

PWYLLGOR CRAFFU
IECHYD A GWASANAETHAU CYMDEITHASOL
25 GORFFENNAF 2024

PWNC:
ADRODDIAD PERFFORMIAD CHWARTER 4 2023/24
SY'N BERTHNASOL I'R MAES CRAFFU HWN
GWELEDIGAETH, CAMAU GWEITHREDU A MESUR Y CABINET

Y Pwrpas:

Archwilio'r adroddiad at ddibenion monitro pwrpas portffolio'r aelod Cabinet.

GOFYNNIR I'R PWYLLGOR CRAFFU:

Adolygu ac asesu'r wybodaeth sydd wedi ei chynnwys yn yr Adroddiad a darparu unrhyw argymhellion, sylwadau, neu gyngor.

Y Rhesymau:

- Mae dyletswydd gyffredinol ar awdurdodau i wneud trefniadau i fonitro perfformiad.
- Mae angen inni ddangos i ddinasyddion, aelodau a rheoleiddwyr sut mae perfformiad yn cael ei reoli a sut mae ymyraethau priodol yn cael eu gweithredu

YR AELOD CABINET SY'N GYFRIFOL AM Y PORTFFOLIO:

Y Cynghorydd Jane Tremlett, yr Aelod Cabinet dros Iechyd a Gofal Cymdeithasol

Cyfarwyddiaethau:	Swyddi:	Rhifau ffôn / Cyfeiriadau e-bost:
Enwau'r Penaethiaid Gwasanaeth:		
Jan Coles	Pennaeth y Gwasanaethau Plant a Theuluoedd	JColes@sirgar.gov.uk
Chris Harrison	Pennaeth Comisiynu Strategol ar y Cyd (Sir Benfro a Sir Gaerfyrddin)	Chris.harrison@sirbenfro.gov.uk
Joanna Jones	Pennaeth y Gwasanaethau Integredig (penodiad ar y cyd â Bwrdd Iechyd Prifysgol Hywel Dda)	01267 228915 JJones@sirgar.gov.uk
Avril Bracey	Pennaeth Gofal Cymdeithasol i Oedolion	01267 228849 ABracey@sirgar.gov.uk
Awdur yr Adroddiad:		
Silvana Sauro	Rheolwr Perfformiad, Dadansoddi a Systemau	SSauro@sirgar.gov.uk

EXECUTIVE SUMMARY

HEALTH AND SOCIAL SERVICES SCRUTINY COMMITTEE

25TH JULY 2024

2023/24 Quarter 4 - Performance Report relevant to this Scrutiny Cabinet Vision Action and Measures

BRIEF SUMMARY OF PURPOSE OF REPORT

This report shows progress as at the end of Quarter 4 – 2023/24 of our deliverables for the Cabinet Vision.

- 1. 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. (CV12)**

Work during 23/24 has focused very much on developing the detailed service specific schedule to underpin the overarching s.33 agreement for Urgent Care/Home First. This is almost complete and will be signed off through the Health Board, LA and Delta Wellbeing. A separate piece of work is being progressed by the Senior Manager for Commissioning around Delta Wellbeing and services commissioned via the LA & Health Board. The focus for Q1 24/25 will be to review the overarching s.33 and start to develop further detailed schedules that will start to underpin the integrated management structure. Careful consideration will be needed if we are to progress integration or pooled budgets further.

- 2. In line with the Cabinet Vision and our Home First approach we will increase the level of supported accommodation to specifically facilitate safe discharge from hospital. (CV14)**

A task and finish has been established to focus on the development of a rehab model for the Community hospitals and to agree a post orthopaedic pathway, development of the clinical model and standard operating procedure to deliver at pace during Q1 24/25.

- 3. We will develop and implement a Prevention Strategy for Carmarthenshire which will include implementation of the Cabinet Vision to further expand the Delta Connect service to provide proactive technology enabled care to vulnerable people within their own homes together with a package of emergency support, monitoring, and wellbeing calls. (CV15)**

Six Well-being and engagement events which will include public consultation on the strategy will be held across Carmarthenshire that commenced in mid June.

- 4. We will work with the Health Board to provide readily accessible and appropriate levels of support to all with Mental Health Issues with an expansion of access and support to Children and Vulnerable Adults. (CV16)**



A Single Point of Access was launched by HDUHB in 2022 as part of the 111 service. The LA and Third sector are collaborating with the HB to extend access to wider services as part of this arrangement in 2023. Providing early support to children and young people with emotional and mental health issues is also a priority for the Children and Young Person's partnership which is part of the Regional Partnership Board arrangements. We have established a wellbeing pathway in the mental health teams with a dedicated resource focussing on early intervention and prevention. This project is currently being evaluated, however it is already producing positive outcomes for individuals, and improving access to services. We are collaborating with colleagues in the Health Board and third sector to develop access and support pathways for individuals with Alcohol Related Brain damage and individuals who have mental health and substance misuse issues.

