

Document Pack



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

FRIDAY, 13TH APRIL, 2018

TO: ALL MEMBERS OF THE **SOCIAL CARE & HEALTH SCRUTINY COMMITTEE**

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE **SOCIAL CARE & HEALTH SCRUTINY COMMITTEE** WHICH WILL BE HELD IN THE **CHAMBER, COUNTY HALL, CARMARTHEN** AT **10.00 A.M. ON THURSDAY, 19TH APRIL, 2018** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA.

Mark James CBE

CHIEF EXECUTIVE



PLEASE RECYCLE

Democratic Officer:	Michelle Evans Thomas
Telephone (Direct Line):	(01267) 224470
E-Mail:	MEEvansThomas@carmarthenshire.gov.uk
Ref:	AD016-001

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

14 MEMBERS

PLAID CYMRU GROUP – 7 MEMBERS

- | | | |
|----|-------------------|-------------------------------|
| 1. | Councillor | Kim Broom |
| 2. | Councillor | Alun Davies |
| 3. | Councillor | Tyssul Evans |
| 4. | Councillor | Jean Lewis |
| 5. | Councillor | Emlyn Schiavone |
| 6. | Councillor | Gwyneth Thomas (Chair) |
| 7. | Councillor | Dorian Williams |

LABOUR GROUP – 4 MEMBERS

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

INDEPENDENT GROUP – 3 MEMBERS

- | | | |
|----|-------------------|--------------------------------------|
| 1. | Councillor | Ieuan Wyn Davies (Vice-Chair) |
| 2. | Councillor | Rob Evans |
| 3. | Councillor | Edward Thomas |

AGENDA

1. APOLOGIES FOR ABSENCE.
2. DECLARATIONS OF PERSONAL INTERESTS.
3. DECLARATION OF PROHIBITED PARTY WHIPS.
4. PUBLIC QUESTIONS (NONE RECEIVED).
5. UNPAID CARERS UPDATE. 5 - 22
6. DRAFT LEARNING DISABILITY STRATEGY 2018-2023. 23 - 64
7. DRAFT NEW CORPORATE STRATEGY 2018-2023. 65 - 116
8. 2017/18 WELLBEING OBJECTIVES PERFORMANCE MONITORING REPORT - QUARTER 3. 117 - 136
9. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS 137 - 140
10. FORTHCOMING ITEMS. 141 - 142
11. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 5TH MARCH, 2018. 143 - 146

This page is intentionally left blank

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

19TH APRIL, 2018

SUBJECT:

UNPAID CARERS – UPDATE TO SCRUTINY COMMITTEE

Purpose:

To inform Scrutiny of the work carried out and work planned to support unpaid carers in Carmarthenshire and the wider Region.

To consider and comment on the following issues:

- The rights of unpaid carers
- The quantity and quality of the support being delivered to unpaid carers

Reasons:

For the committee’s Information

To be referred to the Executive Board / Council for decision **NO**

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. J. Tremlett (Social Care & Health Portfolio Holder)

Directorate

Communities

Name of Head of Service:

Chris Harrison

Report Author:

Jonathan Rees

Designations:

Head of Joint Strategic Commissioning

Carers Development Officer

Tel Nos.

01267 242485

E Mail Addresses:

JonLRees@carmarthenshire.gov.uk

Chris.harrison@pembrokeshire.gov.uk

EXECUTIVE SUMMARY
SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
DATE: 19TH APRIL, 2018

UNPAID CARERS – UPDATE TO SCRUTINY COMMITTEE

1. The attached report “Update on Unpaid Carers” offers an overview of the activities and initiatives implemented to support the 48,000 unpaid carers in the region and the 24,000 unpaid carers in Carmarthenshire.
2. The report covers a period of two years (since previous report) and informs the Committee of both regional developments, county developments and how we are taking the agenda forward.
3. Regional developments feature the work of the West Wales Regional Carers Group and how it has progressed the work of the Carers Measure since it was repealed and subsumed within the Social Services and Wellbeing (Wales) Act 2014. This report is supported by the following documents which are available by link or request:
 - Annual report to Welsh Government 2016/2017
 - Investors in carers Annual report
 - Carer Aware E-learning annual outturn report

These reports have been generated for the purpose of meeting Welsh Government requirements relating to the funding stream provided – Transitional funding.

4. In addition, this report will reference the West Wales Carers Delivery Plan 2018/19 and the evaluation report on the Carers Rights Day held on 24th November, 2017.

The report demonstrates the high levels of recognition and support for Carers across the West Wales region and, in particular, the county of Carmarthenshire. Compliance with legislation and commitment of resources form the foundation of support for Carers that has been recognised by the Care Inspectorate Wales. Collaboration with health colleagues, neighbouring local authority colleagues and the third sector is prominent and highlights the positive approach to joint working around Carers that has developed in the region to align with the SSWBA.

Direct support for Carers can be illustrated, for example, by the amount of replacement care we provide that enables carers a rest from caring or opportunity to do other things that are important to them. One indicator reflecting this is that Crossroads Carers Trust Sir Gar, a 3rd sector provider, is the biggest branch (turnover and employees) of the organisation in Wales. The report also describes how we are being creative in the way that we address challenges – the Investors in Carers scheme and the Caring Boss Awards have both been recognised as good practice by the Welsh Government and Carers Wales and will be emulated.

We have been responsive to what Carers have told us, evidenced by the hugely successful outreach service commissioned after consultation with Carers for the Carers Measure and continue to invest in a Carers Forum that offers carers space to express their issues and desires in a comfortable environment that provides an information conduit to and for service planners. Our work in the future will build on these positives through a model of cooperation and co-production with Carers as we set about meeting the Welsh Government’s three priorities for Carers.

DETAILED REPORT ATTACHED ?	YES – Update on Unpaid Carers
-----------------------------------	--------------------------------------



EICH CYNGOR arleinamdani
www.sirgar.llyw.cymru

YOUR COUNCIL doitonline
www.carmarthenshire.gov.wales

IMPLICATIONS

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

Signed: Chris Harrison Head of Joint Strategic Commissioning Pembrokeshire & Carmarthenshire County Council

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

1. Policy, Crime & Disorder and Equalities

Carers are the 8th strand of the Equalities Act. Through ‘association’ carers can be discriminated against and we have to be mindful of carers within our employment and how we recognise and support carers within the general population.

2. Legal

Carers have had rights under various legislation for many years. The legislation supporting them was subsumed into the Social Services and Well Being Act 2014 and therefore remains current. All carers are now entitled to a proportionate assessment and many will be eligible for support from Social Services Departments under the Act.

CONSULTATIONS

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

Signed: Chris Harrison

Head of Joint Strategic Commissioning Pembrokeshire
& Carmarthenshire County Council

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

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

THESE ARE LISTED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Annual Report 2016-17		http://www.wales.nhs.uk/sitesplus/documents/862/Item%207.1%20Carers%20Update%20Report.pdf (See Appendix 1)
Investors in Carers Annual Report 2016/17		http://www.wales.nhs.uk/sitesplus/documents/862/IIC%20end%20of%20year%20report%202016-17%20FINAL.pdf
Carer Aware E-Learning Course Review Report		3, Spilman Street, Carmarthen (Copy available on request)
West Wales Carers Development Group - Carers Delivery Plan		http://www.google.co.uk/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&ved=0ahUKEwiB0qX9wKDaAhVKZ1AKHV-5CJQQFggnMAA&url=http%3A%2F%2Fwww.wwcp.org.uk%2Fwp-content%2Fuploads%2F2018%2F02%2F18-02-16-ITEM-6-Appendix-1.docx&usg=AOvVaw34h28fO_62OZXtYfbEV3TM
Carers Rights Day Evaluation Report – 24 th November, 2017		3, Spilman Street, Carmarthen (Copy available on request)

This page is intentionally left blank

**REPORT OF THE DIRECTOR OF COMMUNITY SERVICES
TO SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
19TH APRIL, 2018**

UPDATE ON UNPAID CARERS

Purpose:

To inform Scrutiny of the work carried out and work planned to support unpaid carers in Carmarthenshire and the wider Region.

<p>Head of Service & Designation. Chris Harrison, Head of Joint Strategic Commissioning</p>	<p>Directorate Communities</p>	<p>Telephone No. 01267 242485</p>
<p>Author & Designation Jonathan Rees, Carers Development Officer</p>	<p>Directorate Communities</p>	<p>Telephone No</p>

Introduction

This report offers an overview of the developments and support provided to unpaid Carers in West Wales and, in particular, Carmarthenshire. The legislative framework supporting Carers has been brought together under the Social Services and Well Being Act 2014 and the Future Generations Act 2015 to improve the status and eligibility of Carers. In 2016/17 the Care Inspectorate Wales (formerly CSSIW) carried out an audit of Carer Support in Carmarthenshire which identified very high levels of satisfaction from Carers and all round positive outcomes for service providers. Partnership working across and within organisations is demonstrated by the regional successes gained under the Carers Measure and the new Act whilst in Carmarthenshire there is a vibrant network of 3rd sector organisations supporting carers, both formally and informally, alongside the Council and the Health Board.

Unpaid Carers in Carmarthenshire.

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. Anyone could be a carer – a 15-year-old girl looking after a parent with an alcohol problem, a 40-year-old man caring for his partner who has terminal cancer, or an 80-year-old woman looking after her husband who has Alzheimer's disease.

Unpaid Carers contribute over 96% of all community care, dwarfing the services that we commission and finance. The economic contribution of 24,000 carers in the county is conservatively estimated at £500,000,000 per annum (Carers UK/Carers Wales 2017) whilst their sacrifices cannot be estimated or valued, we simply could not manage without them. We must also recognise that many, possibly the majority of carers, do not seek support or assistance and they are content within their role. However there is a significant number who are challenged in all sorts of ways by the fact that they are committed to caring for another adult or a disabled child. The extent of these challenges can compromise their Equalities and their Human Rights.

Unpaid care has been recognised through legal frameworks for decades but the significant change came in 1995 with the Carers Recognition and Services Act. This was further strengthened by two further Acts in 2000, and 2004 – The Carers and Disabled Children Act and The Carers (Equal Opportunities) Act. More recently and only in Wales we had the 2010 Carers (Strategies) Measure – to stimulate consultation with carers and information for carers. Collectively along with a host of other legislation these were subsumed into the Social Services and Well Being Act (SSWBA) 2014. This legislation went even further and elevated the status of unpaid care by removing eligibility criteria for assessment and introducing proportionate assessment (and support services where eligible) for all unpaid carers.

It is this legal framework that we now operate within and the following report will hopefully demonstrate how we are addressing regional and local issues in line with the Act and the Welsh Government's strategic priorities for unpaid carers.

The SSWBA introduced in 2016 emphasises new approaches to care and support that direct, amongst many other things, we are to work collaboratively across agencies and across regions. Fortunately and as a result of the 2010 Carers (Strategies) Measure we have been collaborating jointly and regionally since 2012 allowing strong relationships and partnerships to develop. This work has been supported by funding from the Welsh Government (WG) and consequently annual reporting has been a necessity.

Regional Developments

Under the Carers Measure the regional work has focused on the two elements of Consultation and Information. Consulting with carers involves including carers in:

- The design and delivery of health and social care services (co-production)
- The assessment and care or support planning of the person they care for, including transfers of care

Information for carers is about:

- Telling them about their rights and how to access them
- Telling them about the support they may be entitled to (including benefits advice) and the support that is available in the community
- Telling them about the condition/prognosis of the person they are caring for
- Telling them about maintaining safety in their caring role

- Telling them about maintaining their own health and well being

Investors in Carers

One of the great successes from the Carers Measure work has been the adoption and creation of the now well established Investors in Carers programme. This evidence based award scheme recognises participating groups for the way that they recognise and support unpaid carers. The scheme is supported by a regional manager with 3 county development officers who aid and facilitate participation. Every GP practice across west Wales has attained the bronze level award whilst many have progressed to or are working towards Silver level. Pharmacies, schools and colleges (addressing young carers), clinical areas, wards, community teams and third sector partners are participating. The scheme meets the requirements of the Carers Measure in several dimensions. Recognising that resources are limited the scheme places a responsibility on existing staff cohorts and individuals to be inclusive of carers, thereby spreading the weight of responsibility to those best placed to be effective. It promotes inclusion of carers in consultations (primarily regarding the person that they care for) and information which means that carers are becoming more and more everybody's business. Investors in Carers (IiC) has been recognised and identified by Welsh Government as best practice with a directive for all regional partnerships in Wales to adopt or emulate.

Information for Carers

Information for carers has been a long standing provision from social services departments. Carmarthenshire has a service originally commissioned in the late 1990's and our two partner local authorities have similar provisions. The regional agenda has allowed us to review our information provision, share best practice and develop information initiatives on a regional basis. This experience and expertise has been an inclusive element of the strategic approach and rolled out to health provisions. For example: all hospital sites now have dedicated Carers Information notice boards that are managed and updated at least monthly. Complementing this is the IiC scheme which requires participating groups to demonstrate how they are informing carers and many, such as GP surgeries and wards will have installed Carer Information boards.

Basic information – termed level 1 – in the form of posters, leaflets and branded materials have been developed and disseminated for health practitioners to distribute to carers on first contact e.g. visiting times or at outpatients clinics. Level 2 information – more specific and with greater detail has been developed and distributed e.g. 'Say I'm fine and mean it' – a booklet to assist carers to look out for themselves and Medicines Management for Carers – a booklet to inform carers about the safe keeping and administration of drugs.

Outreach

During the planning stage for the Carers Measure it was identified that carers were requesting support through a dedicated worker – someone to refer to them and help support them. In response, Carmarthenshire introduced the Carers Information Outreach Service commissioned by Hywel Dda Health Board. Effectively, this service also catered for the additional carers referred to the service as an outcome of the liC programme. Outreaching to carers can be critical because so many are isolated and trapped by their caring responsibilities. The service has proved overwhelmingly successful and supports the SSWBA by ‘offering information in a variety of ways including face to face’. Further outcomes from this service are reported under ‘local developments’ below.

Carer Aware

Raising awareness of carers, carers rights and how to support them was deemed critical to the implementation of the Carers Measure and investment from the supporting funding has been utilised to develop an e-learning course ‘Carer Aware’ with a further version ‘Young Carer Aware’ developed in recognition of the special challenges faced by children who take on caring duties for a parent or other family member. The course has been supported by a dedicated role to promote, monitor and report on the take up, completion and outcomes of these courses. Across the region there are now hundreds more professionals who have completed the course and have declared positive learning outcomes.

Funding and Collaboration

The Carers Measure was repealed when the SSWBA was implemented with a directive from WG that the impetus from the Measure was maintained within the Act. Funding from WG over a three year period to date supports the transition period and amounts to £115,000 for the region. The professional capital established from regional and cross agency working has been sustained and the Carers working group is a good example of successful collaboration ensuring that the relationships, protocols and governance for Carers remains fit for purpose under the West Wales Care Partnership to deliver further initiatives under the SSWB Act.

Population Needs Assessment

Under the new Act Section 14 Regional Partnership Boards are required to conduct regional population needs assessment (PNA) to form a baseline and inform planners of what actions are required across several service areas within health and social care to improve outcomes for the region’s citizens. All statutory agencies, third sector partners, service users and their carers have been included in the process. The West Wales Carers Development Group has contributed to this assessment and has developed a Carers Delivery Plan to address the identified shortfalls to commence from April 2018.

Carmarthenshire developments

The Carers Measure influenced Information and Consultation and was designed with a primary focus on engaging health colleagues with the carer agenda because there was national agreement that recognising and supporting carers was best initiated from both primary and secondary care settings. However, social services departments have borne the greatest responsibility for supporting carers since the earliest legislation was introduced and this remains the situation at present. Social services are responsible for the assessment and provision of support for carers (where eligible) and the new Act has elevated carers by offering them equal rights to those of the people that they care for.

Carmarthenshire has been pro-active in supporting carers through two strategies, the second of which concluded in 2017. Areas addressed have included:

- Identifying and Recognising carers
- Support planning for carers
- Information for carers
- Commissioning third sector support services for carers
- Developing new forms of breaks from caring
- Direct payments for carers
- Promoting good practice when employing carers
- Advocacy for carers
- Self-help peer support groups for carers
- Carers Forum – representing the voice of carers
- Provider Forum for organisations directly and indirectly involved with carers

The introduction of the SSWBA has negated some actions that were planned simply because associated training and staff development had to take priority to ensure smooth roll out of the Act and compliance with new legislation. Carers Strategy actions such as training and audit have been withheld to allow for this. However, workforce development has included training on the revised rights of carers and seen the introduction of new practice under the Act such as the combined assessment which many teams have now adopted. The combined assessment looks at family units in the round – it examines the service user's circumstances and the carers capacity, ability and willingness to contribute ongoing care and to what degree. The carer's needs for work or a career, their training and education needs and their leisure and social life must be considered during the combined assessment. The combined assessment requires the permission of all parties. This is a significant step forward to ensure carer inclusion.

Carers Information Outreach Service

The SSWBA determines that local authorities must develop Information, Advice and Assistance services as a first line of support and must also engage third sector partners to deliver services. In Carmarthenshire a Carers Information Service has been established over many years and in more recent times has been enhanced through the introduction of outreach services. Hosted since 2014 by Carers Trust Crossroads Sir Gar the service has evolved into a comprehensive Information, Advice and Assistance service for carers. Carers have always identified information as their greatest need and the service commissioned from Crossroads is an exemplar. The service offers telephone contact or e-mail contact and functions on an office hours basis. Outreach, commissioned by HDdUHB, consists of 3 part time workers linked to CRT footprints with a generic remit for all carers. Home visits, signposting, light counselling, benefits advice, local links such as carers support groups, and specific information are inclusive to the role.

'Proportionate' assessment as described by the SSWBA is offered and an evidence based Carers Outcomes Star utilised to determine a carers stress levels which indicate whether referral to social services for formal assessment is necessary. Monitoring of the service demonstrates how effective it is at meeting carers' needs without the requirement of formal assessment. Less than 10% of carers get referred on to social services. The service contributes to the prevention agenda by ensuring carers receive the right information when they need it and provide a safety net for carers whose situations deteriorate. Satisfaction levels amongst carers who have benefited are highly complementary.

The service also has a website with links to the National Carers Trust and other carer focused support services. Information fact sheets, useful publications, a carer's blog page and other resources ensure carers can access information 24/7. A Facebook account and Twitter account enable the service to connect with hundreds of carers simultaneously to deliver news or seek opinion and support. Assisting with the promotion of Carers' Week and National Carers Rights Day is inclusive to the service with very good outcomes evidenced.



Carers Rights Day 2017

The commissioning of the service from Crossroads has benefited from their social enterprise status as a charity. In addition to making financial contributions to the information service and the outreach service (amounting to the equivalent of one full time post) they have made significant investment to develop the Carers Outcomes Star and Charity Log, a comprehensive data base to collate and produce statistical reports. Grants accessed on behalf of Carers from the Carers Trust amount to over £7,000 last year and activities for carers are directly funded by Crossroads.

Young Carers

Young Carers in Carmarthenshire are supported through an internal council service that is restricted to approx. 40 young carers at any given time. This reflects the sometimes challenging circumstances of young carers and ensures that those young carers in the most difficult scenarios are able to access support. However, there are further young carers who warrant support and Crossroads has to date drawn down in excess of £300,000 for the provision of two additional young carer services: The Young Adult Carer Service and the Children of Educational Years young carer service. Both are secured over 3 years with further funding to extend being sought. To support these services Crossroads contribute further resources for sessional activity workers and are also funding a 'work experience' temporary post for a young carer who is challenging the UK Government on Carers Allowance benefit.

Learning & Work Institute event when Lucy Prentice met Princess Anne as part of the campaign to address Carers Allowance benefit and how it restricts Young Adult Carers to 20 hours of study per week or they lose the benefit.



Replacement care for Carers (Respite)

The second most sought service by carers is 'a break from caring'. Carers in the most challenging roles, for example: dementia carers or learning disability carers often depend on having timely breaks from caring that allow them to rest and recharge so that they can carry on caring. Very often carers request support to have a break for more practical reasons – getting out to the shops or to pay bills, go to the bank or attend the dentist or doctor – breaks from caring are not always about a rest from caring, they are often about a lifeline.

Crossroads Carers Trust Sir Gar is our main commissioned provider of domiciliary replacement care and they have been growing year on year as a local charity. During 2016/2017 the service provided 131,687 hours of replacement care with 104,736 of those hours provided in homes. This reflects an 11% increase over the year and demonstrates a clear commitment from the department to support unpaid carers.

Residential breaks provided within the council's own provisions for older people, and learning disabled adults have also been well subscribed to. During 2016/2017 a total of 12,027 nights of respite care were provided to 473 families (allocated according to assessed need) whilst within the same client groups 714 service users and carers were assessed and offered a total of 184,718 units of day care, Disabled children and their families were supported with 2,025 nights respite within our own facilities and through Direct Payments. Further commissioned support, for service users with enduring mental illness, was provided by Hafal, Huts, Links and MIND who provide day opportunities and activities for service users that facilitate breaks from caring for their families. These Carers are also offered a distinct Carer Advocacy service from Eiriol, helping them to understand and navigate complex processes and circumstances to achieve their rights and the best outcomes for those they care for.

In 2017 the Welsh Government provided £3 million for additional respite services of which Carmarthenshire received £180,000. Due to a delay in the distribution of funding from WG a programme of respite provision was developed and implemented to deliver services for carers and service users. Some of the outcomes achieved have been overwhelmingly appreciated by carers across the county. Examples include:

- Young Adult Carers and Young Carers getting experiences they normally wouldn't
- Mental Health carers having opportunities to enjoy group activities and outings
- Learning Disability carers having additional opportunities on weekends
- Parent carers of disabled children receiving direct payments to facilitate breaks of their choice

A full report on the outcomes from this resource will be available by the end of April.

Caring Boss Awards

During 2015/16 the Carers Action Plan introduced in association with Crossroads carers Trust the Carmarthenshire Caring Boss Awards. The Awards are biennial and recognise Managers at work or employers who have been supportive of employees with challenging caring roles. 2017 saw the awards made for the second occasion during Carers Rights Day and are designed to raise the profile of working carers and how 'Bosses' can support them. Welsh Government has since taken up the idea and will be introducing a National Employer Award through Carers Wales.

Winners of the Caring Boss Awards 2015

Left to right – Back row: Martin Morris CEO Crossroads Sir Gar, Robert Brain Data Manager CCC – Joint Bronze Award, Jonathan Rees Carers Development Officer CCC and front row: Dr Lois Gravelle Joint Bronze Award, Ann Johnson, Llynyfran Surgery - Gold Award and Lynne Howells, Eiriol – Silver Award.



