Health, Local Authority and third sector partners. The systems for receiving referrals from Health Visitors and Midwives for family support are improving and is reflected in the increase in referrals. Additional staff are being recruited into the team to test various processes – i.e Preparation for Parenting, Education Link assistant and playworkers. Programmes of support continue to be delivered to families within the community, these include baby massage, Can a Chlonc and a Young Mums Group facilitated by the mums themselves. The team have been working with Hywel Dda UHB Perinatal Mental Health Team to deliver an anxious mums group and with the local libraries to deliver two very well attended 'story times' per week. Additionally there are approximately 20 families at any given time receiving one to one support at home. The reasons vary but include behaviour management, sleep management, maternal mental health issues or even a lack of transport to get to groups. With the Education Link Assistant we have arranged continence training to 18 local schools so that they better understand the issues surrounding toileting of young children and management of the issue within the school setting. The Team continues to keep families updated with information via the Early Years website and ensure that all information is current and up to date.</p>		
Service Head:	Jan Coles	Performance status:	On target

Action	15363	Target date	31/03/2023
Action promised	We will work in partnership with the Inclusion Service to develop the 'local offer' of support for disabled/autistic children and young people and their families.		
Comment	<p>Carmarthenshire's local offer is an information hub to provide disabled children and their families an easily accessible platform to source information and support within their area. The Local Offer commenced planning in 2020 and has been a priority task for the current Early Help Team Manager. Meetings and training sessions with our colleagues within the IT department have taken place ensuring our plans for the Local Offer are accessible for all. Following a compilation of services being drawn up we have been supported by IT to build an electronic platform within the Carmarthenshire County Council website. This will provide ease of access to anyone who searches for the information they need through this route whether family, organisation, professional or young person.</p> <p>Following consultation with Parents and carers we have ensured the web page is set up for different age groups to incorporate services and information in a clearer and more concise format. 0-5 years, 5-11years, 11-16 years and 16 - 25years. Within each of these sections there are sub sections that can be accessed by 'One Click' to - Health and Wellbeing, Social Care, Education, Financial Support and Housing. On-going training will be provided to the core staff who will manage the updates of the website to ensure it remains current.</p> <p>The webpage was finalised and went live on 25th November 2022.</p>		
Service Head: Jan Coles		Performance status: On target	
Action	15364	Target date	31/03/2023
Action promised	We will continue to aim to reduce the number of children becoming Looked After and number of care proceedings in accordance with our LAC reduction target as agreed with Welsh Government, utilising appropriately Edge of Care (EOC), Integrated Family Support Team (IFST) and Family Intervention Team (FIT).		
Comment	<p>This quarter has seen a further increase in the number of looked after children which has risen to 186 at the end of this quarter. However, it is important to note that Carmarthenshire has the lowest number of children looked after compared to the rest of Wales per 10,000 of the population under 18. The increase is partly a result of the aftermath of the pandemic where families have struggled, and safeguarding issues are a concern with a number of families of children in sibling groups having been accommodated alongside some teenagers where issues around parental control and behaviour has been difficult to resolve and younger children at risk of harm. The increase in concerns around emotional well-being and mental health alongside alcohol and substance misuse remain an issue around resources and supporting families safely in the community.</p> <p>Our preventative services continue to support families as much as possible to maintain children at home and there has been some success of keeping children at home or with family and friends support which will always be our aim if it is safe to do so. We continue to have a number of children with highly complex and challenging needs who require more specialist input and have needed access to residential accommodation and both the lack of national and local resources remain a concern to provide appropriate accommodation for these young people.</p> <p>We continue to monitor and review all children where requests are made for accommodation through our panel and try to ensure we create alternative support options to care through Edge of Care, IFST and Family Intervention Service support and are developing our parenting programmes to assist families and maintain children at home or rehabilitate them home following a period of foster care.</p> <p>We are in the process of reviewing our service in Edge of Care and IFST to develop further support to front line teams to ensure the right help at the right time is received to support families within the local community.</p>		
Service Head: Jan Coles		Performance status: On target	
Action	15365	Target date	31/03/2023
Action promised	We will work in partnership with the Inclusion Service to develop the 'local offer' of support for disabled/autistic children and young people and their families.		
Comment	<p>Carmarthenshire's local offer is an information hub to provide disabled children and their families an easily accessible platform to source information and support within their area. The Local Offer commenced planning in 2020 and has been a priority task for the current Early Help Team Manager. Meetings and training sessions with our colleagues within the IT department have taken place ensuring our plans for the Local Offer are accessible for all. Following a compilation of services being drawn up we have been supported by IT to build an electronic platform within the Carmarthenshire County Council website. This will provide ease of access to anyone who searches for the information they need through this route whether family, organisation, professional or young person.</p> <p>Following consultation with Parents and carers we have ensured the web page is set up for different age groups to incorporate services and information in a clearer and more concise format. 0-5 years, 5-11years, 11-16 years and 16 - 25years. Within each of these sections there are sub sections that can be accessed by 'One Click' to - Health and Wellbeing, Social Care, Education, Financial Support and Housing. On-going training will be provided to the core staff who will manage the updates of the website to ensure it remains current.</p> <p>The webpage was finalised and went live on 25th November 2022.</p>		
Service Head: Jan Coles		Performance status: On target	
Action	15366	Target date	31/03/2023
Action promised	We will continue to develop the Mid & West Wales (MWW) Regional Adoption as part of the National Adoption Service in line with national, regional, and local priorities		
Comment	<p>The Mid and West Wales Regional Adoption Services is working as an integral part of the National Adoption Service and the Voluntary Adoption Agencies in Wales to continually develop MWAS by embedding the four National Adoption Service's Good Practice Guides into practice. In accordance with the guides, MWAS has already improved transitional work when children are moving to adoptive placements to ensure children and adopters are more effectively supported through the process. In addition, MWAS is also taking steps to improve support to birth parents though working with our partner Reflect to support birth parents at earlier stages in the Adoption Process. Furthermore, MWAS is providing a significant level of support to children and adopters to ensure when in need of support, the right support is provided at the right time. MWAS has experienced Adoption Social Workers, Support Workers and an Adoption Psychologist who work with children and families to ensure the appropriate therapy/direct work can be provided to Adoptive families to create stability for adopted children and prevent disruptions.</p>		
Service Head: Jan Coles		Performance status: On target	