Suicide and Self harm prevention is now a priority for the Safeguarding Board and Carmarthenshire Safeguarding Operational Group as we have seen incidents of suicide rise across the region. A regional group chaired by the Head of Adult Social Care continues to pilot an immediate multi agency response to suicide, this is being progressed on a local authority footprint to ensure we do all we can to respond to those in crisis. We have also appointed a temporary suicide prevention coordinator post to look at what currently exists in terms of access and support and where the gaps are. This will inform our prevention strategy in Carmarthenshire.

5. We will further support a Care Academy giving a career pathway for care work, including professional development and training for young people leaving school. Work to double the number of staff supported to gain a Social Work degree. (CV17)

We currently have 12 individuals who are undertaking the Care Academy programme. We are soon to recruit to the next cohort and have targeted schools and post 16 for this intake. Candidates are progressing their care qualifications sooner than anticipated so will have the opportunity to undertake a Social Work qualification this year if they are successful in gaining a place on a University programme. We are supporting approximately 30 staff to undertake Social Work training as part of our "growing our own" strategy". We are offering secondments, traineeships and supporting 12 individuals to access the full time Masters route (three from the Adult Social Care division). We have also established a progression pathway for social workers. Since October 2023, 50 Social Workers have successfully achieved progression. It will support increased numbers to undertake social work training to address recruitment issues in this area. The Care Academy and "growing our own strategy" is part of our long term workforce strategy to ensure a sustainable future workforce, from the first cohort a number have now progressed to Social Work training full time, care work and one to midwifery training. Recruitment is underway to replace them.

6. Ensure we have a stable workforce within Children's Services who are qualified, equipped and supported to undertake their role. (CV17)

The last Senior Manager to be recruited has taken up post (Feb 2024). New social work Trainee posts have been created. Recruitment for 10 trainees who will begin their Masters degree in October 2024 is underway. Since the first Panel in October, 48 social workers in Children and Families have progressed through the Experienced Practitioner Progression Framework.

7. Develop a sufficient supply of in-house residential placements to support the ambition to rebalance the market and take profit out of children's care (CV18)

Hafan(Carmarthen) Aim - to provide high level care to young people where alternatives would be hospital admission/in patient or secure environment. Secured property including one emergency

room and 1 staff bedroom.

Manager recruited 11.03.24. Handover 08.04.24, building control signed off 09.04.24. Furniture ordered and awaiting delivery. Property maintenance have control of the property from the 09.04.24.

Llanelli Aim - to provide a home to vulnerable young people who are not able to reside with family. 5-bed property including one emergency room and 1 staff bedroom. Potential property under evaluation.

8. We will work with Welsh Government to create and define a National Care Service that delivers national standards of care with local delivery of services to meet our community's needs. (CV19)

We have received the Welsh Governments summary consultation response in November 2023. We are advised by WG that they are considering the consultation feedback which will inform policy and legislative proposals as part of the Rebalancing Care & Support Programme. The National Commissioning Framework for rebalancing care and support will be implemented in September 2024. The mandate for the National Office for Care & Support has been published, the National Office will progress the implementation of the framework on a phased basis.

9. Deliver a range of high-quality intervention services so that children, young people and their families have access to support at the right time, keeping families together where it is safe to do so, and prevent the need to become looked after. (CV21)

Senior Manager now in post in conjunction with re-structure of CSMT. Systems thinking review arranged for 30.04.24 and 05.06.24, key stakeholders identified.

10. Develop the Mid and West Wales (MWW) Regional Adoption Service in line with national, regional, and local priorities including the 'good practice' guides. (CV22)

The Mid and West Wales Regional Adoption (MWWAS) Service continues to strive to develop its practice and over the last few months has been focusing on developing practice within the Welsh Early Permanence (WEP) framework having placed a child with WEP carers. It has also been noted that MWWAS has developed its practice around contact, by achieving a number of placements where children have continued to have ongoing direct contact with birth parents and with siblings.

11. Recruit adopters to meet the needs of children with complex needs and sibling groups so that children who need adoptive placements do not have to wait (CV22)

The Mid and West (MWW) Regional Adoption Service continues to find many adoptive placements within the region for children from the region. There is a general decline in enquiries in Wales from people who would like to adopt and the number of enquiries is down for this year. MWW uses social media, such as Facebook, Twitter, and its own webpage to recruit adopters from the region. A new Marketing Recruitment Officer has been appointed and we are hopeful with working alongside the National Adoption Service, we can concentrate on developing our recruitment of adopters, especially for sibling groups.

12. Work collaboratively across the region and with Foster Wales to increase and improve our recruitment and retention of foster carers and increase the sufficiency and range of in-house foster care.(CV22)

On-going co-production with Foster Wales, meeting facilitated 15.05.24 to action plan link with Foster Wales newly appointed marketing manager. Carmarthenshire Fostering representatives to contribute to the national 'big welcome' initiative and attend planning sessions in June relating to the development of technology 'app'.