Above and Beyond Awards

Following introduction of the Caring Boss Awards a different award scheme was introduced. This time to recognise individuals who have gone to extraordinary lengths to support carers. The inaugural awards event was held at Carers Rights day 2016.



The recipients with their certificates: Elizabeth Evans MBE, Margaret Williams, Carole Budenis and Steven Griffiths on behalf of the Trustees of Crossroads Sir Gar.

In December 2017 Elizabeth Evans MBE passed away suddenly and has left a huge gap in Llanelli's carer community where for years she campaigned and supported carers. In future years the Awards will be titled The Elizabeth Evans Awards for services to Carers.

Carers Emergency Cards

For many years the Department has maintained a Carers Emergency Card scheme that offers carers a degree of assurance when they need to leave the cared for person unattended for any of a number of reasons e.g. Going shopping and paying bills or visiting other family relatives. Should anything untoward happen whilst they are away from the cared for person the scheme provides carers with a card to carry on their person that can be handed to or found by emergency staff that tells them the person is a carer and someone at home depends on them. By contacting Careline a contingency plan is invoked to maintain ongoing care until the carer can resume or alternative plans can be made.

The Carers Action Plan 2014 – 2017 reviewed the scheme and planned to improve it by:

- Introducing a new registered ID element for carers – that will afford the carer concessions at leisure and entertainment provisions whilst accompanying a cared for person
- Offers them entry to the Carmarthenshire Local Awards scheme – a staff discount scheme for CCC employees
- Contingency plans in an emergency

The improved scheme will be rolled out imminently.

Carmarthenshire Carers Forum

In Carmarthenshire we have recognised the importance of engagement and co-production to ensure that we have meaningful dialogue with the groups we work

with. Since 2015 we have, through a commissioning process facilitated the development of Carmarthenshire Carers Forum. The Forum provides a service for carers where they can freely talk about their circumstances, share and learn from each other's' experiences and benefit from invited guest speakers and trainers. The Forum is supported by the Carers Information Service who provide a range of information for those attending to take away with them. Conversely the benefit to the local authority and its partners is the regular consultation and engagement opportunities to get feedback on service development plans or new initiatives. In addition issues that are affecting carers are recorded and fed back into commissioning or operations as appropriate.

Recently a new post has been developed to address an issue that was brought to the attention of management by the Forum. Parent carers of children with disabilities, who do not qualify for social care, are entitled to have their support needs assessed. The new post is designed to facilitate this and also provide a link between the community and the teams to ensure solutions to support carers are communicated and utilised. The chair of the Forum has a seat on the West Wales Care Partnership.

Carers Champions

Developing a group of carers 'Champions' within our operational teams was an action within our Carers Action Plan. At the moment there are 13 members of staff who are signed up as carers 'Champions' – they act as a focal point within their teams to help others in how they support carers. They are motivated to promote the carers agenda and offer information and guidance to colleagues who may be less familiar with carers' issues or services available in the community to support carers. The Champions meet quarterly as a group to learn about developments and discuss common issues and best practice.

Future Developments

The Welsh Government recently published a list of three priorities that they want to see implemented in Wales to maintain the momentum of previous strategies and the new Act.

- Supporting life alongside caring - All carers must have reasonable breaks from their caring role to enable them to maintain their capacity to care, and to have a life beyond caring.
- Identifying and recognising carers - Fundamental to the success of delivering improved outcomes for carers is the need to improve carers' recognition of their role and to ensure they can access the necessary support.
- Providing information, advice and assistance - It is important that carers receive the appropriate information and advice where and when they need it.

Working on a local footprint within Carmarthenshire we will be endeavouring to uphold the WG's priorities through focusing our activity to support carers around the 3 elements of support to have a life alongside caring, maintaining our work to promote the recognition of carers and offering information, advice and assistance.

Regionally we will be implementing the Local Plan that has been drawn up following the Population needs assessment.

Summary

The above report demonstrates the high levels of recognition and support for Carers across the West Wales region and, in particular, the county of Carmarthenshire. Compliance with legislation and commitment of resources form the foundation of support for Carers that has been recognised by the CIW. Collaboration with health colleagues, neighbouring local authority colleagues and the third sector is prominent and highlights the positive approach to joint working around Carers that has developed in the region to align with the SSWBA.

Direct support for Carers can be illustrated, for example, by the amount of replacement care we provide that enables carers a rest from caring or opportunity to do other things that are important to them. One indicator reflecting this is that Crossroads Carers Trust Sir Gar, a 3rd sector provider, is the biggest branch (turnover and employees) of the organisation in Wales. The report also describes how we are being creative in the way that we address challenges – the Investors in Carers scheme and the Caring Boss Awards have both been recognised as good practice by Welsh Government and Carers Wales and will be emulated.

We have been responsive to what Carers have told us, evidenced by the hugely successful outreach service commissioned after consultation with Carers for the Carers Measure and continue to invest in a Carers Forum that offers carers space to express their issues and desires in a comfortable environment that provides an information conduit to and for service planners. Our work in the future will build on these positives through a model of cooperation and co-production with Carers as we set about meeting the Welsh Governments three priorities for Carers.

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE**19TH APRIL 2018****SUBJECT:****DRAFT LEARNING DISABILITY STRATEGY 2018-2023****Purpose:**

For Scrutiny to have an opportunity to consider and comment on the developing draft Learning Disability Strategy (2018- 2023), which is a joint strategy between Carmarthenshire Social Services and Hywel Dda University Health Board.

To consider and comment on the following issues:

This draft strategy provides a direction of travel. It reflects legislative requirements, and supports the population needs analysis for West Wales. The draft strategy is attached and Scrutiny is invited to consider and comment on the draft which will be subject to a formal consultation process.

In developing the draft strategy to date, Carmarthenshire has already undertaken engagement activity within its day services which included services users and parent/ carers, in addition, regional and local health engagement activity, including provider organisations has been undertaken.

Reasons:

The Social Services and Well-being (Wales) Act 2014 came into force in April 2016. Part 2 of The Act requires that Local Authorities must have robust arrangements in place which encourage and promote genuine involvement of people, which shifts the focus of service delivery onto individual outcomes so that services are designed and led by those who need care and support and carers who need care and support.

The engagement and consultation process will ensure that the needs and expectations of people with learning disabilities (LD) and their parent carers are captured in the strategy. A number of methods of engagement and consultation will be utilised in order to reach as many service users and parent carers so that they can have an opportunity to input to and shape the Strategy and implementation plan.

The Strategy will be made available bilingually in hard copy, digitally including Easy Read versions.

Following the 12 week engagement period, comments and feedback will be considered, after which a final version of the Draft Strategy will be produced.

An Equality Impact Assessment will be undertaken on the strategy in line with the Council's Equality Strategy.

To be referred to the Executive Board / Council for decision: **NO**

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. J. Tremlett (Social Care & Health Portfolio Holder)

Directorate

Communities

Name of Head of Service:

Chris Harrison

Report Author:

Chris Harrison

Designations:

Head of Joint Strategic Commissioning
Pembrokeshire & Carmarthenshire
County Council

Tel Nos.

01267 242485

E Mail Addresses:

Chris.harrison@pembrokeshire.gov.uk

EXECUTIVE SUMMARY
SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
DATE: 19TH APRIL, 2018

SUBJECT:
DRAFT LEARNING DISABILITY STRATEGY 2018-2023

The Social Services and Well-being (Wales) Act 2014 came into force in April 2016. It reforms and integrates social services law and emphasises improving wellbeing outcomes for people who need care and support, including carers. It introduces a common set of processes to ensure people receive the right support at the right time, strengthens collaboration and the integration of services, and provides for an increased focus on prevention and early intervention.

The Act fundamentally changes the way in which care and support services are delivered in Wales and is based on a number of principles:

- Voice and control- putting the individual and their needs at the centre of their care, and giving them a voice in and control over reaching the outcomes that help them achieve well-being
- Prevention and early intervention-increasing preventative service with the community to reduce the need for on-going managed care
- Wellbeing- supporting people to achieve their own well-being and measuring the success of care and support
- Co-production- encouraging individuals to become more involved in the design and delivery of services.

The draft Learning Disability Strategy for Carmarthenshire embraces the principles of the Act and incorporates previous engagement undertaken with service users, carers/ parents and others. The draft Strategy will be subject to formal consultation.

Regional partners have previously developed a shared Statement of Intent for Learning Disability Services and Model of Care and Support. Both documents contain clear commitments to improving learning disability services and describes the joined-up approach needed to positively transform services in West Wales.

The West Wales Population Assessment (2017) further committed partners to transforming services in a way that maximises independence and the potential of those using services.

A Regional Learning Disabilities Programme Board has been established to address the issues identified within the Population Assessment, meet the national requirements outlined above and lead the transformation of learning disabilities service across health and social care. The work of the Board is based on a shared vision to develop an integrated model of care for people with learning disabilities, their families and their carers right across the region. It draws upon models being implemented through local Learning Disabilities strategies in each of the County areas

The Carmarthenshire Strategy will ensure within the national and regional context the local voice of people who use and need services is captured and the landscape of local services developed to reflect this.

DETAILED REPORT ATTACHED ?	YES
-----------------------------------	------------

IMPLICATIONS

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

Signed: **Chris Harrison** **Head of Joint Strategic Commissioning Pembrokeshire & Carmarthenshire County Council**

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

1. Policy, Crime & Disorder and Equalities

The Well-being of Future Generations (Wales) Act 2015 places further emphasis on planning for the future, joint working across public service organisations, and working better and more closely with people and communities.

Key outcome areas within the strategy are as follows:

- To improve community resilience and enablement through choice, self- direction and control over decisions that effects the lives of people with a learning disability in line with the Social Services and Well-being Act.
- Imported quality of life through improved choice for housing and accommodation for people with a learning disability, with majority being the same as for other people in the community.
- People with a learning disability, if given more opportunities for personal development and life experiences would have improved well-being and a better quality of life.
- The quality of life for people with learning disabilities would be improved when they are given every opportunity to be independent, exercise and enjoy their rights and meet their individual obligations.

An equality impact assessment will be undertaken on the strategy in line with the Council's equality strategy

2. Legal

The Social Services and well-being (Wales) Act 2014 provides the statutory framework for improving the well- being outcomes of adults and children who need care and support and carers who need support. It has a particular focus on voice and control so people have control over their own care and support and can make decisions about it as an equal partner.

3.Finance

This strategy is Carmarthenshire's commitment to support people with learning disabilities and incorporates services and activities provided and delivered through partner organisations including the voluntary sector, community groups and health.

Budgetary pressures will be a key challenge during the life time of the strategy. These pressures make it even more important for Carmarthenshire to have a clear strategic plan.

The resources required to implement this strategy will come from the redirection of current resources as services are modernised, and from the Integrated Care Fund which supports innovation and the transformation of services.

5. Risk Management Issues

Those who use services and their carers have raised concerns regarding the potential risks of compromising current services as new service models are developed.

CONSULTATIONS

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

Signed: Chris Harrison

Head of Joint Strategic Commissioning Pembrokeshire &
Carmarthenshire County Council

1.Local Member(s) - N/A

2.Community / Town Council – N/A

3.Relevant Partners

The strategy is a joint strategy with Hywel Dda University Health Board. The draft has captured engagement activity undertaken to date, but will be refined following the formal consultation.

4.Staff Side Representatives and other Organisations - N/A

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

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

THERE ARE NONE

Title of Document	File Ref No.	Locations that the papers are available for public inspection



DRAFT



Introduction - Carmarthen's Cabinet Member for Social Services and Champions for People with Learning Disabilities

TO BE INSERTED FOLLOWING CONSULTATION

Judith Hardisty

Learning Disability Champion Hywel Dda University Health Board

Cllr Jane Tremlett Cabinet Member for Social Services

(Photo to be added)



Our Engagement Sessions - finding out what matters

In order for us to be able to look at all the possible opportunities for transforming services for people with learning disabilities, it is important that we really understand what matters most to people with learning disabilities, their families and support workers, and the challenges that they face in their day to day lives.

We recognise that people with a learning disability and carers are the experts of their own experiences and hold unique and often creative views around how services are, or could be, delivered in a way that would make a positive impact on people's quality of life.

In developing a strategy to date a number of engagement and listening events have been held, including:

- Closer Communities Brighter Futures event ,
- Day Services TIC Review,
- Staff workshops with the Community Team for Learning Disabilities, Day Centres and Hywel Dda University Health Board,
- Market Position Statement development –regional event.
- Review of Disability Services for Children and Families (Oct 2016)
- Learning Disability Programme Group- (regional group reporting to the West Wales Regional Partnership Board)

Snapshots of the key messages and person stories told to us during these sessions have been included in this draft strategy. All of the common messages that we gathered during the events and associated work have shaped the development of this draft strategy.

From People with a Learning Disability

- Improved Access to Social Care & Health Services- “health passports are good to get our needs met, but we need more completed and people need to read them”. “We need to train hospital and G.P. staff as they don't understand my needs”. “We need to make it easier to get a G.P. appointment.
- Supporting the person- “Ask us what is important to us, we don't want to fit in with services.” My social needs don't meet the criteria so cannot get support to do what is important to me.” “Support needs to suit me not work around staff shifts.”
- Improving opportunities for Social and Leisure opportunities- “I don't know what groups are out there.” “We need evening and weekend things away from the centre.” “I don't have a relationship with people in my community.” “We get to meet people at groups but they are people with learning disability and not in the community.”
- Improve accommodation options – “We need to be person centred and have more information about our options.” “We want to choose who and where we live and be part of the process, including tenders.”
- Improve opportunities for Employment and Training - “We like job coaches direct payments and work placements.” “We need meaningful opportunities.”

From Service Providers

- Support workers and key workers want to work closer with Social Services
- Support workers want to feel valued and listened to.
- Improve communication between key workers, Health and Social Services
- Build relationships with local communities to change attitudes to learning disabilities so communities are supportive and inclusive.
- Better understanding of the market to help inform and shape my business plan.
- Focus needs to be on the individual we're supporting

From Professionals

- We know we need to improve the way we communicate between other organisations and service users
- We want to see a better model of quality assuring services. We want to be involved in its development. "How do we know when we signpost people to a service it is of a high quality and meets individual needs."
- The need to improve the transition from children services to adult.
- We'd like to see more opportunities in the community for work placements.
- Improved access to a range of transport options
- Help those with little knowledge for those who have high support needs. Hold multi-disciplinary drop-in sessions to share knowledge.

We recognise that further engagement and listening events are required to ensure the strategy is people focused, for example the view of younger people with a learning disability/autistic spectrum disorder and those people in transition, and people with additional learning needs . Further engagement and formal consultation will allow the strategy to be developed to take a people focus.

It should be noted that there is a separate regional strategic group developing the strategic approach to autism.

Carmarthenshire Learning Disability Strategy Engagement & Consultation Plan

Outline plan of engagement and consultation:

WHAT	WHEN	TO WHOM	HOW
Strategy engagement and Consultation	TBC post scrutiny agreement	People who use services Staff Parents Care managers Providers	Half day event, <ul style="list-style-type: none"> - Refresh of previous engagement event outcomes - Workshops for each theme - Update from LDPG - Launch of LD partnership group in order to facilitate strategy.
		People who use services (adults and younger people)	Series of workshops facilitated by Carmarthenshire People First and other networks across health, education, carers and local communities
		Parents	Briefing to parent / carer coffee mornings x 2 facilitated by Mencap. Briefing at carers' forum.
		Internal staff	Staff briefing paper presented at each team meeting. Presentation at EMT to be cascaded by team managers to each care management and health team.
		Regional/ local partners	Presentation at LD Programme Group and others ie Third sector, independent sector, health, housing, transport, education etc
		Trade unions	Briefing paper submitted to trade union forum.(to include EIA)

Putting the Strategy into Context – National, Regional and Local

Social Services & Well-being (Wales) Act 2014

The Social Services and Well-being (Wales) Act 2014 (the Act) came in to force in April 2016. This fundamentally changes the way in which care and support services are delivered in Wales and as a result, it will require a fundamental change to the way Social Care and Health services operate.

The Act is informed by the Welsh Government's Sustainable Social Services framework and is based on the following principles:

- Voice and control - putting the individual and their needs, at the centre of their care, and giving them a voice in, and control over reaching the outcomes that help them achieve well-being.
- Prevention and early intervention – increasing preventative services within the community to reduce the need for on-going managed care.
- Well-being - supporting people to achieve their own well-being and measuring the success of care and support
- Co-production - encouraging individuals to become more involved in the design and delivery of services.

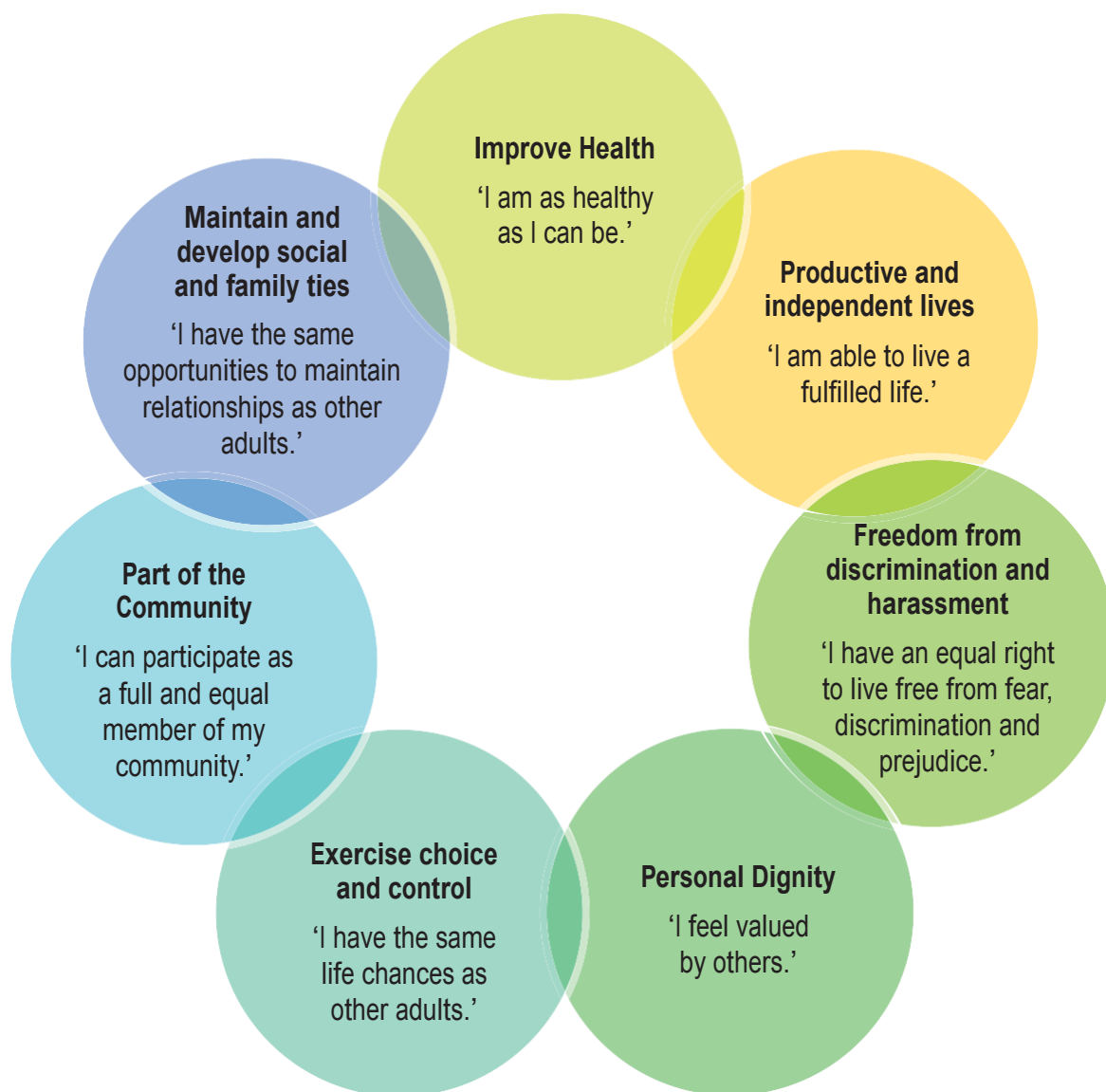
Local Authorities are duty-bound by the Act to promote the well-being of those who need care and support. It also places a duty on local authorities and health boards to work together in new statutory partnerships known as Public Service Boards, to drive integration, innovation and service change.

Under the Act there is a requirement to develop a population assessment. We are working closely with partners and the 3rd sector to prepare the assessment which will provide us with information about individual care and support needs, including carers in the area who need support, the range and level of services we currently provide, and the extent to which there are people in the area whose care and support are not being met.

Well-being of Future Generations (Wales) Act 2015

The Well-being of Future Generations (Wales) Act 2015 places further emphasis on planning for the future, joint working across public service organisations, and working better and more closely with people and communities

Welsh Government has also recently published a Practice Guidance on developing a commissioning strategy for people with a learning disability'. The Guidance includes 7 key outcome areas which are outlined below. These 7 key outcome areas have been linked to the key outcomes in this strategy.



During the latter part of 2015 and early 2016 Health Inspectorate Wales (HIW) undertook a thematic review of NHS health services for people with learning disabilities in Wales.

The review included a survey of all seven health boards in Wales; detailed fieldwork alongside the Care and Social Services Inspectorate for Wales (CSSIW) in six community learning disability health teams from five different health boards; inspections of community learning disability health teams in the two other health boards; and inspections of NHS provided residential settings for people with learning disabilities including assessment and treatment units.

The report produced following the review identified common strengths and areas for improvement, and made recommendations for health boards and policy makers. The findings from the published report have informed the development of this strategy.

The West Wales Care Partnership (WWCP) was established to make sure that all public service organisations across the region are working together to help people with learning disabilities achieve the outcomes that matter most to them.

The WWCP has developed and agreed a 'Statement of Intent for Learning Disability Services.' This document outlines their commitment to improving learning disability services and describes the joined up approach needed to positively transform services in West Wales over the next 3 years. It places statutory responsibility on Health and Social Care Services and it outlines how partner organisations plan to commit to a transformation programme, which is supported by all stakeholders.

The Programme Board, established to lead on putting the recommendations within the Statement of Intent into action, has a vision to develop an integrated model of care for people with a learning disabilities, their families and their carers right across the region.