	15367	Target date	31/03/2023
Action promised	We will participate in improving recruitment in respect of Fostering and Adoption services, utilising services effectively to increase the choice of placements, including the development of in-house supported lodgings providers.		
Comment	<p>In terms of the Adoption Service, Carmarthenshire continues to have very few children waiting for an adoption placement. The Local Authority also has an abundance of adopters waiting for a child which allows a choice of adopters for the child and social workers to ensure the match is right for the child. Carmarthenshire continues to assess and approve adopters at a higher rate than children that are placed for adoption. At the current time Carmarthenshire is in a strong position to allow choice of placements for children being placed for adoption which allows a better match for children to adopters.</p> <p>In fostering we continue to drive our recruitment campaign and have close links with Foster Wales and our regional marketing officer who has developed posts on our website to promote fostering in Carmarthenshire. There are adverts regularly promoted on the television and we have developed foster carer stories from our own foster carers in Carmarthenshire for our recruitment campaign to encourage people to come forward and become foster carers for our local children. We are still in need of appointing our own recruitment and media officer in Fostering specific to Carmarthenshire to improve our service development for ensuring we have enough choice of foster placements for children who need to be looked after. There is a bid in for additional funding to Welsh Government to achieve this objective to improve our recruitment opportunities so we are awaiting news on this. We continue to deliver core offers to foster carers with supporting them with an out of hours support service and training programmes around their learning and development. Support groups are being promoted now face to face and encouraging the peer mentoring service of foster carers to be more active in this development. We have recently agreed an uplift in fostering allowances which will again recognise and promote the value of our foster carers and retain their service within Carmarthenshire. We intend to promote events and activities across Carmarthenshire alongside regional and national initiatives.</p> <p>In relation to Children Services' In-House Supported Lodgings Service, we have in the 1st quarter approved 3 households for supported lodgings placements and one other household who has transferred over to our scheme making available 6 placements and an emergency bed available for 16+ vulnerable young persons. This is a great achievement as our target was to recruit 10 placements in the first year of the project, so this is making great progress towards this objective. There are a number of barriers to overcome with our marketing campaign and we are in the process of developing this on local website and information events.</p>		
Service Head: Jan Coles		Performance status: On target	
Action	15368	Target date	31/03/2023
Action promised	We will review and monitor the implementation of the Corporate Parenting Strategy ensuring the council fulfils its Corporate Parenting role and that our looked after children and care leavers have the opportunity to reach their full potential		
Comment	The new membership has been established for the Corporate Parenting Panel. Welsh Government have still not formally produced the new guidance on what will be expected from councils as part of the reform of corporate parenting. There continues to be an increase in the number of looked after children as well as the number of children requiring specialist residential care. There is a national shortage of foster carers able to provide care for our looked after children in their own communities. There is an increase in the number of children residing in unregistered children's homes. There is an increase in the number of children being temporary excluded from schools or without a school placement.		
Service Head: Jan Coles		Performance status: On target	
Action	15369	Target date	31/03/2023
Action promised	We will continue to work with partners to improve appropriate accommodation options and housing support for all vulnerable young people including disabled children (aged 16-25) and implement the care leavers' accommodation framework.		
Comment	Carmarthenshire Children Services continues to work in partnership with the Housing Department, Youth Service and Commissioning to devise, develop and commission new supported accommodation Services for young people aged 16-25 which includes children with disabilities. The new service is already providing improved accommodation and more support to young people in supported housing. One aim of the service was to move away from grouping large numbers of young people together in accommodation settings who had similar needs and experienced similar challenges. The new service comprises of smaller supported houses that will be staffed with support workers and will be based around the three main towns of Ammanford, Llanelli and Carmarthen. This will allow more young people in need of accommodation to be supported in the areas they have lived through their childhoods. This has the advantage of allowing them to live near extended family who are often the young people's support network. Children Services continue to work with our colleagues in the Housing Department and in Youth Support Services to ensure the developments in respect of accommodation are underpinned by the Care Leavers Accommodation Framework. In addition, Children Services' new In House Supported Lodgings Service will also provide good quality support and accommodation to young people who are in need of care and support to ensure we are providing them the opportunity to thrive in Carmarthenshire. Carmarthenshire has employed staff and already assessed and approved 5 supported lodgings providers who are providing supportive placements to young people aged 16-18 with more providers being assessed. The Service works in partnership with our Fostering Service and the Housing Department to allow more choice of placements for our young people aged 16-21 years, who are homeless or at risk of homelessness, or others who wish to move onto more independence.		
Service Head: Jan Coles		Performance status: On target	
Action	15374	Target date	31/03/2023
Action promised	We will continue to report on the of Reviews of foster carers to ensure they are undertaken on an annual basis in accordance with regulations.		
Comment	This period has again seen excellent results on the timeliness of foster carer reviews being completed within the statutory timescales. 13 reviews were due this quarter in respect of mainstream foster carers and 12 were completed in time with the one remaining review being one week late achieving 92.3% outcome. In respect of kinship/connected carer reviews 2 were due and completed on time attaining a 100% target.		
Service Head: Jan Coles		Performance status: On target	