13. We will continue to improve the support available to carers across the county.(CV22)

Implementation of new Carers Services ie Information, advice and assistance is now included within Community Preventative Services model. The model also includes a bespoke carers service, in recognition to the specialism required to provide carer specific information, opportunities and support to carers. The development of carers breaks project is underway funded by Regional Integrated Fund(RIF) and Welsh Government Amser Funding. These projects have sought to enhance the health and wellbeing of carers, providing a chance to try new activities, make new connections or reconnect to connections lost, or to learn new skills whilst having a break from the caring role. We have also commenced the commissioning review of replacement care. The work as detailed above is continuing and good progress is being made. The Community Preventative Framework is now in place. There will be ongoing work to support carers breaks.

The work as detailed above is continuing and good progress is being made.

14. We will invest in local efficient council run services to rebalance the market across all elements of adult and children social care (CV13)

All the Market Stability (MSR) priority projects as listed previously are progressing within timescale for completion which is 31st March'24 except A4. This will be progressed in the next financial year. The council has purchased a previously closed care home and a project plan is in place to consider refurbishment/ redesign requirements with a view to open as a council operated facility at a future date. All priority within 2023-24 have been completed with a summary report scheduled for IEG on the 13th May 2024 this will inform the work scheduled for 2024-25 in relation to market stability, aim to be largely self-reliant in relation to children's residential care by 2026.

Measures:

- 1. CH/024 a&b 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 (CV21)**

Result: 6.9

Target:7. Result:6.9 Calculation:(10÷144) × 100

Comment: Child care teams are supported by the department's preventative services to avoid children becoming part of child protection plans wherever possible. Prevention is key.

The names of children are added to the child protection register at multi-disciplinary case conferences and cases are reviewed regularly in line with Welsh Government procedures.

Sibling registrations can also influence findings.

Reasons for re-registrations:-

Family 1 x4 - parental alcohol consumption/aggressive behaviour

Family 2 x1 - parental complex mental health/alcohol consumption

Family 3 x5 - concerns around physical and emotional harm

2. CH/035/036 The total number of days on the Child Protection Register for children who were removed from the register during the year (CV21)

Result: 250.1

Comment: A 21.8% increase in the number of children removed from the child protection register this year(173)compared to EOY 22/23 (135) which is positive.

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.

De-registrations are agreed at multi-disciplinary case conferences.

3. 3.4.2.6 The percentage of people referred to the National Exercise Referral scheme that attend the initial consultation of the programme (CV23)

Result: 36.2

Comment: Failed to achieve. Excessive referrals (500 above target) coupled with staff shortages and sickness have resulted in challenges in getting referrals onto NERS.

Remedial action: A full NERS review is taking place that will result in new instructor workplans that will significantly increase the number of initial assessment opportunities. We had a new National NERS database launched in January 24, which has caused some short term issues but long term it will help the service.

4. PAM/042 - Percentage of NERS clients whose health had improved on completion of the exercise programme (CV23)

Result: 50.6

Comment: Failed to achieve target

Remedial action: Work with NERS team to ensure data capture improves to enhance performance to achieve target in 24/25.

5. PAM/015 The average number of calendar days taken to deliver a Disabled Facilities Grant (CV23)

Result: 273

6. ASC-001 Number of people waiting in hospital for domiciliary care (CV14)

Result: 7

Comment: Following the winter pressure and work done to date the number of people in hospital awaiting a domiciliary care package was reduced to 7 for the end of Q4.

DETAILED REPORT ATTACHED ?

Cynghor Sir Gâr
Carmarthenshire
County Council

NO



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:

Jan Coles Head of Children and Family Services
 Joanna Jones Head of Integrated Services (joint appointment with Hywel Dda Health Board)
 Avril Bracey Head of Adult Social Care
 Chris Harrison Head of Strategic Joint Commissioning (Pembrokeshire and Carmarthenshire)

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets	Bio-diversity & Climate Change
YES	YES	N/A	N/A	N/A	N/A	N/A	N/A

1. Policy, Crime & Disorder and Equalities

The Cabinet Visions will be monitored Quarterly throughout the year. All Actions will be put into our Performance and Improvement Monitoring System (PIMS). This means that all information can be analysed and sorted as required.

2. Legal

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

The **Local Government and Elections (Wales) Act 2021** focuses on the extent to which we are meeting our 'performance requirements'. That is:

1. exercising our functions effectively.
2. using our resources economically, efficiently and effectively.
3. governance is effective for securing the above.

As noted in the Act:

Scrutiny committees are a key part of offering constructive challenge to how a council is performing and how it organises itself in the delivery of sustainable services.

CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED		
YES		
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
Cabinet Vision Statement		Cabinet Vision Statement 2022 - 2027 (July 2022) (gov.wales)
Corporate Strategy 2022/27		https://democracy.carmarthenshire.gov.wales/documents/202208/Report.pdf