“Together, with you, we are committed to support people with individual needs live the life they choose. By providing a range of flexible care and support services we will ensure people with learning disabilities are as independent as possible and connected with their local communities.”

The shared ambitions from the Statement of Intent will be embedded into the delivery of the regional model of care for people with Learning Disabilities:

A Carmarthenshire Learning Disability Partnership Board will be established with an aim to ensure a joined up approach to strategic planning and service delivery in order to maximise best use of public responses and deliver seamless services by working across organisational boundaries. Once this strategy has been approved, the Board will monitor the delivery.

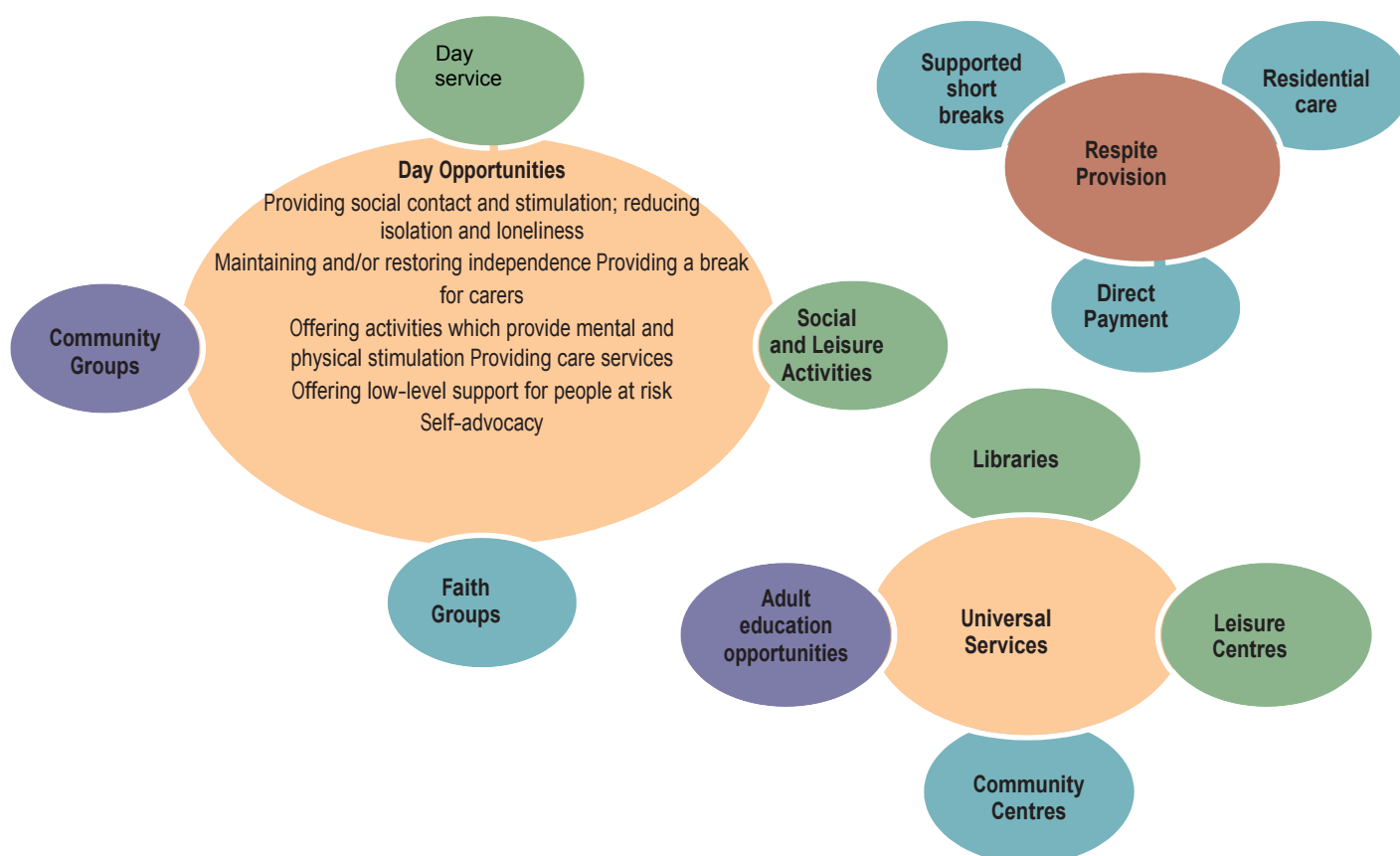
The relationships between these Boards are set out in **Appendix 1**.

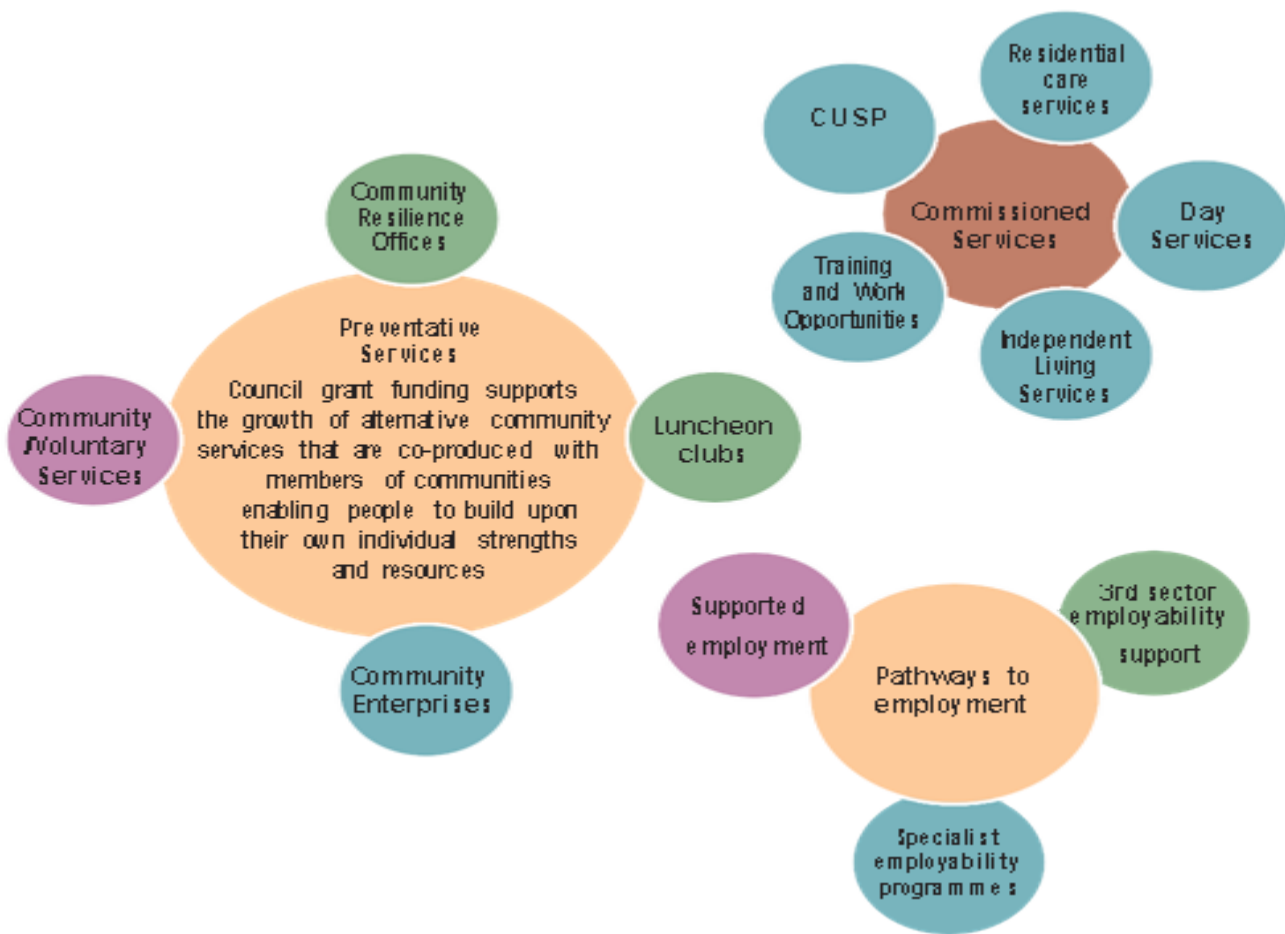
DEMOGRAPHIC INFORMATION SUMMARY TO BE INSERTED

What will this mean for future service provision?

- There will be an increased need for specialist services e.g. Autism
A refreshed Autistic Spectrum Disorder Strategic Action Plan was published by Welsh Government in 2016. A regional response to this Action Plan is being developed.
- We will need to ensure that there are a range of opportunities available to people with learning disabilities of all ages to enable them to lead a full and active life as valued members of their communities
- Alternative commissioning strategies will need to be developed that build community capacity so that future services are self-sustaining, recognising the financial challenges faced by the public sector.
- We will need to work with partners and service users to design and grow sustainable and innovative services, recognising the benefit of co-production.
- We will need to continue to focus on developing services that will promote independence wherever possible

Appendix 2 contains a number of detailed data charts (to be inserted)





Key outcomes for people with Learning Disabilities

We have used the shared ambitions set out by the Learning Disabilities Programme Group as a foundation for the key outcome areas of this strategy.

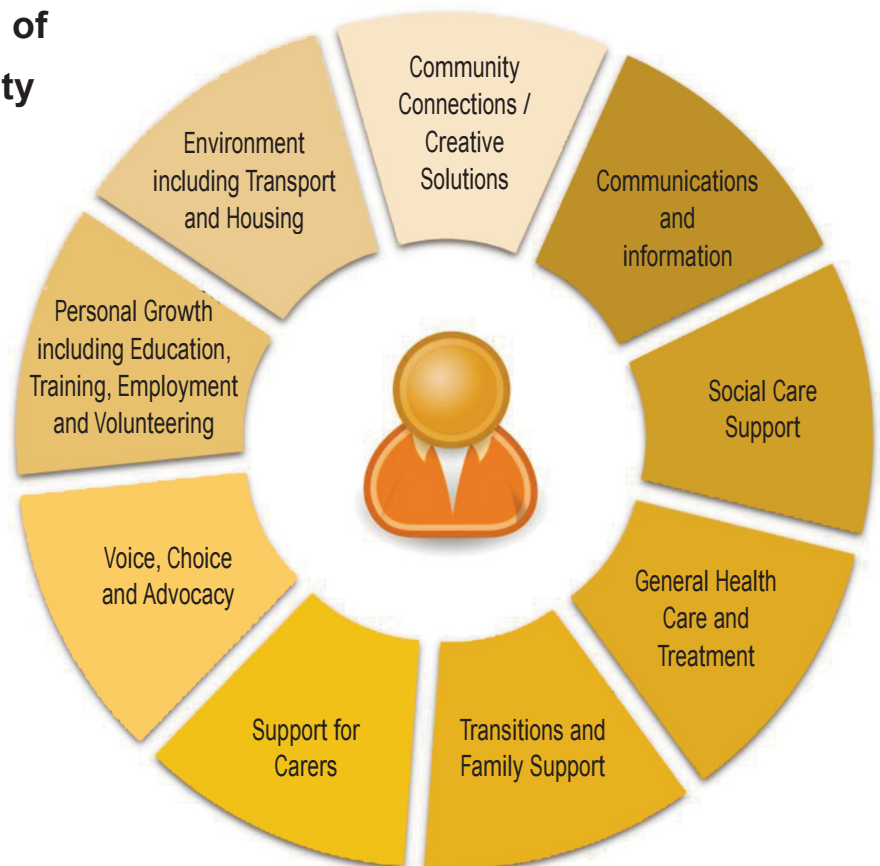
These shared ambitions are:



Each section of the circle identifies a key aspect of day to day life which, if not there, would have a negative impact on the quality of life for people with a learning disability.

Each section of the Circle for Support has been made a key outcome area.

The Carmarthenshire Circle of Support for Learning Disability



Key outcome area 1:

To improve community resilience and enablement through choice, self-direction and control over decisions that affects the lives of people with a learning disability in line with the Social Services and Well-being Act

1: Community Connections / Creative Solutions

Carmarthenshire County Council and Hywel Dda University Health Board work in partnership with a number of agencies and organisations to provide a diverse range of services. These services, which include respite, day care, independent living support, residential care, the use of community alarms and Direct Payments, support people with a learning disability to maximise their potential and promote independence and social inclusion.

Despite the availability of a range of services for people with a learning disability in Carmarthenshire, access to a wider range of community activities that are available outside 9am and 5pm and that are available on weekends – particularly on Sundays – was highlighted as a key issue when engaging with people with learning disabilities and their families.

“I don’t know what groups are out there”

“I don’t have a relationship with people in my community”

“We need evening and weekend things away from the centre”

“Ask us what is important to us, we don’t want to fit in with services”

“We have lost of Learning Disability Groups but we need to be within our local communities.”

Under the Act the Local Authority has a duty to provide a bi-lingual Information, Advice and Assistance service. This will make it easier for everyone to access up-to-date, clear information and advice about all of the services available in their area. This will help people make decisions about the support they need to live the life they want.

We plan to extend the engagement process to include communities, businesses, town & community councils and the voluntary sector to consider how the range of opportunities for people with a learning disability in Carmarthenshire could be enhanced.

People told us they valued Day Centres but they wanted opportunities to access other types of services and activities as well. People told us that there are limited opportunities in their communities and key workers and support staff felt strongly about building stronger community links.

Draft Proposals:

- Identify those people with learning disabilities who are willing to be champions in their communities to help raise awareness and understanding of learning disabilities.
- Work more collaboratively with the independent and third sector to respond to the needs of people with a learning disability to have greater involvement in their local communities.
- Develop and deliver appropriate learning disability awareness training in communities in partnership with people who have learning disabilities and their support workers.
- Build links between Learning Disability services and the Community Connectors to encourage the development of alternative community opportunities.
- Explore alternatives to day services to create opportunities, especially during the evenings and weekends. Explore opportunities to expand the role of day centres to become “community hubs”.

- Continue to develop good quality and accessible information to enable people and their families to make informed choices.

2. Communication and Information

Communication is vital in ensuring that people can express themselves and make sense of the world around them. It is crucial that communication is made accessible for people with learning disabilities so that they are enabled to make their own decisions and informed choices about how they wish to achieve their goals.

The importance of good quality information, advice and assistance is incorporated within the Act. During the engagement events people told us that the way professionals speak and write to them is too complicated. To ensure we get the communication right, a separate consultation needs to be undertaken to identify the preferred options of communicating with people with a learning disability. The result of this consultation can then be taken forward by the Easy Read/Accessible Information Working Group, which is a service user-led multi agency sub-group of the Carmarthenshire Learning Disabilities Partnership Board.

Feedback from the engagement events told us that the majority of people with learning disabilities preferred their support workers and services to use 'Simple Signing' and Total Communications approach. Feedback also confirmed that there was a clear need to improve communication between departments in statutory services, service providers and people with a learning disability and their families and carers. There was a concern that currently, statutory partners rely too much on using Information Technology (IT) as a means of communication and this is not always the most effective way of communicating with individuals.

What people told us:

Quotes to be inserted

Draft Proposals:

- Identify those people with learning disabilities who are willing to be champions who will help organisations make their information easier for everyone to read and understand.
- The Total Communications approach to producing easy-read information is to be made part of Carmarthenshire County Council's and Hywel Dda University Health Board's communication standards for all directorates.
- Simple Signing and Total Communication training should be provided for relevant staff and people with a learning disability. People with learning disabilities will be involved in delivering training to staff.
- Organisations must think about the people they wish to communicate with and use the most appropriate way of sharing information. Make use of telephones, letters, emails etc.
- Develop and Learning Disability Partnership Board in Carmarthenshire to build stronger stakeholder relationships including people with a learning disability, their families and members of staff.

- To identify a Learning Disability champions within the organisation.

3. Voices, Choices and Advocacy

Advocacy means getting support from another person to help express their views and wishes, and to help make sure their voices are heard.

Having a voice and being given a choice empowers people to make decisions about their support options. We will ensure that the help and support a person receives is tailored to each individual's needs and we will ensure that they are aware of how much support is available from all partner organisations and communities.

Carmarthenshire County Council commission Advocacy services to enable people with a learning disability to be supported by independent advocates. We work with a number of key organisations such as Carmarthenshire People First and Mencap Family Advisory Services who make a significant contribution in supporting people with learning disabilities to have their voices heard by providing advocacy services and by facilitating various local groups that tackle the big issues for people with learning disabilities.

During the engagement process, people with a learning disability and their families told us the following:

“Ask us what is important to us, we don't want to fit in with services”

“To be respected, valued and treated like an individual, as we are all different”

“To talk to us, not about us and to speak in plain language”

“We have good training CPF re staying safe and social media but we need more”

We have used this information to make the following recommendations.

Draft Proposals:

- Ensure independent advocacy services are commissioned in a co-produced way, including advocacy providers and people who use and need advocacy support.
- People who are not able to advocate for themselves or do not have anyone to advocate on their behalf, and who require care and support will be offered an independent advocate.
- People with a learning disability and their carers will be fully involved in their care and support planning, reviewing and changing packages of support.
- People with a learning disability and their carers will be supported to access, use and understand appropriate information about the range of services available and such services should be equally available to all people with a learning disability

- People must be present during conversations and discussions around their care and wellbeing, and spoken to directly. Everyone's individuality, voice and choice is valued.

Key outcome area 2:

Improved quality of life through improved choice for housing and accommodation for people with a learning disability, with the majority being the same as for other people in the community.

4. Housing

There should be a range of good quality accommodation choices for people with a learning disability including supported living, residential accommodation, private rental, adult placements or shared lives and living with families. Whenever possible, individuals should be able to choose where they live, and who they live with.

“we want to choose who and where we live and be part of the process, including tenders”.
“we need to be person centred and have more about our options.”

During the engagement sessions it was clear that a high priority for people with a learning disability was being able to access a range of housing options. Carmarthenshire currently offers a variety of housing options including residential and supported living projects.

Draft Proposals:

- People with a learning disability will be fully involved in all aspects of care and support planning.
- People with a learning disability should be able to have a choice about where they live and who they live with whenever this is possible.
- Provide information and assistance on benefits and housing options to enable individuals to make informed choices with regard to independent living.
- Explore how future housing schemes could include a range of housing options and accommodation suitable for people with a learning disability.
- Partners must work together to develop a market position statement for supported accommodation and housing opportunities, identify gaps based on current and future need and develop a strategic housing plan for people with learning disabilities
- Improved quality of life through building and improving housing and accommodation choices for people with a learning disability
- Work with housing providers to ensure tenancy agreements are more accessible to understand

Key outcome area 3:

People with learning disabilities if given more opportunities for personal development and life experiences would have improved well-being and a better quality of life.

5. Social Care Support

We recognise that some people with learning disabilities will require the support of Social Services at some point in their lives. Under the Act a new assessment process has been introduced and this is based on what matters to the person as an individual. The assessment will consider a person's strengths and the support available to them, their family, friends and others in the community.

Social Care staff support people with a learning disability through the assessment process and the development of a care plan. Carmarthenshire County Council has a responsibility and is committed to safeguarding the well-being of children, young people and vulnerable adults in its care, within a culture that gives safeguarding the highest priority. We recognise it is essential that all agencies work effectively together, sharing this responsibility, ensuring the well-being of people with a learning disability, the providers and the individual who supports them on a day to day basis.

Feedback received during the engagement events identified a number of areas that were important to people with a learning disability and their families, including:

- The need to have continuity of professional staff during the assessment and review processes

“We want to deal with a named person.”

“As us what is important to us, we don't want to fit in with services”

“We need individualised support of varied lengths.”

- Being fully involved and be at the centre of planning, delivering and changing packages of care and support.
- Having regular care plan reviews
- The need for better understanding and awareness of learning disabilities by professionals
- Having enough time for appointments with professionals
- Partner agencies working together in order to meet the needs of people with a learning disability through appropriate planning, development, delivery and evaluation of services.

Draft Proposals:

- Ensure every individual has a person centred plan which tells where someone is currently, what their care and support needs are, and where they want to be.
- Ensure adequate time is allocated for appointments for people with a learning disability.
- Care and support plans must be reviewed annually.
- Care and support planning must involve the person with a learning disability and their families.
- Work with people with a Learning Disability to create person- centred flexible options for activities and services that promote independence.
- Work with service providers and people with a learning disability to develop a more comprehensive understanding of the market and more effective commissioning of services that promote independence.

6. General Health Care and Treatment

There are a key number of challenges facing Learning Disability services, some of which are:

- The number of people with a Learning Disability are increasing,
- The number of people with Severe Learning Disabilities and Complex health needs are increasing
- People with a Learning Disability are living longer and experiencing age related conditions such as Dementia
- There is a need to provide more for less money.

Our Mental Health & Learning Disability services are focussed on a progression model aimed at improving community resilience and enablement through choice, self-direction and people having control over their own lives, whilst moving away from traditional services such as hospital and residential based care services.

Most people with a learning disability have poorer health than the rest of the population. All individuals require access to the full range of health promotion, prevention and education initiatives and services provided by independent contractors (e.g. Dentists, GPs, optometrists) and other primary and secondary healthcare services (e.g. hospitals, mental health services) in order to meet their physical and wider health needs.

To meet the needs of people with a learning disability, services will need to be flexible in their approach and interventions. It recognises that people with a learning disability will have access to mainstream community and primary care services with the majority of activity seen at the upper tiers. There is, however, an understanding that partners need to focus their attention on preventative services , supporting the delivery of tier 1 services in line with Welsh Government's vision set out in 'Setting the Direction: Primary & Community Services Strategic Delivery Plan' and the Act.

The following issues have been identified as key things that really matter to people with learning disabilities:

- To be able to access a good quality annual health check.
- The ability to get timely appointments with relevant health professionals.
- Health passports are good to get our needs met, but we need more completed and people need to read them.
- We need to make it easier to get a GP appointment.
- Being given adequate time to discuss health concerns with the relevant health professional as a number of people said they found it difficult to understand what was happening when they were at the doctor or hospital.
- Receiving information in easy read formats
- The ability to access a variety of transport options to access health services.
- Concern over waiting times, particularly hospital waiting times, and the difficulties these presented.
- Increase support from psychology services and Positive Behavioural Intervention and Support, recognizing there have been recent recruitment issues.
- Increase awareness amongst Health professionals of the needs of people with Learning Disabilities and difficulties they experience in accessing some mainstream services.
- We need to train hospitals and GP staff as they don't understand my needs.