Action	15375	Target date	31/03/2023
Action promised	We will maintain the focus on increasing the range of placements to ensure placement stability and stability in education in respect of looked after children, including accommodation through the implementation of an in-house supported lodgings service.		
Comment	<p>In terms of education and school stability for children looked after the figure remains excellent with only one child out of 118 at 0.8% having experienced 1 or more changes of school. This has placed pressure on our transport service with looked after children where costs have risen due to taxi services needing to be used in our rural communities to ensure that wherever children are placed their school is maintained.</p> <p>The total number of children looked after who have experienced 3 or more placement moves during the year and up to this quarter is 12 out of 186 children population which equates to 6.5%. This remains a good target and is still within a reasonable average across Wales. In this quarter alone moves have been related to specific young people:</p> <p>In case 1 a 17 year old was accommodated in an emergency due to difficulties with family relationships and was cared for in an emergency foster placement and then in a short term placement as no supported lodgings placement was available. She was then moved on in a planned way to a supported lodgings plus arrangement where she has remained successfully for the past 2 months. In case 2 a 1 year old child was in a stable foster placement then moved to an adoptive placement which broke down. The child was placed back with her original foster carer which was in her best interests so remains there in a stable placement until plans are reviewed in relation to her long term care. In case 3 another 1 year old was placed with his mother in a parent and baby placement which resulted in her moving to another parent and child placement as she was unhappy in the placement. She was given another opportunity to be assessed in terms of her parenting skills in another parent and child placement which broke down as mother moved on. The child was then placed in a foster placement where plans for the child are permanency outside the family. In case 4 an asylum seeker aged 17 experienced 3 moves of supported lodgings due to resource issues and not being able to achieve the right match given his care and support needs.</p> <p>We continue to monitor stability of placements with regular placement support meetings between fostering and the childcare teams in order to prevent placement breakdown. We are also endeavouring to boost our recruitment drive for both foster carers and supported lodgings providers to ensure more choice of placements for a variety of children are available to meet their longer term needs.</p>		
Service Head: Jan Coles		Performance status: On target	
Action	15376	Target date	31/03/2023
Action promised	We will continue to work collaboratively across the region in accordance with the National Fostering Framework (NFF) and will also progress and develop the new arrangements in respect of Special Guardianship Orders		
Comment	<p>We continue to collaborate with Foster Wales and our regional officer to support us on updates nationally. We await the additional funding from Welsh Government for staffing relating to improving our recruitment of carers through the appointment of a marketing officer across Carmarthenshire. This remains a crucial role in developing more choice of placements and increasing foster carer recruitment as we have lost foster carers through retirement and need to increase our numbers. There is also an uplift in fostering allowances which is in the process of being approved to recruit and retain foster carers in Carmarthenshire as the cost of living has impacted on fostering households. We have successfully approved 4 households this quarter. We have some prospective carers attending skills for foster care training alongside information evenings in order to engage new carers locally. Staffing levels are also limiting us in progressing our service development in relation to Special Guardianship Order reviews being held in a timely manner. Again we are awaiting funding from Welsh Government to assist us with improving this area of work and provide good practice across Carmarthenshire as support is required to assist 125 families who care for children as guardians and financial hardship through cost of living increases has also impacted on their care and well-being.</p>		
Service Head: Jan Coles		Performance status: On target	