A Regional Programme Group for Learning Disabilities has been established to bring together Health and Social Care Service delivery leads to drive service re-design and re-modelling across the region for Learning Disability Services. The Programme Group will work to achieve the Strategic Priorities outlined in the 'Statement of Intent':

To improve community resilience and enablement through choice, self-direction and control over decisions that affect the lives of people with a learning disability in line with the Social Services Well Being Act (SSWBA)

- A defined model of care and support (care pathways) based upon the principles of the progression model.

- Reduce the number of children and young adults transitioning to residential care
- Reducing health inequalities across a continuum of care (from accessing mainstream health services to specialist care and prevention of crisis and ill health)

To commission services that strengthen quality and value for money across the range of health and social care services for people with a learning disability

- Maximise the opportunities from regional collaboration, partnership and integrated working to deliver high quality cost effective services.
- Regional data collection and use that to support future planning and commissioning decisions

To reduce health inequalities by increasing access to and take up of universal health, social care and wellbeing services for people with learning disabilities

- A regionally identifiable framework for service delivery that reflects individual personalised care and local need.
- Reducing health inequalities for people with learning disabilities across a continuum of care (from accessing mainstream health and social care services to specialist care, and prevention of crisis and ill health).

Build community resilience and capacity across a range of services that support people with a learning disability

- Increased access and availability of local housing and accommodation to enable people with a learning disability to live as independently as possible, in a place of their choice, as far as is possible.

Draft Proposals:

- Work with primary care to:
 - Increase the take-up and quality of Annual Health Checks
 - Improve access to GP appointments
- Ensure adequate time is allocated for health appointments for people with a learning disability.
- Statutory services to implement a robust contract and quality assurance framework for all in-house and commissioned services, to ensure effective and measurable outcomes that will ensure services delivered to people with learning disabilities meets agreed standards that are developed in partnership with people who use these services.
- Individuals and their carers will be supported to access, use and understand appropriate information about the range of services available, and how they can be accessed. (This will include information leaflets, result letters and general communication)

- People with a learning disability will be included and be at the centre of discussions about their care planning and well-being. Review integrated assessment and review processes to ensure they are person centred and accessible.
- Develop draft guidance to support staff in helping people with a learning disability to have safe personal and social relationships including appropriate use of social media and an 'Easy Read' guide to sex and personal relationships.
- General focus upon training, communication and awareness raising across all Healthcare settings, this will be a multi-agency approach and will be supported by the developed of Health facilitation nurses for learning disabilities.
- Review the care pathway for people with a learning disability who require palliative and end of life care and support.
- The Health Board will review it's specialist Healthcare provision and in-patient services to ensure they are fit for purpose and meet the changing demands of people with more complex and challenging needs.

Transitions and Family Support

There are key transition points in everyone's life and what happens at these points have a significant impact on the way in which people are able to live their life both at that time and in the future. The transition point that has been identified as having the biggest impact for people with a learning disability, is the point at which they move from children's services to adult services. This can involve leaving school and making arrangements to attend college or meeting with local employers about work opportunities.

A range of factors have been identified as having an impact on a young adult and the way in which they move forward, the services they access and the level of independent living they achieve.

There should be a clear pathway in place to ensure that all individuals have a well-planned and co-ordinated transition from child to adult services. Transition can be a difficult time for young people, particularly when they have to rely on their families whilst at the same time asserting their independence.

Choices for people with learning disabilities can be restricted when they have to deal with complex systems set up in order to provide support for them. Carmarthenshire County Council acknowledges that transition planning organisational and deployment of resources is not as coherent and effective as it needs to be.

We are committed to improving the transition experiences of young people and to working with individuals and their families to identify the range of opportunities, support and resources that are available locally. By the time a child with a learning disability has reached the age of 14, discussions will have taken place between Children's and Adults' services, the child and their parents and carers about the individual's future. This is in line with the Council's pledge to support the United Nations Convention for the Rights of the Child.

Draft Proposals:

- Transition planning to begin much earlier when younger people with learning disabilities reach the age of 14;
- Young people with learning disabilities and their families will be involved in identifying and planning the support they will need as they move into adulthood;
- Young people who have a learning disability will be supported in their choices about education, training and learning;
- Young people who have a learning disability will be supported to develop essential personal and social skills;
- To develop a more integrated support and pathway to improve effectiveness of services.
- To develop better quality and joining up of information and support to promote early intervention and preventative support

8. Support for Carers

Families and carers play a vital role in supporting people with learning disabilities and we must work to ensure that they have access to appropriate information, a carer assessment and a flexible and creative range of options that will meet their support needs. Carers should also have opportunities to access appropriate training and support.

Support for carers must be in line with the Social Services & Well-being (Wales) Act. The Act provides the legal framework for improving the well-being of people who need care and support and carers who need support.

Parents and carers have told us that they would welcome the ability to access a wide range of peer support so that they could share knowledge and experiences, and provide support to each other when people need it.

Being a full-time carer can be a very demanding role. Respite care breaks are an opportunity for carers to take a holiday or simply spend some time looking after their own needs, safe in the knowledge that their loved one is receiving the very best care.

Following an assessment, respite care is offered to people with learning disabilities, parents and family carers for a designated period of time in an appropriate setting. Respite can also be arranged using a direct payment.

During the engagement events we were asked to consider the age ranges of people with learning disabilities when planning respite services. This is to ensure that suitable arrangements are made for people with a learning disability and their families during the transition from children's services to adult services.

Draft proposals:

- Support parents and family carers to develop their own peer support networks that encompass all ages of adult carers.
- Support parents and family carers to identify and access resources to enable the carers to continue to undertake their caring roles.
- Ensure appropriate respite provision is available for people with learning disability going through transition.

Key outcome area 4:

The quality of life for people with learning disabilities would be improved when they are given every opportunity to be independent, exercise and enjoy their rights, and meet their individual obligations.

9. Social and Leisure Activities

Having a full range of opportunities for social and leisure activity is of considerable importance as this maximises an individual's potential, enabling them to develop new academic, work related and life skills. In addition, meaningful opportunities enable individuals to develop friendships and relationships, promote self-esteem and make a valuable contribution to society.

Keeping active and involved in the community also has a positive impact on an individual's health and well-being. Discussions during the engagement events highlighted that leisure and social activities play a vital role in the lives of people with a learning disability. Exercising and / or playing sport is regarded as a great way to stay fit and healthy and provides a fun environment and strengthens people's social skills.

There are currently a number of opportunities in Carmarthenshire for individuals to participate in activities including activities such as the Active Sir Gar programme run by Carmarthenshire County Council's leisure centres; bowling, swimming, Llanelli Warrior and Sera Byd netball. People told us that they would really value the ability to access a wider variety of social opportunities. These activities need to be available in a variety of locations across the county, outside traditional 9am to 5pm offers, and at weekends

People told us:

- Leisure Services need to link with Learning Disability service providers and Carers Groups to ensure information in relation to leisure activities are regularly provided.
- People with a learning disability would value the opportunity to be able to attend a variety of social activities in the community to further develop their relationships and social networks.
- People with a learning disability to have the opportunity to access a range of activities in communities

Draft Proposals:

- Map current social and leisure opportunities for people with a learning disability to inform a market

position statement that will be the foundation of a development plan to support people to access facilities in their own communities.

- Further develop links and opportunities between Leisure Services and Learning Disability service providers to support people to stay fit and healthy.
- Promote and encourage community innovation to develop community based initiatives and more opportunities for people with a learning disability.
- To promote and enhance our information offer by developing a regional accessible website to let people know what is on offer in their area.

10. Education, Training, Employment and Volunteering

How people spend their time during the day is of considerable importance and appropriate opportunities will maximise an individual's potential enabling them to develop new academic, work related and life skills. In addition, meaningful opportunities enable individuals to develop relationships, promote self-esteem and make a valuable contribution to society. It is necessary for a range of options to be available for individuals to choose from including employment, education, and leisure and day services. Carmarthenshire offers numerous opportunities for people to develop skills and experience employment. A number of these are provided by third sector organisations or private businesses.

The Additional Learning Needs (ALN) Reforms (0-25 years) provides a spot light on improving the planning and delivery of support for learners.

Draft Proposals:

- Work with partners to support to people with learning disabilities to access and participate in a variety of different volunteering opportunities;
- Work with partners to find people with learning disabilities to champion this outcome area who will work with a range of organisations to create more volunteering opportunities that will lead to meaningful employment;
- Work with partners to support people with learning disabilities to access and participate in paid employment opportunities;
- Ensure that there are more opportunities for people with a learning disability to access work experience across the county whether in the public, private or voluntary sector.
- Improve the co-ordination, planning & support for younger people, people in transition and adults with a learning disability to access high quality learning as close to their own communities and families as possible

11. Transport

Due to the rural nature of Carmarthenshire, transport remains a challenge for many of the people who live here.

During one of the earlier engagement events transport was highlighted as an issue, especially to Crosshands in particular. There is a recognition that being able to access a range of transport options is key to enabling and promoting independence.

Although there are a range of transport options available, there are still gaps that limit access to activities and other social and work opportunities during both day and evenings, particularly for people living in remote parts of the County.

There is a heavy reliance on transport being provided by Social Services. Further work is required to more fully understand the barriers to accessing public transport and to promote access to public transport including such options as:

- Travel training on buses and trains for people with a learning disability.
- Learning disability awareness training for public transport staff.
- Wheelchair accessible transport.
- Voice over systems on buses to inform of next stop.

Draft Proposals:

- Develop and offer learning disability awareness training, led by people with learning disabilities, for public transport organisations
- Work with transport providers to address the barriers faced by people when using public transport
- Work with transport providers to increase the number of buses with voice over systems which inform passengers of next stops and destinations.
- Review our current day services transport arrangements to promote independent travel when and where possible.

12. Direct Payments

Direct Payments are a different way of providing a service which gives people choice, control and flexibility in how they receive services to meet their assessed needs.

Support can be organised either by the individual themselves or by family members, advocates, brokers or a service provider on their behalf.

Following an assessment, the offer of a direct payment should be made to the person as an alternative way of meeting their agreed support needs.

To receive direct payments you must be assessed as:

- needing, or already in receipt of support from Social Care, and;
- Are able to ‘manage’ a direct payment, either on your own or with help from family, friends, advocates, brokers or a service provider on their behalf.

It was apparent from the engagement activities we undertook and from the conversations we had with people that the use of Direct Payments is under developed and we are not capitalising on the personalised opportunities and choices they could present.

Draft Proposals:

- Relevant staff are to receive direct payments awareness and procedure training to ensure that

partners are able to promote, and grow, the take up of Direct Payments

- Basic direct payments awareness training will be given to staff who are in day to day contact with people with learning disabilities.
- More in-depth direct payments training will be given to staff undertaking assessments and reviews.
- Developing a Direct Payment strategy supported by care to co-operate.

How will we put the strategy into action?

This draft Strategy provides a direction of travel and is written in the spirit of Carmarthenshire County Council and Hywel Dda University Health Board's commitment to work collaboratively with all stakeholders. Following further engagement and a formal consultation process the draft strategy will be refined. The strategy reflects the Carmarthenshire-wide commitment to support people with learning disabilities and incorporates services and activities provided by and delivered through partner organisations including the voluntary sector, community groups and private businesses.

We recognise that budget pressures will be a key challenge during the lifetime of the Strategy. These pressures make it even more important for Carmarthenshire and its Partners to have a clear strategic plan. There will be potentially challenging decisions to be taken as we seek to maximise available resources, and realign services in order to meet the needs and enhance the wellbeing of future generations.

Financial investment is made by Carmarthenshire County Council and Hywel Dda University Health Board in commissioning and delivering services for adults, including young people in transition, with a learning disability and their carers. The resources required to support the implementation of this strategy will come from both the redirection of current resources as services are modernised in line with the strategic direction of this strategy, and elements of funding from the Integrated Care Fund to support transformation and innovation of services.

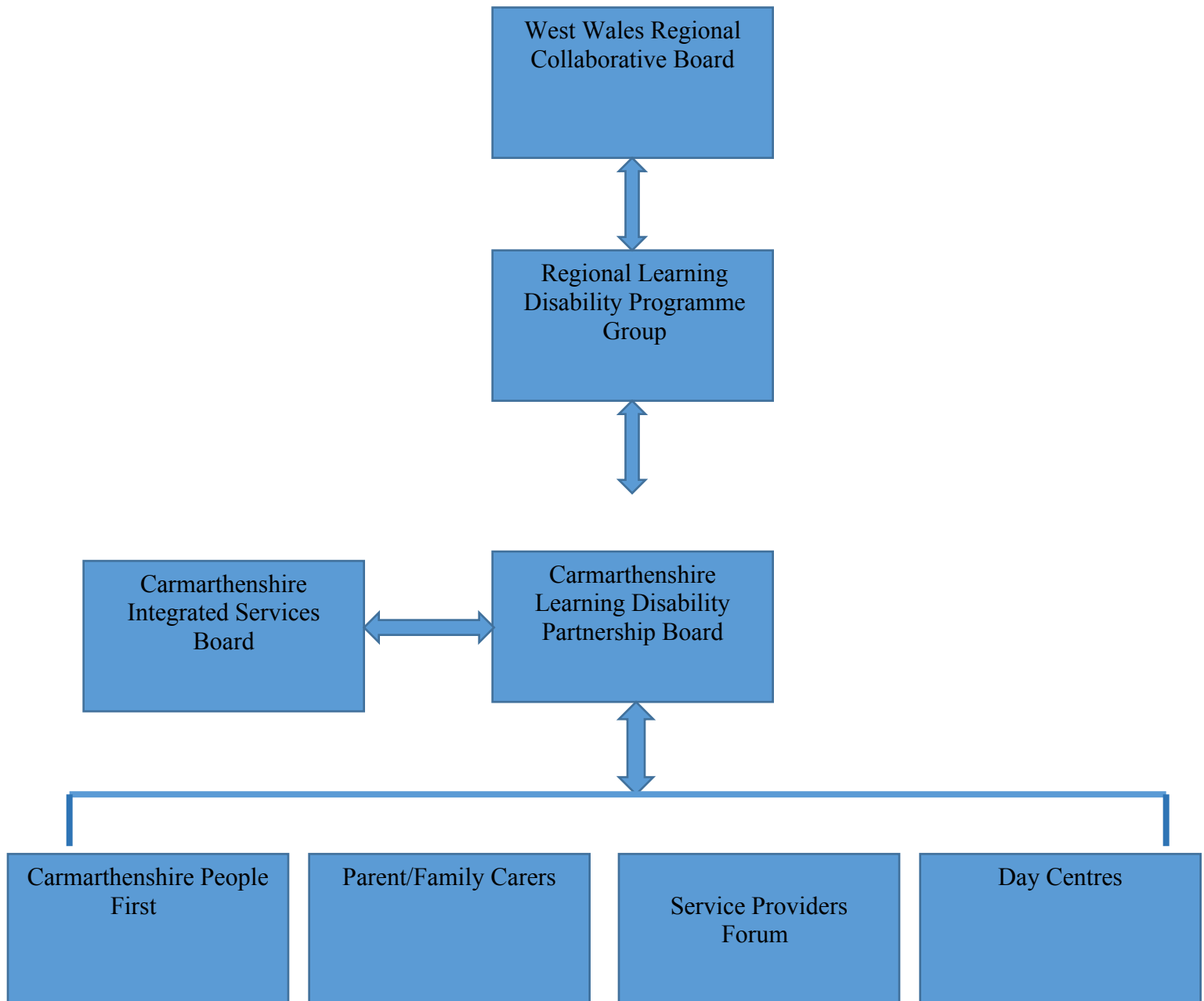
The key outcome areas and recommendations of this strategy will be taken forward by partners across the wider regional Hywel Dda footprint under the direction of the West Wales Care Partnership.

At a local level, the emerging themes and recommendations as set out in this strategy will be prioritised by the Carmarthenshire Learning Disability Partnership Board.

APPENDIX 1

Relationships & Membership of the Learning Disability Partnership Board

The diagram below shows the connections between the regional and local groups/boards



The Carmarthenshire Learning Disability Partnership Board will be developed and is included as a recommendation in this draft strategy.

The Regional Learning Disability Programme Group is one of a number of key priorities of the West Wales Regional Collaborative Board.

DEMOGRAPHIC DATE TO BE INSERTED

**Update ref: population needs assessment
Local**

Baseline estimate of the total population aged 18 and over predicted to have a learning disability, projected to 2035

UPDATE

Fig 2. Profile of people aged 18-64, predicted to have a learning disability, projected to 2035

UPDATE

UPDATE

People with learning disabilities supported by services provided and/or commissioned by CCC as at 31st March 2016

Data source(s): CareFirst, FLARE, SHAPES, ABACUS (prepared for PM2 Table 2a | Nat. Strategic Indicator SCA002a)

	18-64	65-74	75-84	85+	Total
Supported to live in the community					
Supported in residential/nursing care					
Grand Total					

People with learning disabilities supported in residential or nursing care as at 31st March 2016

Service type Groups	18-64	65-74	75-84	85+	Total
Ind. Nursing Care					
Ind. Residential Care					
Grand Total					

% of People Learning Disability service users living in Care Homes

% care home of all	2010-11	2011-12	2012-13	2013-14	2014-15
Wales	15%	15%	14%	14%	13%
Pembrokeshire	20%	23%	22%	22%	21%
Isle of Anglesey	18%	23%	16%	17%	14%
Gwynedd	6%	8%	11%	17%	13%
Conwy	18%	19%	16%	16%	15%
Denbighshire	20%	16%	15%	15%	15%
Flintshire	9%	10%	10%	9%	11%
Wrexham	13%	13%	13%	11%	11%
Powys	19%	17%	19%	17%	16%
Ceredigion	26%	25%	28%	27%	28%
Carmarthenshire	18%	19%	19%	17%	17%
Swansea	14%	13%	13%	12%	12%
Neath Port Talbot	21%	16%	17%	15%	14%
Bridgend	7%	7%	7%	7%	4%
Vale of Glamorgan	13%	18%	19%	14%	17%
Cardiff	13%	13%	13%	13%	14%
Rhondda Cynon Taf	6%	6%	6%	6%	5%
Merthyr Tydfil	17%	17%	15%	17%	18%
Caerphilly	12%	11%	9%	10%	9%
Blaenau Gwent	11%	9%	10%	11%	10%
Torfaen	12%	12%	9%	10%	10%
Monmouthshire	25%	22%	22%	23%	23%
Newport	24%	22%	20%	17%	17%

DRAFT

Agenda Item 7

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 19th APRIL 2018

Draft New Corporate Strategy 2018-23

- The Draft New Corporate Strategy 2018-23 document together with the relevant Well-being Objective detailed action plans for this Scrutiny Committee

To consider and comment on the following issues:

- The introduction of a New Corporate Strategy to:-
 - replace the current Corporate Strategy published in 2015
 - include our Well-being Objectives and Improvement Objectives and to incorporate key projects and programmes set out in *Moving Forward in Carmarthenshire the next 5 years*
- To keep the same set of Well-being Objectives for 2018/19 and an additional one on *Building a Better Council and Making Better Use of Resources*

Reasons:

- In January 2018, the new Administration published its plan – *Moving Forward in Carmarthenshire: the next 5 Years*. It required that a new Corporate Strategy should be developed to reflect its plans and programmes, in line with the Well-being Future Generations Act (WbFG).

To be referred to the Executive Board for decision: YES – 4th June 2018

Executive Board Member Portfolio Holder: Cllr. Jane Tremlett (Social Care & Health)

Directorate:	Designations:	Tel Nos./ E-Mail Addresses:
Communities		
Names of Heads of Service:		
Avril Bracey	Head of Mental Health & Learning Disabilities	01267 242492 abracey@carmarthenshire.gov.uk
Neil Edwards	Head of Integrated Services	01267 228952 nedwards@carmarthenshire.gov.uk
Jonathan Morgan	Acting Head of Homes & Safer Communities	01267 228960 JMorgan@carmarthenshire.gov.uk
Report Author:		
Silvana Sauro	Performance, Analysis & Systems Manager	01267 228897 ssauro@carmarthenshire.gov.uk

EXECUTIVE SUMMARY

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 19th APRIL 2018

Draft New Corporate Strategy 2018-23

- The Draft New Corporate Strategy 2018-23 document together with the relevant Well-being Objective (WBO) detailed action plans for this Scrutiny Committee
- The following sections within the document are relevant to Social Care & Health Scrutiny:
 - Introduction
 - WBO 9. Support good connections with friends, family and safer communities
 - WBO 10. Support the growing numbers of older people to maintain dignity and independence in their later years
 - WBO 11. A Council-wide approach to support Ageing Well in Carmarthenshire
 - Appendices
- *Please Note: The detailed action plans for **all** the WBOs will be available as document links within the final published document*

This new Corporate Strategy consolidates the following plans into one document:-

1. The 2015-20 Corporate Strategy
2. The Improvement Objectives, as required by the Local Government Measure 2009.
3. It includes our Well-being Objectives as required by the Well-being of Future Generations (Wales) Act 2015. Our Well-being Objectives do not have to change every year, or be deliverable within one year. It is perfectly legitimate to set objectives which span more than one year
4. Carmarthenshire County Council's Executive Board key projects and programmes for the next 5 years, as set out in '*Moving Forward in Carmarthenshire: the next 5 years*'

The New Corporate Strategy is framed by our Well-being Objectives.

As part of budget consultation in December 2017, we consulted on our Well-being objectives. Over 600 responses were received, with agreement that all should remain.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

We 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: **Rhian Dawson** **Head of Integrated Services**
 Neil Edwards **Head of Mental Health & Learning Disabilities**
 Jonathan Morgan **Acting Head of Homes & Safer Communities**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	YES	YES	YES	YES	YES	YES

1. Policy, Crime & Disorder and Equalities

Our key strategic policies are addressed throughout our Well-being Objectives
 Crime and disorder is identified and addressed through the *Well-being Objective 9: Supporting good connections with friends, family and communities*
 Equality implications are addressed within the *Well-being Objective 15: Building a Better Council and Making Better Use of Resources*

2. Legal

The law states that:-

- a) We must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. The sustainable development principle is
 ‘... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.’
- b) We must demonstrate 5 ways of working:
 Long term, integrated, involving, collaborative and preventative
- c) We must work towards achieving all of the 7 national well-being goals in the Act. Together they provide a shared vision for public bodies to work towards.
 - 1. A prosperous Wales
 - 2. A resilient Wales
 - 3. A healthier Wales
 - 4. A more equal Wales
 - 5. A Wales of cohesive communities
 - 6. A Wales of vibrant culture and thriving Welsh Language
 - 7. A globally responsible Wales

3. Finance

We need to continue to strengthen the links between Strategic and Financial Planning.

The Act requires the publication of a statement detailing how a public body proposes to ensure that resources are allocated annually for the purpose of taking such steps to meet the well-being objectives. Para 53 SPSF 1

Our AGS has been revised to take account of the new CIPFA/SOLACE, 7 Principles of Corporate Governance. This is addressed in the Building a Better Council and Use of Resources Action Plan aligned to the 7 Principles. Internal Audit undertook a stocktake during 2017/18 against the guidance specifications and identified any gaps to be addressed.

4. ICT

ICT implications are being taken forward within our Digital Transformation Strategy and feature within the *Well-being Objective 15: Building a Better Council and Making Better Use of Resources*

5. Risk Management Issues

Our key strategic risks are identified and addressed within Service Business Plans that underpin our Well-being Objectives

6. Physical Assets

The key strategic Asset Management Plan incorporates our Well-being Objectives, Capital prioritisation takes into account the Objectives.

7. Staffing Implications

People Management Strategy issues are identified in Well-being Objective 15: *Building a Better Council and Making Better Use of Resources*

CONSULTATIONS

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

Signed: Rhian Dawson	Head of Integrated Services
Neil Edwards	Head of Mental Health & Learning Disabilities
Jonathan Morgan	Acting Head of Homes & Safer Communities

1. Local Member(s)

2. Community / Town Council

3. Relevant Partners

4. Staff Side Representatives and other Organisations - All Departments have been consulted and have had the opportunity to provide comments

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

THESE ARE DETAILED BELOW:

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Well-being of Future Generations (Wales) Act 2015	-	The Essentials Guide
Shared purpose:shared future Statutory guidance on the Well-being of Future Generations (Wales) Act 2015	-	SPSF 1 Core guidance SPSF 2 Individual Role (public bodies)
Local Government Measure (2009)	-	Local Government Measure (2009)
Corporate Strategy 2015-2020	-	Corporate Strategy 2015-2020
Moving forward in Carmarthenshire: the next 5 years	-	Moving forward in Carmarthenshire: the next 5 years
Well-being Objectives 2017-18	-	Well-being Objectives 2017-18

This page is intentionally left blank

Moving Forward in Carmarthenshire

The Council's New Corporate Strategy 2018-2023

June 2018



Contents

	Page
Introduction	3
Carmarthenshire's Well-being Objectives	
Start Well	1. Help to give every child the best start in life and improve their early life experiences 8
	2. Help children live healthy lifestyles 9
	3. Continue to improve learner attainment for all 10
	4. Reduce the number of young adults that are Not in Education, Employment or Training 11
Live Well	5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty 14
	6. Create more jobs and growth throughout the county 15
	7. Increase the availability of rented and affordable homes 16
Age Well	8. Help people live healthy lives (tackling risky behaviour and obesity) 17
	9. Support good connections with friends, family and safer communities 20
	10. Support the growing numbers of older people to maintain dignity and independence in their later years 23
In A Healthy, Safe & Prosperous Environment	11. A Council wide approach to support Ageing Well in Carmarthenshire 26
	12. Look after the environment now and for the future 30
	13. Improve the highway and transport infrastructure and connectivity 31
	14. Promote Welsh Language and Culture 32
	15. Building a Better Council and Making Better Use of Resources 34
Appendices	35-45

Moving Forward in Carmarthenshire: the next 5 years

In January 2018, Carmarthenshire County Council's Executive Board presented its key aspirations for the next 5 years – '*Moving Forward in Carmarthenshire: the next 5 years*'. This plan identified a number of key projects and programmes that the Council will strive to deliver over the next five years. It seeks to continuously improve economic, environmental, social and cultural well-being in the County.

Given this direction, the Council needs to publish a New Corporate Strategy that consolidates and aligns our existing plans.

The Challenges facing the Council

Following a period of engagement and consultation, the Carmarthenshire Well-being Assessment was published in March 2017. The assessment looked at the state of economic, social, environmental and cultural wellbeing in Carmarthenshire through different life stages and provides a summary of the key findings.

A copy of the Carmarthenshire Well-being Assessment (2017) can be found on: www.thecarmarthenshiREWewant.wales. A precis of the Assessment's Executive Summary is outlined in **Appendix 5**

As the Council plans for the future we must take account of a number of challenges that we face. Most of these challenges are driven by factors outside of the Council's control but they are factors that we have to consider as we develop and, in some instances, change the way that we work and do things.

1. Acting in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs (WbFG principle) - TBC
2. Increasing demand and complexity for services
3. Increasing expectations of provision at the same time as managing decreasing budget
4. Challenging economic climate and local economy
5. Increasing need to strengthen the digital infrastructure and support digital inclusion for individual residents as well as public, private and third sector organisations looking to develop economic prosperity and agile working
6. Changing demographic profile of the county and in particular its ageing population
7. Increasing risks to ensure children and young people are protected from harm
8. Adapting to environmental change
9. Increasing deprivation and poverty with growing inequities between communities
10. Increasing legislation and regulation from Welsh Government
11. Managing the workforce risks associated with the pace of change required by the organisation.
12. Developing a dynamic economy in the context of Brexit - TBC

The Council's Core Values

In delivering this strategy it is important that we maintain our core values in everything we do:-



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

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

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

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

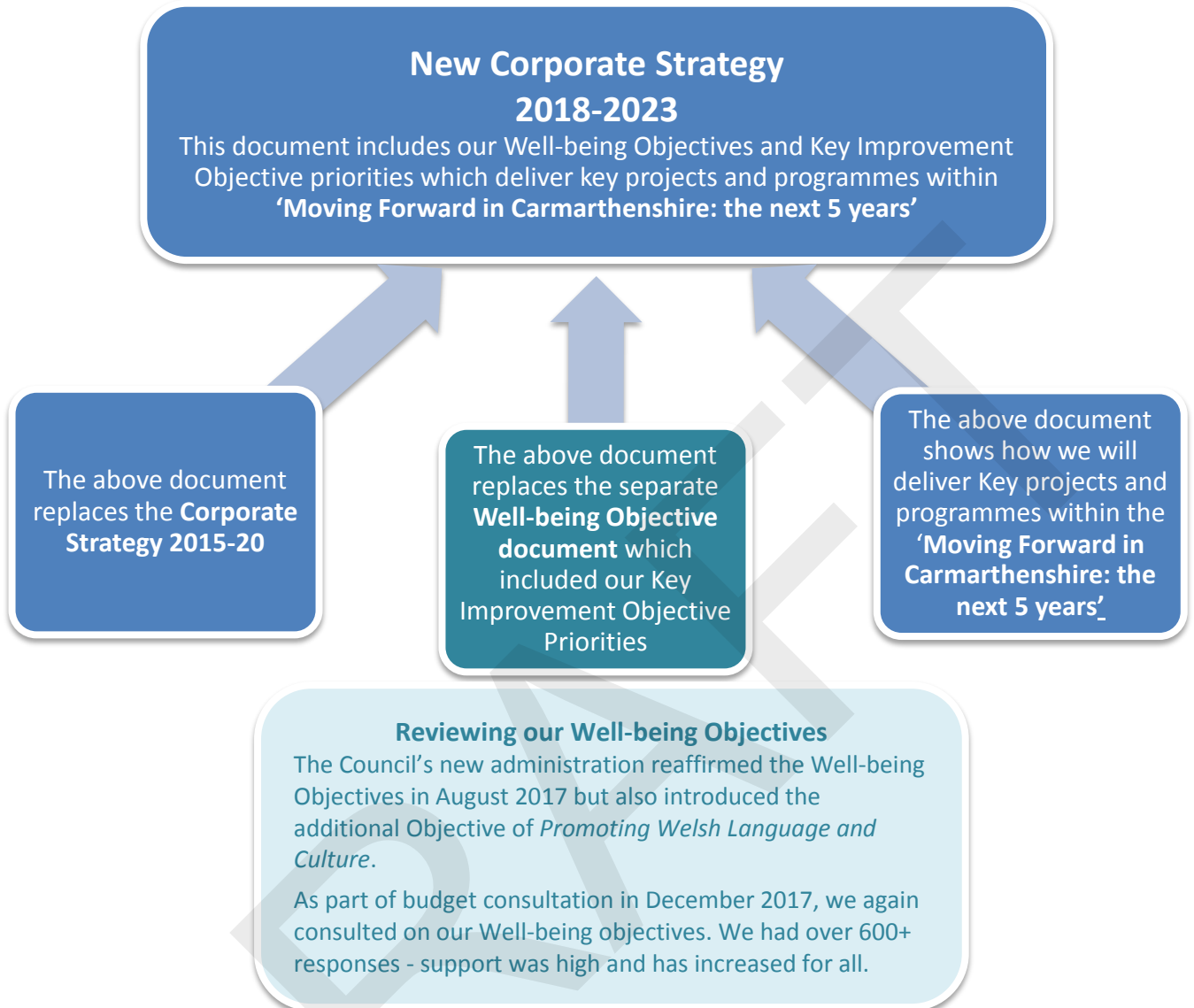
Taking Responsibility – we all take personal ownership and accountability for our actions

Bringing Plans together

This New Corporate Strategy consolidates the following plans into one document:-

1. It supersedes the 2015-20 Corporate Strategy
2. It incorporates our Improvement Objectives as required by the Local Government Measure 2009 (See *Appendix 1*).
3. It includes our Well-being Objectives as required by the Well-being of Future Generations (Wales) Act 2015. For the first time in Wales, there is a shared vision and set of goals for all public bodies to work towards, our Well-being Objectives are set to maximise our contribution to these (See *Appendix 1*).
4. It includes Carmarthenshire County Council's Executive Board key projects and programmes for the next 5 years as set out in '*Moving Forward in Carmarthenshire: the next 5 years*'.

Bringing Plans together



Priorities

'Moving Forward in Carmarthenshire: the next 5 years' makes it clear that regeneration is the Council's number one priority. Our 15 Well-being Objectives cover the broad range of Council Services to ensure economic, environmental, social and cultural well-being.

The allocation of resources to deliver these objectives is outlined in *Appendix 2*.

The Council's Vision can be summed up as follows:-

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

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

Start Well				Live Well				Age Well				Healthy, Safe & Prosperous Environment			
Well-being Objectives															
1. Help to give every child the best start in life and improve their early life experiences				5. Tackle poverty by doing all we can to prevent it, helping people into work & improving the lives of those living in poverty				10. Support the growing numbers of older people to maintain dignity & independence in their later years				12. Looking after the environment now and for the future			
2. Help children live healthy lifestyles				6. Creating more jobs and growth throughout the county								13. Improving the highway and transport infrastructure and connectivity			
3. Continue to improve learner attainment for all				7. Increase the availability of rented and affordable homes								14. Promoting Welsh language and culture			
4. Reduce the number of young adults that are Not in Education, Employment or Training				8. Help people live healthy lives (tackling risky behaviour & obesity)								11. A Council wide approach to supporting Ageing Well in Carmarthenshire			
				9. Supporting good connections with friends, family and safer communities								15. Building a Better Council and Making Better Use of Resources			

Start Well

(Infographics on the following will be ready for publication)

18% (32,846) of Carmarthenshire's population are aged between 0 and 15

there are currently;
751 Children in Need;
97 children on the
Child Protection
Register and **194**
Looked After
Children in
Carmarthenshire

12.3% of children in
Carmarthenshire are
living in workless
households

30.7% of 4-5 year
olds being
overweight or obese

There are **98** Primary
Schools (**12,000**
pupils) and **14**
Secondary schools
(**11,000 pupils**) in the
County

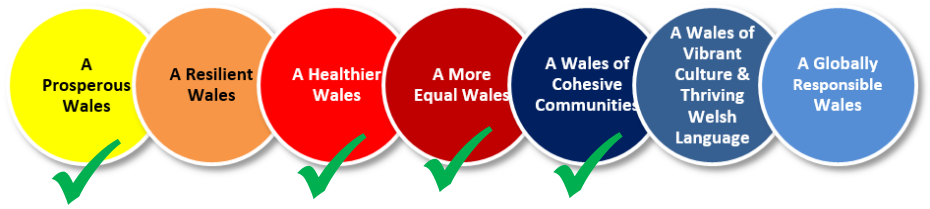


Well-being Objective 1

Start Well - Help to give every child the best start in life and improve their early life experiences

So why is this important?

- Giving every child the best start in life is crucial to reducing inequalities across the life course.
- What happens during these early years has lifelong effects on many aspects of health and well-being - from obesity, heart disease and mental health, to educational achievement and economic status.
- Looked After Children (LAC) are more likely to have been exposed to Adverse Childhood Experiences (ACE's) associated with poor long term outcomes before entering care (Jones, 2011¹).



Why this should concern us?

- For every 100 adults in Wales, 47 have suffered at least one adverse childhood experience (ACEs) during their childhood and 14 have suffered 4 or more.
- 12.3% of children in Carmarthenshire are living in workless households, lower than the 2015 figure of 15.3 and just below Wales (13.9%) but above UK (11.6%).
- In Carmarthenshire there are currently; 751 Children in Need; 97 children on the Child Protection Register and 194 Looked After Children. (these are Qtr 3 figs, to be amended at Qtr 4)

What do we need to do?

- We need to give every child the best start in life and ensure development throughout early childhood.
- We need to build resilience against adverse experiences.

How will we do this?

A. We will support families by:

- a. promoting bonding and attachments to support positive good parent-child relationships.
- b. better equipping parents and care-givers with the necessary skills to avoid ACEs arising within the home environment and encourage development of social and emotional well-being and resilience in the child.
- c. identifying and intervening where children may already be victims of abuse, neglect or living in an adverse environment.
- d. continuing to provide attachment awareness training in schools to ensure they become *attachment awareness schools*.
- e. ensuring that our specialist substance misuse team meets the needs of children by:
 - i. Providing specialist advice and support for front line teams
 - ii. Raising awareness of the dangers of substance misuse and support people to make informed decisions to prevent the harm caused by substance misuse.

- #### B. We will ensure that every child with identified **additional learning needs (ALN)** in all Carmarthenshire schools will have access to delegated ALN funding and appropriate integrated support services – e.g. Educational and Child Psychology, Sensory Impairment support and Advisory Teachers.

We will continue to develop the **Flying Start** programme, promoting early intervention for disadvantaged families with children (0-3) living in specific deprived communities.

We will ensure the Council fully responds and delivers key childcare and play requirements moving towards delivering 30 hours of free education and care for working parents.



More Information - You can see our **detailed action plan** to achieve this objective here

¹ Jones (2011). Factors associated with outcomes for looked after children and young people: a correlates review of the literature Child: care, health and development

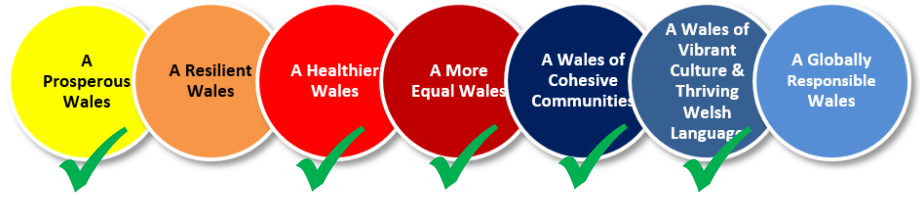


Well-being Objective 2

Start Well - Help children live healthy lifestyles

So why is this important?

- Projections suggest an increase in trends for childhood obesity going forward with figures showing males between the ages of 2 – 15 being at greatest risk.
- The [Play Sufficiency Assessment](#) identified playing outside as the most popular setting for children but also found that 32% of parents worried so much about their child's safety that it affected their children's opportunity to play.
- Assessment engagement activity with primary school children showed being physically active to be the second most important factor for positive well-being of children aged 6 – 11, after connections with family and friends.
- Living healthy lives allows children to fulfil their potential and meet education aspirations.
- Habits established early in life remain with people to allow them to play a full part in the economy and society of Carmarthenshire.



Why this should concern us?

- Carmarthenshire is the third worst County in Wales for levels of childhood obesity with 30.7% of 4-5 year olds being overweight or obese, almost 5 percentage points higher than the Welsh average of 26.2%.
- Engagement with primary schools identified a strong link between physical activity and opportunities to play in outside spaces, and to feel safe in that environment.
- 10% of people aged 5 to 16 have mental health disorders and 7% under 12 deliberately self-harm.

What do we need to do?

- We need to work with partners to ensure children across Carmarthenshire: eat healthily, are physically active and maintain good mental health.
- We need to review if current measures and actions are making any difference.
- We need to measure activity through schools.

How will we do this?

- A. We will increase the range of **physical activity** opportunities available for children, and target those at higher risk of inactivity, using activities such as swim sessions (Free, Splash, School, Wave, Skills Clubs), Actif Play and Storytime, Actif Passport to Physical Literacy, Dragon Multi-Skills and Sport, 5x60 and Focus Sport activity developments.
- B. We will **address mental health** including reducing exposure to adverse childhood experiences.
- C. We will **promote eating healthy**, including through school meals, the *Healthy Schools scheme* and the *School Holiday Enrichment Programme (previously Holiday Hunger scheme)*.
- D. We will **increase awareness** of healthy lifestyles including promoting the Public Health Wales' 10 Steps to a healthy weight preventative programme to help beat childhood obesity.
- E. We will continue to develop, promote and deliver the **Flying Start Programme**.

We shall implement the School Holiday Enrichment (Holiday Hunger) Programme (SHEP), supporting families and children during school vacations to cook healthy meals, particularly aimed at pupils eligible for Free School Meals.

Through the Healthy Schools Scheme we will continue to increase the level of physical activity by developing the Carmarthenshire Outdoor Schools Project



More Information - You can see our [detailed action plan](#) to achieve this objective here.

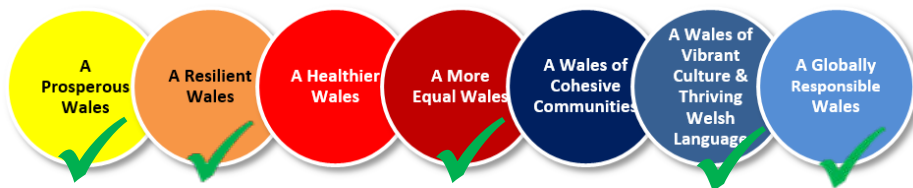


Well-being Objective 3

Start Well - Continue to improve learner attainment for all

So why is this important?

- We all want all of our children and young people to have the best possible start in life by supporting them to gain the skills and knowledge they need to lead happy, healthy, fulfilling lives.
- We want to improve outcomes for all ages through lifelong learning, to enable them to thrive in 21st Century living and the world of work.
- Research by *The Institute of Education* suggests that attending a good pre-school and primary school can have more impact on children's academic progress than their gender or family background (Taggart, 2015)
- Our service remains committed to both the principles and priorities as outlined in the Welsh Government's most recent strategic document '[Education in Wales: Our National Mission.](#)'



Why this should concern us?

- There is currently a gap nationally (including Carmarthenshire) between the performance of pupils eligible for free school meals (eFSM) and those who are not. This aspect of our end of key stage performance and achievement continues to challenge and concern us.
- We have schools that need to improve in specific areas as recognised through the National Categorisation system* (for 2017; 27% of Primary schools are rated 'Amber Support Category' and 1% of Primary schools is rated 'Red Support Category').
*Four levels of 'Support Category' exist – Green, Yellow, Amber and Red. All Secondary schools are currently rated in the Green or Yellow Support Category.
- The [2015 PISA results](#) (Programme for International Student Assessment), for which Kirsty Williams, Welsh Government Cabinet Secretary for Education, has stated "*remains the recognised international benchmark for skills*", continue to show Wales adrift from the rest of the UK.

What do we need to do?

- We need to continue to improve results further for all learners, placing a focus on those entitled to Free School Meals and vulnerable learners - see also **Tackling Poverty Well-being Objective 5**.

How will we do this?

- A. We will ensure a relentless emphasis on **improvement in education outcomes** for all children and young people across all learning phases, with a particular focus on vulnerable learners and those entitled to *Free School Meals*.
- B. We will continue to **improve school attendance** and learner well-being.
- C. We will provide **an excellent school in the right place** by:
 - a. Improving the condition, suitability and resource efficiency of our schools network through the *Modernising Education Plan*.
 - b. Developing an engaging, relevant and authentic *Local Curriculum*, within a clear framework of national guidance, which will fully prepare our children and young people for the challenges and opportunities of adult life.
- D. We will continue **workforce development and succession planning** by:
 - a. Developing and supporting a collaborative self-improving school system to ensure high quality leadership and provision for all learners.
 - b. Investing in further developing the skills of our teachers and support staff.
- E. We will continue the **development of Welsh in all our services**, thus moving towards ensuring that every pupil is confidently bilingual. Pupils can fulfil their potential in gaining skills to operate as bilingual citizens in their communities, the workplace and beyond.

We will increase the *Average Caped 9 points score* which is currently regarded as the key measure of achievement at the end of compulsory education.



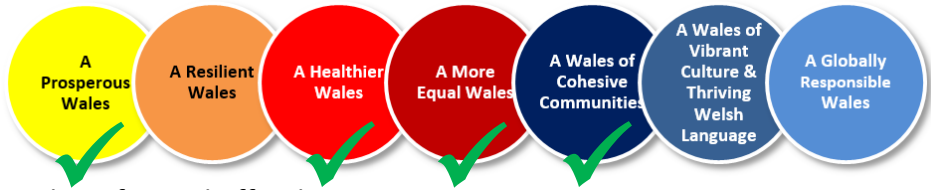


Well-being Objective 4

Start Well - Reduce the number of young people that are Not in Education, Employment or Training (NEET)

So why is this important?

- Reducing the number of NEET young people reduces the effects of poverty and the wider cost to society of support services, reliance on benefits and offending.
- It is essential to maximise the life opportunities of children, ensuring that as many young people as possible are able to progress to school 6th forms, Further Education Colleges, apprenticeships, training provision or work.
- It enables young people to contribute positively to their local communities.



Why this should concern us?

- The % of Carmarthenshire Year 11 pupils who became NEET in 2016 was 2.1% (40 pupils) although it is a reduction on 2015 of 3.5% (69 pupils), while the % of Carmarthenshire Year 13 pupils who became NEET was 2% (14 pupils) in 2016 down from 2.8% (21 pupils) in 2015.
- Carmarthenshire ranks 16th (of 22) Local Authorities in Wales for Year 11 pupils becoming NEET and above the All-Wales average of 2%.