ACTIONS - Theme: WBO4. Tackle poverty, help to prevent it, helping people into work, improving lives			
Sub-theme: D - Improving the lives of those living in poverty			
Action	15356	Target date	31/03/2023
Action promised	We will continue to develop early intervention support services (0-25) for disadvantaged children, young people, and families across the county in line with the Family Support Strategy, utilising opportunities for integrating services across the Children and Communities Grant and Housing Support Grant		
Comment	<p>The planning and Commissioning Team are responsible for commissioning activity across the Children and Communities Grant (CCG), specifically, Families First and Flying Start. The team has responsibility for the data returns and progress report to Welsh Government and utilises the data to improve future services. The team is also leading and supporting commissioning activity in statutory Children's Services and Complex Needs.</p> <p>The CCG Indicative Grant Offer letter has been received from WG. There will be several changes to the Children and Communities grant in 2023 including:</p> <ul style="list-style-type: none"> • The removal of Communities for Work Plus (CfW+) from CCG and the employment element of the Legacy fund from April 2023. • The Out of Court Parenting Support (OoCPS) programme has joined the CCG for 2023-24 • Additional ring-fenced funding has been provided for Phase 2 of Flying Start Expansion. <p>The CCG now includes the following six programmes: 1. Childcare and Play, 2. Families First, 3. Flying Start, 4. Out of Court Parenting Support, 5. Promoting Positive Engagement for Young People at risk of offending (PPE), 6. St David's</p>		