What do we need to do?

- We need to ensure that all children and young people in Carmarthenshire have the best possible opportunities to study, train and gain worthwhile employment locally, regionally or nationally.
- We will ensure that all vulnerable learners including those with a disability or additional learning needs are not excluded from programmes.
- We need to continue to deliver the six elements of the Welsh Government's Youth Engagement and Progression Framework (YEPF) which comprises of:
 - Identifying young people at risk of becoming NEET;
 - Providing brokerage and co-ordinated support for young people;
 - Improve tracking and transition support;
 - Ensuring provision meets the needs of young people;
 - Strengthening employability skills and entrepreneurship;
 - Ensuring we are accountable for our actions.

How will we do this?

- A. We will implement the six **Youth Engagement and Progression Framework** Actions above.
- B. We will deliver the local elements of the *Cynnydd* and *Cam Nesa European Social Fund projects* (guaranteed funding till 2018-2020) which assists young people in progressing to further education, training and employment during the Post 16 education phase.
- C. We will implement the recommendations of the **Carmarthenshire 11-19 Education Strategic Review**.
- D. We will build on existing partnership relationships with local businesses and the public sector through the **Carmarthenshire Curriculum Review** to focus skills demands and employability of new and existing labour market entrants within Carmarthenshire to ensure that local and regional demands are met.

Also see Well-being Objectives 5+6 Action Plans re Hub and Regional Learning Partnership

We will work with partners to develop further opportunities for apprenticeships within the County. We shall support care leavers where possible to ensure that they are in education, training or employment at 24 months after leaving care.



DRAFT

Live Well

(Infographics on the following will be ready for publication)

59% (110,102) of Carmarthenshire's population are of working age (16-64)

Over 7 in 10 (73%; 78,600) of Carmarthenshire's working age population (16-64) are economically active

We created **280 jobs** and accommodated **200 jobs** with Regeneration assistance during 2017/18

Over 1 in 3 (35%) of households are living in poverty, according to the Welsh Government definition – households with less than 60% of GB median income

There were over **1.5 million** visits to our leisure centres during 2017/18

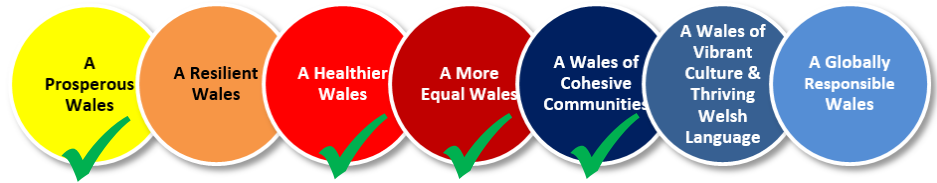


Well-being Objective 5

Start Well/Live Well - Tackle poverty by doing all we can to prevent it, help people into work & improve the lives of those living in poverty

So why is this Important?

- Poverty and deprivation have serious detrimental effects across all aspects of well-being. It limits the opportunities and prospects for children and young people, damages the quality of life for families and communities.
- Poverty can be a barrier to full participation in society and is too often an intergenerational experience which poses a significant threat to experiencing positive well-being both now and in the future.
- Research shows that children growing up in workless households experience consistently poorer outcomes than other children whose parents are always working, in relation to educational attainment and cognitive ability. 3,400 (12.3%) of Children are living in workless households.



Why this should concern us?

- 35% of households in Carmarthenshire can be defined as living in poverty, (Welsh average 33%).
- 13% of households In Carmarthenshire are living in **severe poverty**, which means they have an income of less than £10,000 a year. Although this has fallen by 3% from the previous year.
- Of the 28,223 households living in poverty across Carmarthenshire, 33% (15,869) are rural.

What do we need to do?

- We need to **prevent poverty** – There is a strong correlation between being born poor and experiencing a lifetime of poverty and many of the triggers of poverty experienced in childhood and later life are preventable if identified and addressed in a timely manner. Providing early, targeted and holistic interventions can therefore help reduce the likelihood of poverty occurring in our communities.
- We need to **help people into work** - work is one of the most fundamental and effective means of tackling poverty in all its forms. Work provides income and opportunities for social, emotional and cerebral development as well as improved health and well-being. Latest figures show that the median income for Carmarthenshire is £23,365 which is below the Welsh figure of £26,580 and a decrease on the median income for Carmarthenshire in the previous year.
- We need to **improve the lives of people living in poverty** by supporting those in poverty and improving access to help to maintain basic standards of living.

How will we do this?

- A. Our children and education services will work to **prevent poverty** through delivering key early intervention programmes such as flying start and team around the family (TAF). In addition services such as housing will take a more proactive, preventative approach to addressing key triggers of poverty to prevent escalation of issues such as homelessness and fuel poverty.
- B. We will **help people into work** by building their confidence and skills through the dedicated Communities 4 Work programme and targeted support for those who are furthest from the labour market e.g. those who are Not in Employment, Education or Training (NEET).
- C. We will **improve the lives of those living in poverty** through promoting and supporting greater financial literacy via services such as trading standards and housing benefits. We will also deliver initiatives to support key vulnerable groups including the School Holiday Enrichment Programme (SHEP), Toy Box and Hamper appeal.

We will develop a pilot project in the Tyisha ward to develop ways of addressing poverty in the area. We will undertake a comprehensive multi-service community engagement programme with a view to identifying key community and physical regeneration actions the Council, in partnership with other stakeholders, can take to support the community to develop future opportunities and prospects.



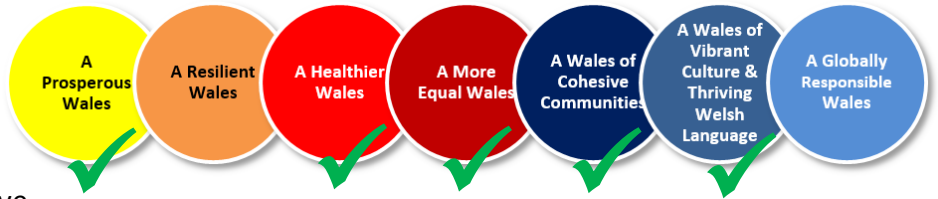


Well-being Objective 6

Live Well - Create more jobs and growth throughout the county

So why is this important?

- Providing secure and well paid jobs for local people is central to everything we are seeking to achieve.
- Increasing employability is fundamental to tackling poverty, reducing inequalities and has a dramatic impact on our health and ability to function in everyday society.
- With an ageing workforce, feeling stimulated, using skills and social interaction are much more important to positive well-being in work than wage levels or job stability (well-being assessment survey).



Why this should concern us?

- Out of Carmarthenshire's 73.4% employed working age workforce @Sep 2017, 58% of the workforce are within the professional/technical/skilled trade occupations – well *below* the Welsh average of 63%, whilst 42% are within the caring/leisure/customer service/machine operative occupations – well *above* the 37% Welsh average.
Also see Well-being Objective 4 –Reduce the number of young adults that are NEET (Not in Education, Employment or Training)
- We must tackle a GVA (gross value added) gap that is widening between UK GVA & Wales GVA; *GVA is the measure of the value of the wages and profits from goods and services produced in an area.*

What do we need to do?

- We need to build a knowledge-rich, creative economy by maximising employment & training places for local people through creating jobs and providing high quality apprenticeships, training and work experience opportunities, in order to have an on-going skilled and competent workforce to face the future.
- We need to evolve Carmarthenshire's position in the Swansea Bay City Region (Swansea, Carmarthenshire, Pembrokeshire and Neath Port Talbot) into a confident, ambitious and connected county.
- We need to continue to invest in our local rural, infrastructure, including transportation to attract businesses, tourism/leisure to the county to promote economic growth and activity by building better connections and generating a strong tourism industry (see *Improving the highway & transport infrastructure and connectivity* Well-being Objective 13).
- We need to continue to invest in the strategic regeneration of our 3 principal towns, key strategic employment sites and continue to support business growth.
- We need to support Welsh Governments' - [Prosperity for All-the National Strategy:Economic Action Plan](#)

How will we do this?

- Regionally, by co-ordinating and delivering the Swansea Bay City Deal and specifically the Carmarthenshire based projects – Yr Egin and the Life Science and Wellness Village
- Locally, by delivering the Transformational Strategy Area Plans targeting bilingual urban, coastal and rural Carmarthenshire
- By identifying and addressing the issues facing rural communities
- By developing learning, skills, employability and encouraging a spirit of entrepreneurship throughout the county to support new businesses in the county (Regional Skills & Learning Partnership)
- By developing Carmarthenshire as a dynamic economy, in the context of BREXIT.

We will ensure the County fully benefits from the opportunities that will be created through the £1.3 billion investment through the Swansea Bay City Deal
We will establish regeneration initiatives to focus on the development of the rural market towns in the County.



More Information - You can see our [detailed action plan](#) to achieve this objective here

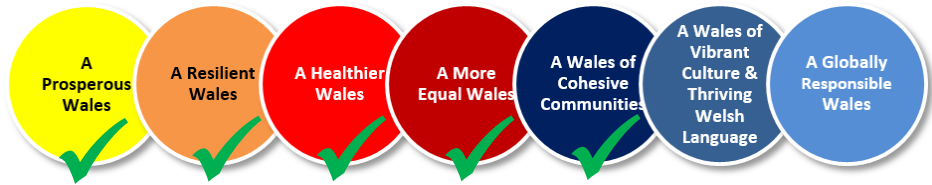


Well-being Objective 7

Live Well - Increase the availability of rented and affordable homes

So why is this important?

- Good quality affordable homes promote **health and well-being**, meeting the individual needs of the residents, building strong sustainable communities and places where people want to live.
- Good quality energy efficient affordable homes are good for the **People and the Environment** - as the energy use within the home will be reduced, having a significant effect on reducing the fuel costs for the occupying residents. It will also have a significant effect on reducing pollutants in the atmosphere and mitigating fuel poverty in our communities.
- It's good for the **Social Structure** - well-placed affordable housing developments allow communities to welcome a wide range of families and to create a vibrant, diverse, group of residents.
- It's good for the **Economy** - in order to thrive, new businesses need easy access to its workforce. Affordable housing developments ensure that working families will remain in their community.



Why this should concern us?

- People told us during our consultation on affordable Housing in 2015 that we need to:
 - Target help where the need is highest, in both urban and rural areas, by delivering more affordable homes for rent.
 - Be more flexible - whether by bringing wasted homes back into use, buying existing homes or building new ones.
 - Do whatever it takes by developing innovative and creative ways to deliver more homes.
 - Use our resources in the best possible way to ensure as many new homes as possible.
 - Use the expertise, skills and resources of those we work with.

What do we need to do?

- We need to provide additional affordable homes to meet the needs of residents in Carmarthenshire.
- We need to build new council homes across the County.
- We need to actively work with private landlords to encourage them to make their properties available at affordable rental levels, including bringing more private sector homes into the management of our in-house 'Simple Lettings Agency'.
- We need to work in partnership with Housing Associations in Carmarthenshire to maximize the supply of new build affordable homes.
- We need to actively work with property owners to bring empty homes back into use.
- We need to purchase homes from the private sector and increase the Council Social Housing stock.
- We need to maximize the number of affordable homes delivered through developer contributions from the planning system.
- We need to maximize all funding opportunities for both the Council and Housing Associations.

How will we do this?

- A. We will deliver all of the above through our [Affordable Homes Delivery Plan](#) by building new council homes directly through the Housing Revenue Account. By bringing empty homes back into use to increase choice and accessibility of homes in the areas of greatest housing need.

We will develop a wider range of homes through our recently established Housing Company. We will purchase private sector homes to increase the Council's housing stock in the areas of greatest housing need.

We will continue to manage private sector homes, for Private Landlords, through the 'Simple Lettings Agency'.



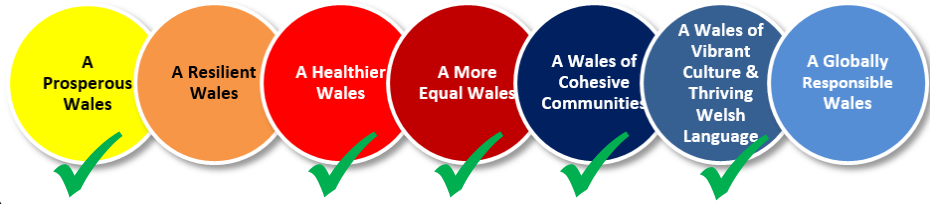


Well-being Objective 8

Live Well - Help people live healthy lives
(tackling risky behaviour and obesity)

So why is this important?

- Our way of life is changing, people are living longer with a higher quality of life.
- The challenge is to prevent ill health.
- Living healthy lives allows people to fulfil their potential, meet educational aspirations and play a full part in the economy and society of Carmarthenshire.
- Many of the preventive services and interventions required to maintain health, independence and well-being lie outside health and social care.
- Playing a part in providing accessible, inclusive, exciting, sustainable services, which promote and facilitate learning, culture, heritage, information, well-being and leisure.



Why this should concern us?

- There is a significant gap in life expectancy and a healthy life expectancy. In Carmarthenshire:-
 - Life expectancy for males is 78.6 years (2014-16) compared to a healthy life expectancy of 65 years (2010-14)
 - Life expectancy for females is 82.2 years (2014-16) compared to a healthy life expectancy of 66 years (2010-14)
 - Healthy life expectancy of both males and females are below the Welsh average of 65.3 and 66.7 years.
- 21% of adults are still smoking in Carmarthenshire and 57% of adults are overweight or obese (Welsh Average of 59%) Welsh Health Survey 2016/17

What do we need to do?

- We need to work with partners to ensure people across Carmarthenshire:
 - Eat and breathe healthily
 - Are physically active; and
 - Maintain good mental health.
- We need to remove inequalities around opportunities for people to address these 3 key areas

How will we do this?

- A. Eat and breathe healthily:** We will provide healthy vending and food options as part of their catering provision at our Leisure facilities and continue to ensure that our outdoor recreation facilities i.e. Country Parks, rights of way networks remain well maintained and accessed safely and enjoyed by everyone.
- B. Physical Activity:** We will continue investment in the new state of the art Wellness Village in Llanelli; promote in partnership the ethos of getting “more people more active more often” and enable employers in the workplace to support the health and well-being of their workforce through Workplace Health initiatives.
- C. Mental Health:** We will continue to work with health and third sector partners to transform mental health services and improve access to information, advice, preventive and crisis services in Carmarthenshire. We will aim for people to experience the positive health benefits of taking inspiration from museum collections to promote creativity, mindfulness and self-confidence and imbed the New Mobile Library Fleet to improve information, digital and health literacy across the county.

We shall invest in the County’s leisure centre provision with the development of a new facility in Llanelli as part of the Wellness Village.

We will implement the Cycling Strategy for Carmarthenshire that will focus on 5 key strategic themes: Education, Development & Training; Infrastructure & Facilities; Marketing & Branding; Tourism & Events



More Information - You can see our [detailed action plan](#) to achieve this objective here

DRAFT

Age Well

(Infographics on the following will be ready for publication)

Almost 1 in 4 (23%, 42,662) of Carmarthenshire's population are of pensionable age (65+)

Life Expectancy is 78.6 for men and 82.2 for women but a Healthy Life Expectancy is 65 for men and 66 for women

Carmarthenshire has an ageing population. By 2039, around 1 in 3 (31%; 58,900) of residents will be aged 65 and over

1 in 3 have a limiting illness

48% (close to the National average of 50%) of Carmarthenshire residents feel they live in cohesive communities

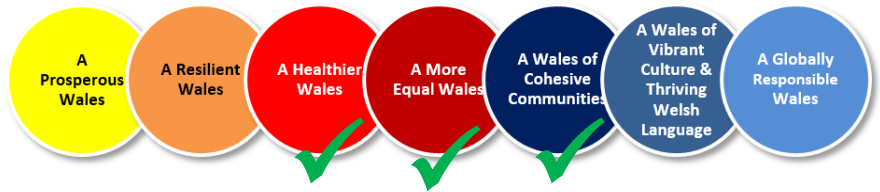


Well-being Objective 9

Live Well/Age Well - Support good connections with friends, family and safer communities

So why is this important?

- Loneliness and social isolation are harmful to our health, with research showing that lacking social connections is as damaging to our health as smoking 15 cigarettes a day and is worse for us than well-known risk factors such as obesity and physical inactivity.
- Social networks and friendships not only have an impact on reducing the risk of early death and illness, but they also help individuals to recover when they do fall ill.
- Social isolation puts individuals at greater risk of cognitive decline with one study concluding that lonely people have a 64% increased chance of developing clinical dementia
- The lack of connectedness is not just an issue of older people with a recent report suggesting that almost two-thirds (65%) of 16-24-year-olds said they feel lonely at least some of the time, and almost a third (32%) feel lonely often or all the time.
- Loneliness amongst young people has been shown to increase the likelihood of poor physical & mental health, the risk of becoming involved in criminal activity and reduce future employment opportunities.



Why this should concern us?

- In our well-being survey of 2,500 residents, good relationships and a sense of belonging was the 3rd highest thing that mattered.
- The importance of family in positively influencing well-being is evident in findings from primary engagement activities delivered as part of Carmarthenshire's Well-being assessment. Family and friends were overwhelmingly identified as the most important factor in experiencing positive well-being by over 500 adults and children taking part in an exercise.
- 48% (close to the National average of 50%) of Carmarthenshire residents feel they live in cohesive communities. 72% agreed that local people treat each other with respect and consideration, 68% agreed that people from different backgrounds get on well together and 70% feel they belong to their local area. (*National Survey for Wales, 2016/17*).
- Safety-related issues were highlighted throughout the Carmarthenshire Wellbeing Assessment and feeling safe at home and in the local community impacts on everyone's sense of well-being

What do we need to do?

- We need to ensure services respond to the needs of families and communities.
- We need to continue to build greater community cohesion and to support and empower communities to address their safety, collective well-being and the well-being of those within the community, including the building of social bonds within groups and social bridges between groups in our communities.
- We need to encourage promotion of independence, wellbeing, community engagement & social inclusion.
- We need to keep our communities safe when delivering our services.

How will we do this?

- A. We will continue to develop and implement how we provide information, advice and assistance across social care services.
- B. We will promote and develop strong connections for people, places and organisations.
- C. We will identify the strengths and resources within communities which can contribute to promoting and supporting the health and wellbeing of neighbours.
- D. We will continue to support community safety to help increase people's sense of personal security and their feelings of safety in relation to where they live, work and spend their leisure time.

We will implement the new Mid and West Wales Community Cohesion Regional Delivery Plan.



Well-being Objective 9

Live Well/Age Well - Support good connections with friends, family and safer communities

How will we do this? Our detailed action plan to achieve this objective

(Lemon highlight means that this is not the Action or Measure's main objective)

Ref	Actions and Measures	Date/Target
A	We will continue to develop and implement how we provide information, advice and assistance across social care services	
1	We will continue to develop and improve how Children's Services provide information, advice and assistance (IAA) to support families, ensuring information is easily available, accurate, accessible in different formats and progress links to the Dewis Directory of services	March 2019
2	We will review our disability service to ensure seamless transition and pathways from children to adults	March 2019
3	We will establish and implement an Information, Advice and Assistance service through the Local Authority Trading Company and ensure compliance with our Statutory Duty under the Social Services and Well-being Act. <i>MF5-52a (Action also in Well-being Objective 10 & 11)</i>	March 2019 6 monthly
B	We will promote and develop strong connections for people, places and organisations	
1	We will implement the new Mid and West Wales Community Cohesion Regional Delivery Plan 2017/19 <i>by ensuring the four principles of the Plan continue to be supported :-</i> i. Work at a strategic level to break down barriers to inclusion and integration across marginalised groups. ii. Work at a local level to break down barriers and integration for particular groups and communities. iii. Supporting migrants, refugees and asylum seekers and host communities during the integration process. iv. Tackling discrimination, hostility, tensions and extremism.	March 2019
2	We will support community groups and organisations to promote and publicise the rich variety of community event being held in Carmarthenshire from agricultural shows, festivals and carnivals to exhibitions, concerts and performances. <i>MF5-85 (Action also in Well-being Objectives 6 & 12)</i>	March 2019
C	We will identify the strengths and resources within communities which can contribute to promoting and supporting the health and wellbeing of neighbours	
1	We will identify the physical resources which can contribute to promoting and supporting the health and wellbeing of their population through a dedicated online information portal such as "Dewis.Cymru". <i>(Action also in Well-being Objectives 10 & 11)</i>	March 2019
2	We will ensure best use is made of school facilities to support wider community activity. <i>(Action also in Well-being Objectives 2,8 and 11) MF5-30</i>	March 2020
3	We will modernise our workforce to ensure we meet the Well-being Objectives of our populations outlined at locality levels. <i>(Also in Well-being Objective 10)</i>	April 2019
4	We will further develop Money Wise web resource in order to enhance income generation develop product and market it. <i>(To provide evidence on the efficacy of Money Wise, which will make the resource more marketable to other local authorities in order to generate income.)</i>	March 2019

Ref	Actions and Measures	Date/Target
	<i>(To improve the confidence and capability of residents in Carmarthenshire to deal with personal finances, and reducing vulnerability to financial fraud.) (Action ID 12612) (Action also in Well-being Objective 5)</i>	
5	We will promote financial literacy and protecting vulnerable people from financial fraud through the Financial Exploitation Safeguarding Scheme (FESS). <i>(Action also in Well-being Objectives 5 & 11)</i>	March 2019
6	We will Implement proceeds of crime across regulatory services to protect people	March 2019
7	We will develop a range of options which will reward tenants to look after their home.	March 2019
D	With our partners we will continue to support Safer Communities	
1	We will improve the confidence of local communities that we are tackling the issues that matter most to them and impacting on crime levels	March 2019
2	We will reduce the incidences of alcohol-related violence by working in partnership with key stakeholders	March 2019
3	We will reduce drug and alcohol misuse by working in partnership with key stakeholders	March 2019
4	We will ensure our specialist substance misuse team meets the needs of children and adult services by providing expert advice, support and direct input to front line teams. <i>(Action also in Well-being Objective 1)</i>	March 2019
5	We will respond to the Wales Audit Office Community Safety in Wales Report and its recommendations for Welsh Government, Police Crime Commissioner's and Local Authorities	March 2019
6	We will Implement the action plan for the 'Prevent Duty' (to prevent people from being drawn into terrorism) developed with partners at the CONTEST (United Kingdom's counter-terrorism strategy) Board meeting	March 2019
7	We will embed a person centred approach to safeguarding which ensures the service user is heard and central in decision making. <i>(Action also in Well-being Objective 11)</i>	March 2019
8	We will review third sector contracts to establish compliance with the Social Services Well-being Act and service transformation in mental health and learning disability.	July 2018
9	We shall ensure that the average number of calendar days taken to repair all street lamp failures remains below 4 days <i>(THS/009)</i> <i>(2017/18 Result TBC)</i>	TBC
10	We will maintain and strive to reduce further, the low levels of crime that are already amongst the lowest in England and Wales <i>(5.1.1.2) Action & Measure</i> <i>(2017/18 - Figures TBC)</i>	March 2019
11	We will reduce anti-social behaviour by working in partnership to tackle local problems <i>(5.1.1.3) Action & Measure</i> <i>(2017/18 Figures TBC)</i>	March 2019

Success Measures
% Say they have a sense of community (Derived from feeling of belonging; different backgrounds get on, treat with respect'.) <i>(National Survey for Wales) (National Well-being Indicator)</i>
People feeling safe (At home, walking in the local area, and travelling) <i>(National Survey for Wales) (National Well-being Indicator)</i>

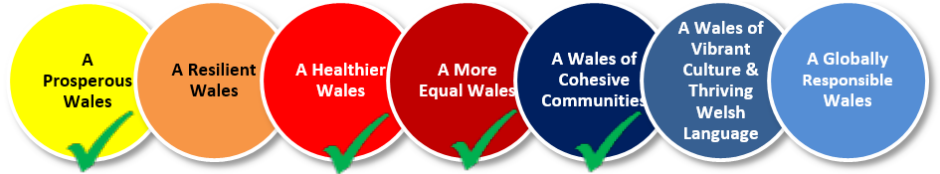


Well-being Objective 10

Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

So why is this important?