<p>Comment</p>	<p>Day Fund. At the last Board meeting in October, members discussed budget positions and considered the potential for virement between CCG and HSG programme. There is no opportunity for virement at present. We have implemented CCG monitoring spreadsheet designed to ensure the early identification of potential CCG underspends is identified and managed.</p>		
	<p>Families First Programme - Three parenting/family support projects were procured in 2018, including a Volunteer Support project delivered by Home-Start, a Parenting Support project delivered by Action for Children and a Domestic Abuse project for Children and Young People delivered by Carmdas. As part of the commissioning cycle we have reviewed the three projects with the intention of:</p> <ul style="list-style-type: none"> • Re-tendering the Parenting support project via Sell2Wales for contract award 1st April • Not re-tendering for a volunteer project. The contract with Home-Start will end 31st March 2023 • Carry out a joint tender for Domestic Abuse support for children and young people with Housing Support Grant Colleagues. Estimated contract award date September 2023. <p>DURING Q3 2022-23:</p> <p>5201 individuals supported from the FF programme, of which 1353 (26%) were new individuals. 2550 families supported from the FF programme, of which 668 (26%) were new families. 156 single agency JAFFs were closed with a forward movement of 146 (94%) on the distance travelled tool. 6 cases were stepped up to Social Services, and 31 cases were stepped down from Social Services to the FF programme.</p> <p>Flying Start Programme - We have contributed to the Flying Start Phase 2 expansion plans by profiling the next eight areas of deprivation and establishing a method for contracting with potential future childcare providers and for registering families.</p> <p>Complex Needs - The Commissioning Officer for Complex Needs has been working on the tender for developing a Transition Guide for families and professionals to support the transition of disabled young people into adulthood. An organisation has been identified who can undertake this work.</p> <p>Statutory Children's Services - During the last quarter the Commissioning Officer has been reviewing existing contracts and making future commissioning arrangements. Scoped the use of agency workers across children's services and linked with colleagues in adult services to develop processes for approving, recruiting, and monitoring spend in relation to agency workers.</p> <p>Additional Grants</p> <p>Child Development Fund - There continues to be a high demand for providing childcare for pre-school children where their development is delay because of Covid. The Child Development Fund will end 31st March 2023. We are working on plans to transfer the childcare element of this grant into the Flying Start expansion under the element of outreach.</p> <p>CCG Early Help Covid Funding - The additional funding has been paramount in providing additional funding to exiting Families First projects to help them increase staff capacity to help meet the complexity of need. This grant will also end in March 2023. We are planning on maintaining the successful element of this work and funding it through the uplift in the Children and Communities Grant.</p> <p>Parenting - Carmarthenshire has been awarded £61,200 to:</p> <ul style="list-style-type: none"> • Increase the capacity of the workforce which will support innovative community-based provision, such as parenting groups or peer support groups. • Increasing the skills, knowledge, and resources of the parenting and wider workforce. through training courses. • Support creative approaches to support healthy relationships among separating and separated parents. 		
<p>Service Head: Jan Coles</p>	<p>Performance status: On target</p>		
<p>Action</p>	<p>15357</p>	<p>Target date</p>	<p>31/03/2023</p>
<p>Action promised</p>	<p>We will work towards addressing the gaps identified in our fifth Childcare Sufficiency Assessment (2022-27) and accompanying Action Plan and continue to promote and further develop Welsh medium childcare within the County. We will support the childcare sector to recover from the Pandemic and remain sustainable.</p>		
<p>Comment</p>	<p>The Childcare Sufficiency Assessment 2022-27 Full Report and Summary report are now both available to view on Carmarthenshire Family Information Service website https://fis.carmarthenshire.gov.wales/childcare/childcare-sufficiency-assessment-csa/. An Action Plan is in place for 2022-23 with Mid-year progress completed in October 2022. Applications for Sustainability Funding for childcare providers opened at the end of August 2022 with application closing 30th September 2022.</p> <p>104 applications received with 102 applications approved and 2 rejected: 1 a duplicate application and 1 nursery business was sold.</p> <ul style="list-style-type: none"> • 27 childminders • 22 Day Nurseries • 16 After School Clubs • 4 Flying Start settings were awarded £401.78 each • 33 Cylchoedd Meithrin each received £757.57 each <p>Childminders - 1 briefing session has been delivered, with 1 attendee from Cwmann a targeted area. The sessions are delivered as and when to allow the flexibility for prospective childminders to attend and are held via teams or telephone. 1 candidate enrolled on the online IHC/PCP course with Pacey Cymru. Candidates can attend a 12 hour Paediatric First Aid training course. There have been no new childminder registrations. Application Support and IHC/PCP course support is given to prospective childminders, and on an ad hoc basis to smaller groups or an individual basis and follow up support for candidates also given either by 1-1 teams meetings, telephone and e-mail. There have been 2 de-registrations - 1 has retired and 1 has changed employment. 3 childminders have increased their registered places by a total of 7.</p> <p>There are currently a total of 90 registered childminders with a total of 717 childcare places.</p> <p>Progress in all Targets have become slow, possibly due to pandemic aftermath and ever increasing living costs now impacting viability of sector. The qualification process and timescale is also a contributory factor.</p> <p>We continue to promote Welsh language development opportunities for the childcare workforce sector through promoting CAMAU as well as umbrella organisations language support initiatives for parents such as Clwb Cwtch. Information is shared with providers through our website and through regular email communications. Welsh Language page on FIS website continues to be updated. WESP strategy group meetings are attended.</p>		
<p>Service Head: Jan Coles</p>	<p>Performance status: On target</p>		

ACTIONS - Theme: WBO13. Better Governance and use of Resources			
Sub-theme: A -Transforming, Innovating and Changing (TIC) the way we work and deliver services			
Action	15085	Target date	31/03/2024 (original target 31/03/2022)
Action promised	We will work with others to develop and implement the new system- Finance Module for charging. (Social Care)		
Comment	Only early engagement undertaken to date. Implementation will depend on OLM availability, and the Finance module being ready. This project will only commence on the completion of the implementation of the Children Services modules. Still no firm timescale from OLM, but anticipate that target date will be met.		
Service Head: Chris Harrison		Performance status: On target	

ACTIONS - Theme: WBO8. Support community cohesion, resilience, and safety			
Sub-theme: A - Develop and implement how we provide information, advice, and assistance.			
Action	14694	Target date	31/03/2023 (original target 31/03/2021)
Action promised	We will develop the Information Advice and Assistance (IAA) service by enhancing the Multi-Disciplinary Team, to ensure that as many individuals as possible are supported to achieve preventative outcomes.		
Comment	Plans to develop the Multi-Disciplinary Team support to IAA are now being developed in line with department restructure and with consideration to the increasing demands. The plans will look at how the team at the front door aligned to Delta can work alongside the Home First team and strengthen the approach to supporting admission avoidance to hospital and earlier discharge home.		
Service Head: Alex Williams		Performance status: On target	
Action	15101	Target date	30/06/2023 (original target 31/03/2022)
Action promised	We will develop a formal agreement between the Local Authority and Health Board, outlining collective responsibilities whilst agreeing a new staffing structure in Integrated Services to support our approach to develop strong communities, help people help themselves and provide support when is needed.		
Comment	Work is continuing to review the existing Section 33 agreement between the Health Board and the Council. Once Phase 2 of the restructure is complete, this will become the next priority to finalise.		
Service Head: Alex Williams		Performance status: On target	
Action	15360	Target date	31/03/2023
Action promised	We will continue to develop and improve how Children's Services provide information, advice and assistance (IAA) to support families and develop a smarter approach to digital communication. We will continue to develop the Family Information Service and support links to the Welsh Government Dewis website		
Comment	<p>The Family Information Service have ensured families and professionals have received updated information on services, resources, and developments. FIS continue to link in with different services to provide and share information to parents/carers to support them through a variety of different methods.</p> <p>FIS website had 8,680 users, 12,227 sessions and 24,145 pageviews during the quarter. Throughout this period there has been continuous promotion of the new Childcare Offer National Digital Service, via the FIS Website and social media channels and radio adverts to ensure that parents who become eligible for the offer in January 2023 are familiar with the application process and kept informed of Welsh Government system updates as and when they have become available.</p> <p>During the third quarter FIS received 443 enquiries.</p> <p>The Right Help Right Time directory launched early December, it's a directory produced for Professionals supporting Children, Young People and Families in Carmarthenshire. The directory contains up to date, accessible information on the range of services available to families at various levels of need. The directory can be found on the FIS website</p>		
Service Head: Jan Coles		Performance status: On target	
Action	16125	Target date	31/03/2023
Action promised	We will ensure we respond to adult safeguarding concerns in accordance with the SSWBA (Part 7) and evolving statutory guidance		
Comment	Carmarthenshire is well represented on the Regional Safeguarding board and associated subgroups. The Adult Practice Review Group and Child Practice Review Group have now merged so there is a through age approach for managing and tracking reviews and recommendations. Performance in relation to safeguarding is consistent the number of adult protection enquiries completed within 7 days is at 83.3% (average over the last year). There are no outstanding actions to respond to in terms of regulatory requirements. Carmarthenshire is currently piloting an Immediate Response model to suspected incidences of suicide and self-harm .This is a regional imperative which is overseen by the Regional Safeguarding Board.		
Service Head: Avril Bracey		Performance status: On target	

ACTIONS - Theme: WB07. Help people live healthy lives (Tackling risky behaviour and obesity)**Sub-theme: C - Mental Health**

Action	16122	Target date	31/03/2023
Action promised	Implement Service delivery changes in Mental Health as part of the transforming Mental Health Agenda		
Comment	We are continuing to collaborate with the Health Board and Third Sector in line with the transforming mental health agenda . The Single Point of Access has been successfully piloted , the next phase will be to align the Local Authority and third sector services as part of the preventive agenda. The wellbeing pathway is now established within both Community Mental Health Teams . The aim of the wellbeing pathway is wherever possible to maximise the referred person's ability to meet their own personal outcomes either by connecting them with preventative services (or other community support) or by undertaking a SSWBA assessment to ascertain if they have care and support needs.		
Service Head: Avril Bracey		Performance status: On target	

ACTIONS - Theme: WB08. Support community cohesion, resilience, and safety**Sub-theme: B - Greater community cohesion**

Action	15083	Target date	31/03/2023 (original target 31/03/2022)
Action promised	We shall continue 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.		
Comment	The tender process linked to the re-commissioning of preventative service has now concluded. The next step will be mobilisation of contracts with expected start date of 3rd April 2023		
Service Head: Chris Harrison		Performance status: On target	
Action	15342	Target date	31/03/2023
Action promised	We will develop and implement a Prevention Strategy- strengthening our approach especially in relation to the third sector & the wider community, including carers		
Comment	We have undertaken a tender exercise specifically aimed at 3rd sector provision linked to the new community preventative model. The next phase of this work will be to set up arrangements within each locality in preparation for the start date of 3rd April 2023		
Service Head: Chris Harrison		Performance status: On target	

ACTIONS - Theme: WB08. Support community cohesion, resilience, and safety**Sub-theme: C - Impact of COVID-19 on the mental health and well-being of our population & community resilience.**

Action	15344	Target date	31/03/2023
Action promised	We will continue to ensure we have effective and efficient oversight of the market- including contract management to ensure care & support providers safely manage COVID-19 and comply with their duty to provide quality, reliable and safe services while securing value for money		
Comment	The Contracts team is now fully staffed and are working to robust procedures in managing and responding to challenges within the care sector.		
Service Head: Chris Harrison		Performance status: On target	

ACTIONS - Theme: WB08. Support community cohesion, resilience, and safety**Sub-theme: D - Support Safer Communities**