- Consultations have demonstrated that 'what matters' to individuals is to be able to be as independent and well as possible for as long as possible. **'Being respected as an older person and not being seen as a burden on the local health and social care system'**
- Research shows that a vital factor of healthy aging is for older people to feel included and useful.
- Older people contribute to the economy in Carmarthenshire by caring for their grandchildren or other family members. Figures from the Family and Childcare trust report that 2.3 million grandparents say that they look after their grandchildren in order to enable the children's parents to go to work. In the UK as a whole those aged 65 and over contributed £61bn to the economy through employment, informal caring and volunteering.
- The Royal Voluntary Service have described older people as the *'social glue'* of communities.



Why this should concern us?

- The census in 2011 found that 28% of the adult population is over the age of 65, and by 2030 the proportion of older adults will increase to 34%, although age is increasingly redundant as a means to analyse need, evidence does indicate that older people are more likely to need care and support.
- Life expectancy in Carmarthenshire is increasing but this is not matched by disability free life expectancy, we have lower expectancy of disability at 71 for males and 72.2 for females compared to the national average.
- Our frail population demographic is increasing & will require support to remain as independent as possible.
- It is essential that we lay robust foundations to future proof the availability of services that promote and support ongoing well-being and independence for our frail older adult population.

What do we need to do?

- We need to continue to integrate health and social care at population health level to address the complex needs associated with age related multiple conditions and frailty.
- We need to work with individuals and communities together with the public, private and voluntary sectors to develop and promote innovative and practical ways to make Carmarthenshire a good place to grow older for everyone (see Objective 11 on *Ageing Well*).
- We need to develop service provision on a smaller footprint which are population based, integrated across health & social care and seek to reduce demand and growth in the future

How will we do this?

- A. We will improve population health which requires efforts to change behaviours and living conditions across communities. It also means that accountability for population health is spread widely across these communities. We will develop a *'social'* model of health and care that focuses on physical, mental and social wellbeing rather than ill health. This will be done on a population level.
- B. We will continue to promote our *'offer'* across three tiers – Tier 1, Help to help yourself; Tier 2 – Help when you need it and Tier 3 – Ongoing help when you need it.
- C. We will strive to develop *'place based systems of care'* that will enable health and care providers to work together for the population they serve. We will modernise our workforce to ensure they are fit for purpose and sustainable into the future. A multi-professional and multi-organisational approach to care is required. (Also see Well-being Objective 9 - Support good connections with friends, family and safer communities)

We shall provide support for carers, and young carers in particular, to enable them to continue providing the invaluable care they offer to family and friends in need



More Information - You can see our [detailed action plan](#) to achieve this objective here



Well-being Objective 10

Age Well - Support the growing numbers of older people to maintain dignity and independence in their later years

How will we do this? Our detailed action plan to achieve this objective

(Lemon highlight means that this is not the Action or Measure's main objective)

Ref	Actions and Measures	Date/Target
A	We will develop a 'social' model of health and care that focuses on physical, mental and social wellbeing rather than ill health	
1	We will modernise our workforce to ensure we meet the Well-being Objectives of our populations outlined at locality levels. <i>(Also in Well-being Objective 9)</i>	April 2019
2	We shall continue to aim to reduce the rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ <i>(PAM/025)</i> <i>(2017/18 - TBC clients - TBC rate)</i>	TBC
3	We will establish and implement an Information, Advice and Assistance service through the Local Authority Trading Company and ensure compliance with our Statutory Duty under the Social Services and Well-being Act. MF5-52a <i>(Action also in Well-being Objective 10 & 11)</i>	March 2019 6 monthly
4	We will ensure the Council fully responds and complies with the requirements of the Social Services and Well-being Act by introducing a pooled budget between social care and health for residential care. MF5-52b	March 2019
5	We will ensure the Council fully responds and complies with the requirements of the Social Services and Well-being Act by establishing a regional joint committee for social services with relevant partners. MF5 52c	March 2019
6	We will continue to reduce the number of calendar days taken to deliver a Disabled Facilities Grant <i>(PAM/015)</i> <i>(2017/18 Result - TBC days)</i>	TBC
B	Provide a wide range of services and interventions.	
1	We will ensure care and support is provided in a manner that is proportioned to meet and ensure equity of outcomes for our population.	March 2019
2	We will identify the physical resources which can contribute to promoting and supporting the health and wellbeing of their population through a dedicated online information portal such as "Dewis.Cymru". <i>(Action also in Well-being Objectives 10 & 11)</i>	March 2019
3	We will continue to improve the provision of day opportunities for older people across the County. MF5-53	March 2019
4	We will deliver an investment programme for Care Homes and Sheltered Housing Schemes by delivering future needs and sustainable residential care arrangements in the Llanelli area to ensure appropriate accommodation provision in the area. MF5-54	March 2019
5	Maintain a strong and sustainable in-house Council provision for domiciliary and residential care. MF5-55	March 2021
6	We will further strengthen the provision and use of the Welsh language within social care services to be able to provide services in the language of service users' choice and ensure compliance with the 'Active Offer'. MF5-56 <i>(Action also in Well-being Objective 14)</i>	March 2019

Ref	Actions and Measures	Date/Target
C	Identify how local communities can contribute to supporting wellbeing and independence <i>(Also see Well-being Objective 9 - Support good connections with friends, family and safer communities)</i>	
1	Everyone, adult or child, can be given a voice – an opportunity – a right – to be heard as an individual, as a citizen, to shape the decisions that affect them. As part of the new Social Services and Well-Being Act, clients are asked whether they are satisfied with their care and support. The 2017/18 survey showed that TBC% were satisfied. We shall do all we can to improve on this. <i>(PAM/024)</i>	No target set
2	As part of the new Social Services and Well-Being Act, carers are asked whether they feel supported to continue in their caring role. The 2017/18 survey showed that TBC% felt they were. We shall do all we can to improve on this. <i>(PAM/026)</i>	No target set
3	Work with partners including Hywel Dda University Health Board and third sector providers to ensure appropriate mental health care services and support are available. MF5-57	March 2019
4	We shall provide support for carers, and young carers in particular, to enable them to continue providing the invaluable care they offer to family and friends in need. MF5-58 <i>(Action also in Well-being Objective 11)</i>	March 2019

Success Measures
The rate of people kept in hospital while waiting for social care <i>(PAM/025)</i>
Agree there's a good Social Care Service available in the area <i>(National Survey for Wales)</i>
Number of calendar days taken to deliver a Disabled Facilities Grant <i>(PAM/015)</i>



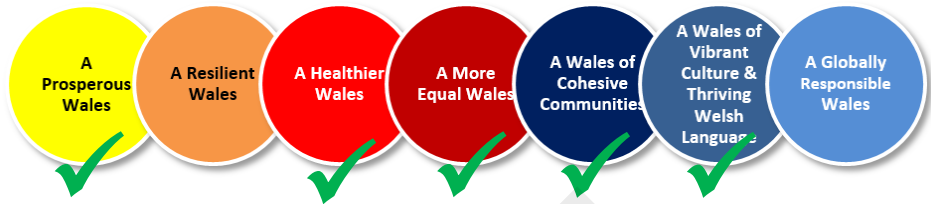
Well-being Objective 11

Age Well - A Council-wide approach to support Ageing Well in Carmarthenshire

This Well-being Objective now supersedes the Councils Ageing Well Plan 2015-2018

So why is this important?

- Wider services can make an important contribution in supporting and sustaining the independence of older people and reducing the demand on Social Services and Health Care.
- When planning services for older people, we need to listen to what they have told us.
- In deciding what to do, we need to ask ourselves, would this service *be ok for me or my relatives?* If not, how can we improve?
- Tackling the causes of loneliness and social isolation is a national priority for the Welsh Government.
- Older people's rights must be promoted and protected so they can live free of abuse, neglect, ageism and discrimination and are able to participate fully in their communities and thrive in older age.



Why this should concern us?

- Older people are a significant asset to Wales, worth over £1bn to the Welsh economy annually. We must take forward an asset-based approach which, rather than focusing on the costs of providing services for older people, considers instead the cost of not investing in older people. Older people provide around £469m worth of volunteering every year, including childcare - the value of which is around £750m per annum.
- Carmarthenshire has an ageing population and by 2039 around 1 in 3 residents will be aged 65 +.
- Older people who are supported by tailored services and living in inclusive communities, are able to contribute more to the local economy and society.
- When surveyed older people have told us that they want as much support as possible to help them do the things they enjoy and to be able to manage day to day.

What do we need to do?

- We need to 'join-up' our diverse divisions and departments to support independent living and to help older people live in their communities. Making sure that the impact of all service changes on elderly people are carefully thought through.
- We need to consult in a meaningful way with older people who are often '*experts by experience*' and know the services they need to remain active and independent in their communities.
- We need to focus on an outcome based approach to draw out the changes and improvements seen in an individual's life – we need to build services around the outcomes older people need.
- We need to examine how we will work with the Public Service Board (PSB) to achieve the Older People's Commissioner for Wales's targets for inclusion in the PSBs *Well-Being Plan*.

How will we do this?

- We will take forward the 5 priority aims of the [National](#) Ageing Well in Wales Plan 2014-19
 - A. By developing Age Friendly Communities
 - B. By developing Dementia Supportive Communities
 - C. By working to help prevent falls
 - D. By creating opportunities for employment and new skills
 - E. By supporting people who are experiencing loneliness and isolation

We will work with partners to provide more opportunities for vulnerable and older people to socialise in order to reduce loneliness.



More Information - You can see our [detailed action plan](#) to achieve this objective here



Well-being Objective 11

Age Well - A Council-wide approach to support Ageing Well in Carmarthenshire

How will we do this? Our detailed action plan to achieve this objective

(Lemon highlight means that this is not the Action or Measure's main objective)

Ref	Actions and Measures	Date/Target
A	Age Friendly Communities:	
1	We will ensure best use is made of school facilities to support wider community activity. <i>(Action also in Well-being Objectives 2, 8, and 9) MF5-30</i>	March 2020
2	We will further develop the Ageing Well in Carmarthenshire Action Plan	March 2019
3	We will improve our engagement and consultation mechanisms with the 50+ Forum	March 2019
4	Continue to develop the provision of 'County Cars' and links with the Royal Voluntary Service and HDUHB.	March 2019
5	We will work with the community, Ceredigion and Pembrokeshire county councils to help sustain the delivery of the LINC/ Bwcabus integrated transport services & Key strategic Services. <i>(Action also in Well-being Objective 13)</i>	March 2019
6	We will continue to review the County's Public Transport network and work with Operators and Stakeholders to sustain the network within the confines of the resources available.	March 2019
7	We will continue to promote the all Wales Concessionary Travel Pass	March 2019
8	We will launch a website to signpost learners to the learning opportunities available from all providers in the county	March 2019
9	We will assess the options for delivering energy efficiency improvements to Council homes <i>(Action also in Well-being Objective 5)</i>	March 2019
10	We will identify the physical resources which can contribute to promoting and supporting the health and wellbeing of their population through a dedicated online information portal such as "Dewis.Cymru". <i>(Action also in Well-being Objectives 10 & 11)</i>	March 2019
11	We shall provide support for carers, and young carers in particular, to enable them to continue providing the invaluable care they offer to family and friends in need. <i>(Action also in Well-being Objective 10) MF5-58</i>	March 2019
B	Dementia Supportive Communities:	
1	We will continue to support people living with dementia and support the development of more dementia friendly and supportive communities and provisions across the County. MF5-60	April 2019
2	We will start to implement our Libraries Development plan 2017 – 2022 and as part of that plan roll out the new mobile library service. <i>(Action also in Well-being Objective 14)</i>	March 2022
C	Falls prevention:	
1	We will inspect Highways, footways and lighting infrastructure on a regular basis to identify any defects posing a danger to the public.	March 2019
2	We will ensure a range of targeted physical activity interventions are put in place across the life course to increase the activity levels of those who are inactive or at risk of becoming inactive and increase social and community cohesion. <i>(Action also in Well-being Objective 8)</i>	March 2019
3	In collaboration with our PSB partners we will deliver staff training through the Making Every Contact Count (MECC) initiative, which will include help relation	March 2019

Ref	Actions and Measures	Date/Target
	to fire risks, other hazards, slips, trips and falls and alcohol brief intervention (ABI) training	
D	Opportunities for employment and new skills	
1	We will continue to support partnership working with other providers of adult community learning through the Carmarthenshire Adult Community Learning Group <i>(Action also in Well-being Objective 3)</i>	March 2019
2	We will co-ordinate the signposting of digital activity across the County for older people	March 2019
3	We will establish and implement an Information, Advice and Assistance service through the Local Authority Trading Company and ensure compliance with our Statutory Duty under the Social Services and Well-being Act. MF5-52a <i>(Action also in Well-being Objective 10 & 11)</i>	March 2019 6 monthly
4	We will retain and promote Carmarthen Community Education Centre as a flagship hub venue for Basic Skills and English for speakers of other languages (ESOL) provision, private classes, community clubs and societies.	March 2019
5	We shall increase the number of adults that feel more positive with improved confidence about seeking work after receiving employability support through Communities First and associated programmes. <i>(EconD/020)</i> <i>(Also in Well-being Objective 5)</i> <i>(2017/18 Result - TBC%)</i>	TBC%
6	We shall ensure that a high number of residents feel more confident in using a computer and gaining IT skills after receiving digital inclusion support through Communities First and associated programmes. <i>(EconD/021)</i> <i>(Also in Well-being Objective 5)</i> <i>(2017/18 Result - TBC%)</i>	TBC%
E	Loneliness and isolation	
1	We will work with partners to provide more opportunities for vulnerable and older people to socialise in order to reduce loneliness. MF5-59	March 2019
2	We will embed a person centred approach to safeguarding which ensures the service user is heard and central in decision making. <i>(Action also in Well-being Objective 9)</i>	March 2019
3	We will promote financial literacy and protecting vulnerable people from financial fraud through the Financial Exploitation Safeguarding Scheme (FESS). <i>(Action also in Well-being Objectives 5 & 9)</i>	March 2019
4	We will work with the third sector and other stakeholders to develop the range of support services provided in the County across a number of service areas as well as further developing volunteering opportunities within the County. <i>(Also in Well-being Objective 5)</i> MF5-80	March 2019

Success Measures

People who are lonely *(National Survey for Wales)(National Well-being Indicator)*

Healthy, Safe & Prosperous Environment

(Infographics on the following will be ready for publication)

Carmarthenshire has a population of 185,610

47 crimes per 1000 population (8,624 recorded crimes during 2016/17); 79% feel safe in their area

64% of waste from 87,000 households was recycled during 2017/18

There are over 3,300Km of roads in Carmarthenshire

Carmarthenshire has the highest number of Welsh speakers in Wales at 80,700

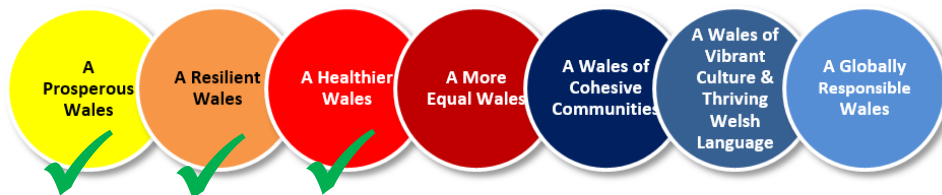


Well-being Objective 12

Healthy & Safe Environment - Look after the environment now and in the future

Why is this important?

- The *Natural Environment* is a core component of sustainable development. The Environment (Wales) Act 2016 expands the duty placed on public bodies, requiring them to *maintain & enhance biodiversity and promote ecosystem resilience*.
- A biodiverse natural environment, with healthy functioning ecosystems, supports social, economic and ecological resilience. Carmarthenshire's natural environment is the natural resource on which much of our economy is based – tourism, farming, forestry, and renewable energy. It is a major factor that attracts people, both young and older to live, work and visit the county, bringing inward investment with them.
- The conservation and enhancement of biodiversity is vital in our response to climate change and key ecosystem services such as food, flood management, pollination, clean air and water.
- 60% of the County's people live in rural areas and the remaining 40% live within 400m of natural or semi-natural green space.
- The Well-being Needs Assessment survey identified a strong relationship between residents' well-being and their surrounding environment from providing recreational opportunities, to psychological positivity, health benefits and a connection to heritage and culture.
- The '*Resilient Wales*' goal set out in the Well-being Future Generations Act requires public bodies to set objectives to achieve a 'biodiverse natural environment with healthy functioning ecosystems'



Why this should concern us?

- The environment contributes £8.8 billion of goods and services annually to the Welsh economy, 9% of Welsh GDP and 1 in 6 Welsh jobs; with the environment being relatively more important to the Welsh economy than is the case for the other UK nations.
- A biodiverse natural environment, with healthy functioning ecosystems, supports social, economic and ecological resilience, as well as our health and well-being.
- Responses from the Well-being Assessment survey showed that a clean environment is important to well-being and that residents are concerned with preserving and enhancing the local environment with repeated references to tipping, littering and recycling.
- Rising sea levels are likely to impact not only the 5,587 properties in Carmarthenshire already at risk of tidal and rising river level flooding, but additional properties along the coastal & river communities. A biodiverse natural environment will be more resilient to both climate change, and changes in sea level.

What do we need to do?

- We need to ensure that in delivering all our strategies, plans, projects and programmes for development, economic growth and the attraction of inward investment, we deliver our S6 Environment (Wales) Act duties and actively maintain and protect biodiversity and promote ecosystem resilience.
- We need to sustain and enhance natural & built spaces to encourage healthy living for residents & visitors.
- We need to support resilience within our rural and urban communities.

How will we do this?

- A. We will advise the whole Authority and partners on our need to address the environmental requirements of the Environment (Wales) Act 2016.
- B. We will monitor delivery of CCC's Environment Act Forward Plan, as required by the Environment (Wales Act 2016), so demonstrating its compliance with the Biodiversity & Resilience of Ecosystems Duty
- C. We will continue to implement and promote the increased use of renewable energy.
- D. We will protect our environment and properties through delivering our *Flood & Waste Management Plan*; and protect and manage our coast by delivering the *Shoreline Management Plan*.
- E. We will deliver actions from the '*Towards Zero Waste strategy*', to become a high recycling nation by 2025 and a zero waste nation by 2050.

We will finalise Flood Risk Management Plans as part of the strategy for identifying, managing and mitigating flood risk within our communities.



More Information - You can see our [detailed action plan](#) to achieve this objective here

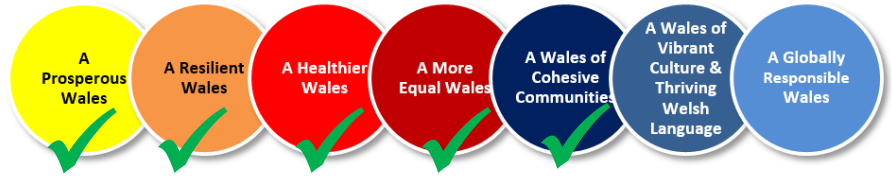


Well-being Objective 13

Healthy & Safe Environment - Improve the highway and transport infrastructure and connectivity

Why is this important?

- Transportation & highways play a key role in sustaining our community and deliver 'Prosperity for All.' A modern, successful economy is reliant upon the safe and efficient movement of people and goods; providing opportunities for people to gain access to employment, education, health, leisure, social and retail services.
- *United & connected* is one of the four Welsh Governments' aims in its 'Taking Wales Forward' plan. Providing integrated and affordable access for businesses, for residents and visitors can stimulate economic development, reductions in deprivation and social exclusion and an increase in well-being.
- Sustaining access to services will deliver improvements in health and wellbeing for all sections of the community e.g. that includes: walking, cycling, passenger and road transport.
- By 2030 South West Wales will be a confident, ambitious and connected City Region.



Why this should concern us?

- Our survey identified *transportation and highways as important* and in the top 10 priorities for the community was road maintenance, bus services and pavement maintenance.
- In our survey on satisfaction with services and the importance of services - *Road Maintenance and Repairs* were identified as one of the highest importance with low satisfaction.
- Our highway network is the second largest in Wales covering 3,343 Kilometres, more than double the Welsh average of 1,566 Kilometres; covering 16 million square metres of carriageway.
- The condition of our roads was ranked 17th out of 22 across Wales in 2016/17.
- 18.8% of residents do not have access to a car or van. However, 43.5% of households have one car per household, which may indicate reduced accessibility in areas not well served by public transport.
- Only 55% aged 80 or over have access to a car/van therefore public transport and community based services are important to enable people to continue to live within their communities; it can mean the difference between a person staying independent at home or entering residential care.
- Air quality is emerging as a concern in Llandeilo, Carmarthen and Llanelli.

What do we need to do?