Action	15361	Target date	31/03/2023
Action promised	We will work as part of the multi-agency Together for Tyisha Steering Group to develop community facilities to improve outcomes for children and families, focusing on preventative and early intervention services with a strong community focus in line with the Children First principles in the Tyisha ward.		
Comment	<p>ACES and Resilience training was delivered to key members of the Tyisha community including:</p> <ul style="list-style-type: none"> • PCSO, • Communities for work, • School Safeguarding Officer, • PSA from Coedcae, • Wellbeing and Behaviour support officer from Coedcae, • Attendance Officer form Coedcae, • Headteacher from Stebonheath, Penrhos and Bigyn, • Approx. 220 Year 7 pupils have received Resilience and Strategies and an understanding of the use of the resilient language and strategies. • 10 Teachers and LSA and Year 7 Head of Year was present. <p>240 individuals received the training delivered by CYCA.</p> <p>Environmental school workshops delivered to Bigyn, Ysgol Pen Rhos, Old Road and Stebonheath. The project was exploring creative ways to explore what young people can do to tackle environmental issues. Each school produced a animated video. Voices of Tyisha in schools Bigyn, Ysgol Pen Rhos and Stebonheath participated in the Voices of Tyisha project, a creative practitioner led the children into child led discussions about their views of where they live and hopes for the future. Each school produced an animated video. Coedcae girls project: 10 girls in year 10 discussed issues around personal safety in the community, this was an 8 week programme and the girls produced a podcast at the end.</p> <p>The Voices of Tyisha event held in September was a joint event with the Beat the Street launch event. We provided health fruit kebab sticks, food and drinks at this event provided by donations from Tesco. Approx. 120 families attended. Video produced from the event. The winter event took place on 21st Dec, with stall holders from FIS, TAF, Waste engagement team, police and Fire.</p>		
Service Head: Jan Coles		Performance status: On target	

ACTIONS - Theme: WBO9. Support older people to age well and maintain dignity and independence in their later years			
Sub-theme: A - Improved population health and wellbeing			
Action	16132	Target date	31/03/2023
Action promised	We will provide proactive and planned care to people in the community with chronic long-term health conditions/increased frailty and those that require support at the end of their life		
Comment	As part of the new Integrated Services structure, we have now appointed a Senior Manager for Proactive and Planned Care. They will have responsibility for ensuring that our services consistently provide proactive and planned care for those with chronic long-term health conditions/increased frailty and those that require support at the end of their life. Our services already provide this care, but providing leadership in this way will allow us to have a more consistent approach across the county. As part of this work, the West Wales Care Partnership is developing some core principles for proactive and planned care, and we will ensure that we align to these on a Carmarthenshire County basis.		
Service Head: Alex Williams		Performance status: On target	

ACTIONS - Theme: WBO9. Support older people to age well and maintain dignity and independence in their later years			
Sub-theme: B - Better quality and more accessible health and social care services			
Action	14953	Target date	30/09/2022 (original target 31/03/2022)
Action promised	We will develop an overall recovery model to redesign support and services during and after the Covid-19 pandemic. This will include how we safely restart day services/develop day opportunities as well as bed-based reablement.		
Comment	Day Services for Older People are now reopen with Cartref Cynnes, Cwmaman and Plas Y Mor now open 3 days a week; increases in days will be considered as and when there is sufficient demand. Ty Pili-Pala is continuing to operate as a step-up/step-down assessment unit and is now part of our core service delivery.		
Service Head: Alex Williams		Performance status: On target	
Action	15088	Target date	30/09/2022 (original target 31/03/2022)
Action promised	We shall review the Transport & Facilities services in-line with the alternative offer for Day Care in Carmarthenshire		
Comment	The transport team have been working with service managers to look at the best way to reintroduce the transport service in the most economical way. The Day Centre's are now open, and resources required have been assessed. Reduction in number of drivers to mirror the need has been actioned, and the removal of vehicles from the fleet is in progress.		
Service Head: Chris Harrison		Performance status: On target	
Action	15346	Target date	31/03/2025 (original target 31/03/2023)
Action promised	We will establish a range of supported accommodation to promote independence, reduce the reliance on residential care and contribute to achieving the division's savings targets.		
Comment	We have an Accommodation and Efficiency Programme Board which meets monthly to monitor progress in relation to this action. We now have a four-year accommodation plan which outlines what accommodation we need and where in the County we need it. We have collaborated with colleagues in housing and commissioning to progress several accommodation projects and utilised external funding such as the Integrated Care (Capital) Fund to progress bespoke housing projects: We have developed six accommodation schemes for individuals with a learning disability. We have been able to increase the independence of several individuals by working with providers to deregister residential settings to supported living. To date we have been able to do this in three settings which has improved outcomes for 16 individuals. Over the last year we have restructured the Shared Lives team, and developed a marketing strategy to increase the number of 'Shared Lives' carers, which will increase the options for individuals with a learning disability. A new development will be established this year to accommodate eight individuals in the Llanelli area. We continue to work with colleagues in housing a decommissioning to develop innovative projects that maximise independence and positive outcomes for the individuals we support. Going forward the focus this year will be on mental health.		
Service Head: Avril Bracey		Performance status: On target	
Action	15348	Target date	31/03/2023
Action promised	We will continue to reshape our approach to support patient flow and home first by developing the discharge to assess pathways and ensure that monitoring and escalation processes are maintained to ensure effective flow across the Carmarthenshire system		
Comment	The Home First team is now fully embedded, and has begun to expand its role and function into the community focussing first of all on GP referrals. We continue to work on joining up Delta and the duty teams in each community team to ensure we have a consistent approach to new referrals coming in. This approach will ensure that we can better manage crisis in the community and help avoid unnecessary hospital admissions. Escalation processes are embedded with twice weekly meetings taking place between hospital and community colleagues to pick up areas/individuals that need to be escalated.		
Service Head: Alex Williams		Performance status: On target	
Action	15349	Target date	31/03/2023
Action promised	We will ensure that we effectively deliver our statutory duties to assess and review care and support needs of older people and those with physical disabilities, and support people to achieve their desired outcomes		
Comment	Due to the high demand of new referrals coming through and the constraints in the workforce linked to a high number of social work vacancies, we are continuing to risk assess those in need of assessment and support, to ensure that those at greatest risk are prioritised first. Those waiting are reviewed on a weekly basis to ensure that any changes are identified and the risk is appropriately managed. The Care and Support Coordinators are now fully embedded in each team to ensure that those waiting are routinely reviewed.		
Service Head: Alex Williams		Performance status: On target	

ACTIONS - Theme: WBO9. Support older people to age well and maintain dignity and independence in their later years			
Sub-theme: D - A motivated and sustainable health and social care workforce			
Action	15089	Target date	31/03/2023 (original target 31/03/2022)
Action promised	We will implement phase 1 and phase 2 of the new structure for Integrated Services.		
Comment	Phase 1 of the restructure is now complete, with the senior management team confirmed in post. This will lead to 2 vacancies being advertised. In the next quarter, phase 2 will be completed to realign the teams below the Senior Management posts.		
Service Head: Alex Williams		Performance status: On target	
Action	15345	Target date	31/03/2023
Action promised	We will develop a workforce Plan to recruit, retain and develop staff to ensure a sustainable workforce for the future.		
Comment	We are continuing to progress initiatives to ensure a sustainable workforce for the future . We are about to embark on the next phases of recruitment for the Care Academi. The Social Work Assistants have commenced the Social Work Degree, and the division will be attending number of recruitment events in Universities to recruit newly qualified Social Workers to Carmarthenshire. We are developing training, career pathways and wellbeing initiatives to support the retention of our workforce.		
Service Head: Avril Bracey		Performance status: On target	
Action	16133	Target date	31/03/2023
Action promised	We will grow the professional Social Work and Occupational Therapy workforce by ensuring that Carmarthenshire is an attractive place to work, there are opportunities for career progression and development of career pathways for non-qualified staff to become qualified		
Comment	Work continues to progress led by the Social Care Recruitment and Retention Group, chaired by the Director of Community Services. Work is ongoing to promote Carmarthenshire as a unique and attractive place to work. 6 new social work trainee posts have now been agreed in Integrated Services as a way to develop a long-term solution to the recruitment challenges. The career structure in social work teams is also being looked at to create further opportunities. Overseas recruitment is also being progressed, and Integrated Services has now appointed 2 overseas candidates who are currently undergoing the pre-employment checks. In terms of Occupational Therapy, consideration is being given to the potential to develop trainee roles as well as maximising our integrated arrangements to give prospective candidates the employer of choice between the Health Board and the Council.		
Service Head: Alex Williams		Performance status: On target	

NO TARGET SET

Theme: WBO9. Support older people to age well and maintain dignity and independence in their later years							
Sub-theme: B - Better quality and more accessible health and social care services							
Measure Description	2021/22 Comparative Data			2022/23 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Number of people waiting in hospital for domiciliary care ASC-001	Not applicable		Q3: 48 End Of Year: 59	Target: NO TARGET Result: 27	Target: NO TARGET Result: 67	Target: NO TARGET Result: 36	Target: NO TARGET
Comment	Decrease on previous quarter. Positive impact from Home First approach, and providing short-term services where capacity allows.						
Service Head: Alex Williams			Performance status: N/A				