- We need to develop and support access to services to improve connectivity, reduce congestion and improve competitiveness.
- We need to sustain investment into our public and community transport systems and facilitate travel to and from schools to support our Modernising Education Programme.
- We need to also invest in infrastructure to support more sustainable journeys. For example through cycle ways, footpaths and public transport infrastructure.
- We need to continue to sustain investment in our existing highway infrastructure to improve connectivity;
- We need to maintain our focus on road safety and deliver our road safety strategy priorities.
- We need to ensure our fleet of vehicles is modern, efficient and safe.

How will we do this?

- A. We will develop the highway infrastructure to meet the priorities of our Regeneration Plan. We will develop new highways at Carmarthen West, Cross Hands and Ammanford and continue to develop key active travel sites and the Towy Valley Path.
- B. We will continue the successful integrated public transport network such as Bwcabus/LINC and Traws Cymru.
- C. We will plan to redesign our school transport network to support the Modernising Education Programme.
- D. We will continue to support community transport.
- E. We will meet our objectives set out in our Road Safety Strategy.
- F. We will continue to modernise our vehicle fleet to improve efficiency and reduce emissions.

We will continue to invest in strategic transport infrastructure links to support economic development.

Page 101



More Information - You can see our [detailed action plan](#) to achieve this

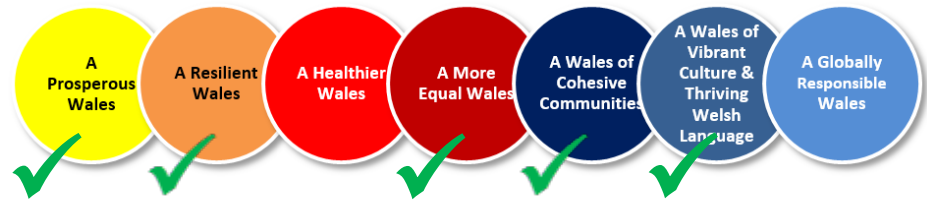


Well-being Objective 14

Healthy & Safe Environment - Promote Welsh Language and Culture

So why is this important?

- Carmarthenshire is a stronghold for the Welsh language and is considered to be of high strategic importance in its future.
- There are many advantages to bilingualism, including increased cognitive skills,
- It is a unique selling point. Tourist and hospitality industries throughout Europe are now realising the importance of offering unique experiences. Having two languages and a sense of Welsh history and culture places Carmarthenshire in a strong position.
- Engaging in cultural activity has demonstrable positive impact on starting well, living well and ageing well.



Why this should concern us?

- According to result of the 2016/17 National Survey for Wales **40%** of people in Carmarthenshire said that they spoke Welsh.
- The 2011 Census showed that the number of Welsh speakers in Carmarthenshire had reduced to **43.9%** compared to 50.1% in 2001.
- The Welsh Government's ambition through the [Cymraeg 2050 - Welsh language Strategy](#) is to see the number of people able to enjoy speaking and using Welsh reach a **million by 2050**.
- The Welsh Government's [Light Springs through the Dark: A Vision for Culture in Wales](#) is reinforcing the importance of culture as a priority.

What do we need to do?

- We need to ensure compliance with the [Welsh Language Standards](#) under the Welsh Language Measure (Wales) 2011 and monitor progress across the Authority.
- We need to promote the use of the Welsh Language in our communities and work with partners such as the Mentrau Iaith, the Urdd and Mudiad Meithrin to realise the vision and outcomes set out in our [Welsh Language Promotion Strategy](#)
- We need to promote and support adult learners through our [Welsh for Adults](#) provision. Support and encourage our children and young people to become confident bilingual citizens, who chose to continue with bilingual education throughout their educational pathway and encourage more people to learn the Language.
- We need to increase the number of people participating in cultural activity.
- We need to ensure that our collections and our County's heritage assets are protected and accessible for future generations

How will we do this?

- A. We will implement and monitor the **Welsh Language Standards** under the Welsh Language Measures 2011 across the Council, to the citizens of Carmarthenshire and other public services
- B. We will implement the **Welsh Language Promotion Strategy** - which will facilitate the use of Welsh in everything we do across all communities
- C. We will continue the **development of Welsh in all our Education services**, thus moving towards ensuring that every pupil is confidently bilingual. Pupils can fulfil their potential in gaining skills to operate as bilingual citizens in their communities, the workplace and beyond/worldwide.
- D. We will promote our **Welsh Culture & Heritage**

To promote the *Strategy for Welsh Language* - We will increase the numbers acquiring basic and further skills in Welsh through the education system and through language transmission in the home. We will also deliver a new archives and storage service for Carmarthenshire.



Building a Better Council & Better Use of Resources

(Infographics on the following will be ready for publication)

Carmarthenshire County Council Employs over **7,700** people

The Council's Budget is ********* for 2018/19

****%** People agreed that the Council asks for their views before setting it's budget

? 'Do it online' payments

1.4 million visits to our website?

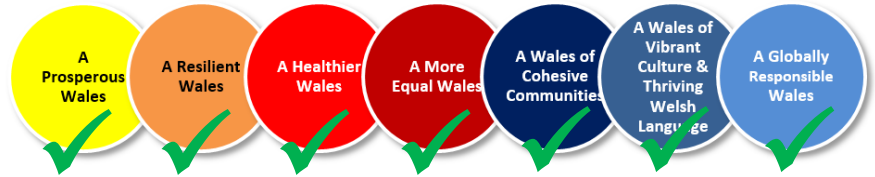


Well-being Objective 15

Building a Better Council and Making Better Use of Resources

So why is this important?

- The general purpose of the Well-being of Future Generations Act (Wales) 2015, is to ensure that the governance arrangements of public bodies for improving the Well-being of Wales take the needs of future generations into account.
- There are increasing demands and expectations yet less resources are available. Under these conditions we need to work even more efficiently and effectively to maintain services and improve where we can, delivering 'more (or even the same) for less'.



Why this should concern us?

- We need to further improve links between our financial, strategic and business planning. Improving these links was a *Proposal for Improvement in Wales Audit Office's Corporate Assessment*.
- Further financial pressures are likely to arise from such things as rising energy costs, an increasing number of older people needing services from us, offices, school buildings and highways that require significant investment, and this is in addition to the current uncertainty in the economic outlook as the UK embarks on the process of leaving the European Union.

What do we need to do?

- Our Transform, Innovate and Change (TIC) programme will support the achievement of a sustainable financial future by delivering more efficient and effective services.
- We will conduct the work of the Council in an open and accessible way, ensuring we are properly accountable for the decisions we make.
- We intend to invest somewhere in the region of *an additional £200 million pounds of capital funding* in our corporate priorities over the next five years.
- We will make better use of our resources which will help to minimise the impact on services primarily by making smarter use of our buildings, our people and our spending.

How will we do this?

A. By transforming innovating and changing the way we work and deliver services.

Our Transform, Innovate and Change (TIC) programme is aimed at thinking differently, acting differently and therefore delivering differently. The programme takes into account factors such as the potential to deliver financial efficiencies, service improvement, opportunities to work collaboratively with other public sector partners and transformational projects with potential to deliver greater efficiency savings.

B. We shall follow the 7 Principles of Good Governance set out Chartered Institute of Public Finance and Accountancy (CIPFA)/ Society of Local Authority Chief Executives (SOLACE) :-

B1. Integrity and Values - *(Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law)*

B2. Openness and engagement – *(Ensuring openness and comprehensive stakeholder engagement)*

B3. Making a difference - *(Defining outcomes in terms of sustainable economic, social, & environmental benefits)*

B4. Making sure we achieve what we set out to do - *Determining the interventions necessary to optimise the achievement of the intended outcomes.*

B5. Valuing our people; engaging, leading and supporting - *(Developing capacity and the capability of leadership and individuals).*

B6. Managing risks, performance and finance.

(Managing risks and performance through robust internal control and strong public financial management)

B7. Good transparency and accountability

(Implementing good practices in transparency, reporting, and audit to deliver effective accountability)

We will further develop the Council's consultation and engagement approaches.



Local Government (Wales) Measure 2009 and Well-being of Future Generations Act (Wales) 2015

The Local Government (Wales) Measure 2009 and the Well-being of Future Generations Act (Wales) 2015 are separate but interconnected legal obligations and it makes sense to ensure that these requirements are fully aligned and combined in this New Corporate Strategy.

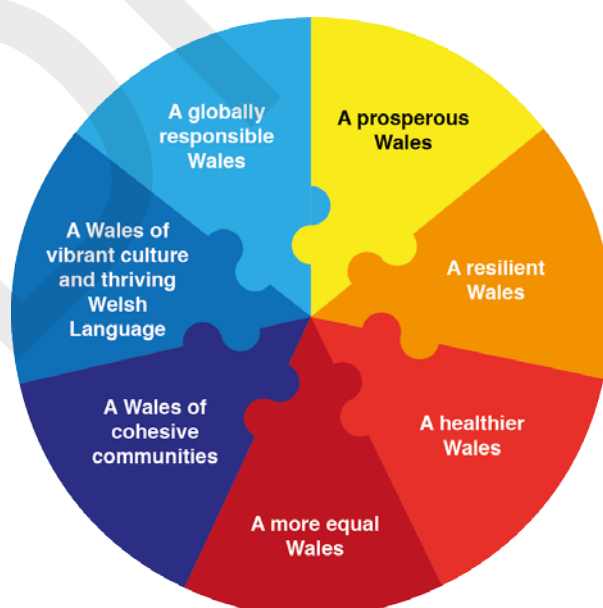
The Local Government (Wales) Measure 2009

- The Local Government (Wales) Measure 2009 requires the Council to set Improvement Objectives every year. They do not have to change every year, or be deliverable within one year.
- Our Improvement Objectives are essentially the same as our Well-being Objectives as they are based on a thorough evidence-based understanding of the communities we serve and local needs. We compare our Service performance and satisfaction results with all Councils in Wales to make sure we improve where we most need to.
- We have a duty to improve, often delivering 'more (or even the same) for less'.

Well-being of Future Generations Act (Wales) 2015

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

- a) We must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. The sustainable development principle is **'... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.'**
- b) We must demonstrate 5 ways of working:
Long term, integrated, involving, collaborative and preventative (see **Appendix 1**)
- c) We must work towards achieving all of the 7 national well-being goals in the Act. Together they provide a shared vision for public bodies to work towards.



For the first time in Wales, the Well-being of Future Generations Act, provides a shared vision for all public bodies in Wales to work towards. As a public body subject to the Act we were required to set and publish Well-being Objectives that maximised our Contribution to the Well-being Goals.

How our Well-being Objectives contribute to the 7 National Well-being Goals

Carmarthenshire's 2017/18 Well-being Objectives / KIOPs			7 National Well-being Goals						
			Prosperity	Resilience	Healthier	More equal	Cohesive Communities	Vibrant culture & Welsh Language	Global responsibility
Start Well	1	Help to give every child the best start in life and improve their early life experiences.	✓		✓	✓	✓		
	2	Help children live healthy lifestyles	✓		✓	✓	✓	✓	
	3	Continue to Improve learner attainment for all	✓	✓		✓		✓	✓
	4	Reduce the number of young adults that are Not in Education, Employment or Training	✓		✓	✓	✓		
	5	Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty	✓		✓	✓	✓		
Live Well	6	Create more jobs and growth throughout the county	✓		✓	✓	✓	✓	
	7	Increase the availability of rented and affordable homes	✓	✓	✓	✓	✓		
	8	Help people live healthy lives (tackling risky behaviour & obesity)	✓		✓	✓	✓	✓	
	9	Support good connections with friends, family and safer communities			✓	✓	✓		
Age Well	10	Support the growing numbers of older people to maintain dignity and independence in their later years	✓		✓	✓	✓	✓	
	11	A Council-wide approach to support Ageing Well in the county	✓		✓	✓	✓	✓	
In a Healthy, Safe & Prosperous Environment	12	Look after the environment now and for the future	✓	✓	✓				
	13	Improve the highway and transport infrastructure and connectivity	✓	✓	✓	✓	✓		
	14	Promote Welsh Language and Culture	✓	✓		✓	✓	✓	
	15	Building a Better Council and Making Better Use of Resources	✓	✓	✓	✓	✓	✓	✓

Financing the Council's Well-being Objectives

The financial position faced by local authorities has had a consistent theme over recent years, with the level of resources available to public services seeing significant reductions, which means that we have less money to invest in services now than we have in the past. Over the last five years we have had to manage reductions in service budgets of £53m, whilst at the same time the pressures on the budget have been increasing in terms of demand and expectations. So far, we have been able to manage this situation by reducing our spending without any significant impact on the frontline services valued by our communities.

1. Help to give every child the best start in life and improve their early life experiences



Our *Flying Start* programme is reliant on grant funding from Welsh Government of nearly £3.8m annually. To achieve it we need to ensure we recruit and retain trained Health Visitors.

The *Families First* programme for this area has Welsh Government revenue funding of £1.3m for 2017-18.

To achieve this objective we need to ensure appropriate investment in the early years and through our community resources such as Integrated Children's Centres and Family Centres.

2. Help children live healthy lifestyles



In order to deliver against this objective the key points above also apply.

School meals in Carmarthenshire follow healthy eating legislation, for which annual core funding is £1.8m. This includes the cost of the Primary School Free Breakfast initiative.

Healthy activities for younger people are supported by existing sports development, and leisure facility programming budgets, supplemented by the Local Authority Partnership Agreement (LAPA) Grant of over £500k (17/18) which we access from the Welsh Government via Sport Wales. This helps pay for activities such as Free Swimming and the Active Young People Programme.

3. Continue to improve learner attainment for all



This key objective requires comprehensive support and resourcing from across our services.

Carmarthenshire is committed to ensuring a detailed and forward-thinking programme in support of improved attainment for all our children and young people. Schools receive £108.8m of delegated funding as well as approximately £18.5m through Welsh Government grants

In addition, our *Modernising Education/21st Century Schools Programme* will cost £87m to deliver the first tranche of priority projects (Band A), with £43m coming from the Welsh Government. The second tranche of projects (Band B) is projected to cost £129m, with £65m coming from the Welsh Government. To ensure ongoing comprehensive support and challenge for our schools, we require some £6.5m to resource our School Improvement and Additional Learning Needs (ALN) Teams and their valuable provision. A further £3m is needed to continue to provide wider learning and achievement experiences and resources such as museum, gallery and archive services.

4. Reduce the number of young adults that are Not in Education, Employment or Training (NEET)



The Youth Support Service has a lead role in delivering this work in school and community settings. Annual core funding for this service is £530k. The service depends on annual external grants including the Welsh Government Youth Support Service (YSS) Grant (£204k) and Families First (£660k). Securing further funding from the Families First successor grant will be essential for this well-being target to be met.

In addition to these funding sources, we have been successful in gaining European Social Funding (ESF) for the Regional *Cynnydd* project which is further supported by match funding. There is a further £700k of ESF for the Regional *Cam Nesa* project which is also supported by £400k of match funding has been awarded. Both of these projects seek to reduce the number of young people becoming NEET in the county.

5. Tackle poverty by doing all we can to prevent it, help people into work and improve the lives of those living in poverty



It is difficult to estimate the resource implications for delivering initiatives to tackle poverty as this work is delivered across a wide spectrum of services. Some of this work is our core business for example homelessness support (£1m), and other targeted elements are grant funded such as previously mentioned *Families First* and *Flying Start*, along with the Pupil Deprivation Grant (£4.8m). In addition, as a result of the diverse nature of poverty and the many different influences that can result in someone experiencing poverty, many of the councils services contribute towards tackling poverty indirectly. For these services tackling poverty is not the ultimate goal but is a result of the work they do to support individuals and communities.

6. Create more jobs and growth throughout the county



Carmarthenshire's spend per head of the population on Economic Development is above the Welsh Average in Wales. Regeneration of the economy and jobs is the number one priority of the Council. Our 15 year regeneration plan will create over 5,000 jobs and see over £199 million investment over the next 5 years alone.

As part of the Swansea Bay City Deal we will have two major projects in Carmarthenshire:-

- At the *Creative Digital Cluster at Yr Egin* a total project cost worth £24m (£5m City Deal+£16m Public Sector £3m Private) will be delivered creating 200+ jobs over the next 15 years.
- At the *Life Science & Well-being Village project*, a total project cost of £200m (£40m City Deal, £32m Public Sector Funding and £127m Private Sector) will create 1800+ jobs over the next 15 years.

Also see Objective 3 for the 21ST Century Schools building programme and Objective 7 Affordable Homes.

7. Increase the availability of rented and affordable homes



Our Affordable Homes Delivery Plan aims to deliver over 1000 homes and invest £60m into our communities. This will be funded through £31m from the HRA, £17m of Social Housing Grant, £11m private finance and £1m Welsh Government grant.

8. Help people live healthy lives (tackling risky behaviour and obesity)



This objective will bring together a lot of work done by services and in some cases it is difficult to isolate expenditure under this heading. However Capital expenditure over the next 5 years will be:

- £16m on a new Llanelli leisure centre
- £700k on Rights of Way, £2.5m on the development of open spaces including at Pembrey Country Park
- £5m for the Tywi Valley cycle way and £1.7m on walking and cycling linkages
- In addition to over £600k on safer routes in communities

In Revenue expenditure for 2017/18 we will be investing:-

- £1.4m on children getting 60 minutes of exercise 5 times a week and the exercise referral scheme
- £5.8m running leisure, sports and swimming facilities
- £5.2m on outdoor, countryside and coastal park
- In ensuring cultural well-being across facilities we will be spending £6.8m on delivering services
- For Learning Disability Services £34m and Mental Health services £9.7m and Support Services including Safeguarding and Transport £6.2m
- To support the physically disabled we will be spending £6.4m and £2.5m on supported employment
- We ensure Public Health Services (Food Safety, Air and Water Quality etc.) £2.3m
- Provision of Trading Standards £1m



9. Support good connections with friends, family and safer communities

When we ask people *what things in life matter to you?* They tell us that loved ones, family, friends, neighbours and community matter to them. In Children's Services our range of family support services contribute to this objective and it is difficult to break down the costs of this from some of our other objectives on helping children get the best start in life and improving early life experiences. In total nearly £23m is spent across the Children's Services Division.

Services to support carers and home support services help people to continue to live at home, with their families and in their communities – Also see Objective 10

We are also working to ensure broader community cohesion with a range of initiatives - Link to Objective 13

10. Support the growing numbers of older people to maintain dignity and independence in their later years



In terms of Capital expenditure we will be spending £10m on disabled facility grants over the next five years and £7m on the Llanelli Area Review in 2017/18.

We will be spending nearly £55m of our revenue budget in 2018/19 on Older People Services. This will include:

- £3.7m on Commissioning, £8.1m on Local Authority (LA) Residential homes, nearly £20m on Private Sector Residential Homes and £700k on extra care
- On Homecare Services £5.8m LA provision and £10.2M on Private provision
- Meals on Wheels £300k, Direct Payments £600K and grants to voluntary organisations £500k
- £1.7m on care-line service, £2.2m on enablement and £1.1m on Community Support & Day Services

Also see Objective 11

11. A Council wide approach to supporting Ageing Well in Carmarthenshire



It is difficult to estimate the level of investment in this objective because it cuts across diverse services. This is about making sure that in everything we do, we think about supporting Ageing Well in Carmarthenshire.

Put simply, older people are net contributors to the economy rather than beneficiaries with their contributions to the employment market, volunteering, mentoring and caring sectors. The work Council services deliver to help people live independent lives reduces the need for expensive health and social care interventions - Also see Objective 10

12. Look after the environment now and for the future



This priority can be addressed without the need for large additional investment. We will mainly focus on achieving this objective through the existing work we do within the Rural Conservation Team, advising and educating colleagues with regard to how our existing services can be further improved, so as to help sustain and enhance the natural environment.

With regard to delivery of actions relating to the *Towards Zero Waste Strategy, Flood & Waste Management Plan and Shoreline Management Plan*, these actions are already covered by the relevant budgets. The Waste & Environmental Services division's revenue budget of £20.5m (18/19) aims to fund the collection and disposal of waste which incorporates numerous recycling initiatives, street cleansing, environmental enforcement, grounds and parks maintenance, flood and coastal defence as well as maintaining public conveniences ensuring that we look after the environment now and in the future.

In addition the Welsh Government's *Environment & Sustainable Development Directorate Single revenue grant* (£3.7m in 2017/18) supports the integrated delivery of results and multiple benefits across three priority areas – namely Natural resource management, Waste & resource efficiency and Local environment quality and conservation. Consideration of resource implications for actions in future years will form part of the discussion during 2017/18, in putting together the forward plan for Services.



13. Improve the highway and transport infrastructure and connectivity

Carmarthenshire's *Local Transport Plan* sets out our priorities for infrastructure investment. The priorities are aligned to our corporate objectives and set within the objectives of the Swansea Bay City Region. Our current approved capital programme includes over £30m for investment into the highway infrastructure, with around £14m reliant on external grant funding if available, along with developer contributions as new development is commenced.

The Highways and Transport division's revenue budget of £28.6m includes a sum of £8.2m for the highways infrastructure as well as funding for school and public transport, car park maintenance and administration, the upkeep of public lighting for the county and the development of transport strategies to maintain the connectivity of the highways infrastructure for Carmarthenshire.

The introduction of the transformation projects such as those included within the City Deal and integrated transport projects, supported through external funding, will provide opportunities for investment into the infrastructure and transportation services to support the safe movement of people and goods.



14. Promote Welsh Language and Culture

This priority can be addressed without the need for large additional investment. We will mainly focus on achieving this objective through the existing work we do within Regeneration & Policy, Leisure & Culture and Education & Children's Services, advising and educating colleagues with regard to how our existing services can be further improved and how we can promote a vibrant culture and ensure the Welsh language is thriving.

Additional support may become available through the Welsh Government's '*Cymraeg 2050 – Welsh Language Strategy*' and we will closely monitor any opportunities for Carmarthenshire to access this support.



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

Addressing this priority cuts across all service areas and is both about investment as well as efficiency savings. The Council is committed to financially sustainable delivery models - there are many examples of this across different departments, such as increased Extra Care provision where it better meets service user needs, a move towards agile working, thus reducing the Council's estate costs in the future.

Over a sustained period of budget reductions, the council has sought to maximise the proportion of managerial savings, thus minimising the impact on frontline services. The Council's medium term financial plan includes £11.1 million of "managerial" proposals, or 43% of total budget reduction proposals.

The council has committed to improving ways of working through the work of the "Transformation, Innovation & Change" programme (TIC), which is underpinned by the TIC team (£208k)

Statements of Intent

Well-being Statement

We welcome our duties under the Well-being of Future Generations Act. We have already addressed much of the new Acts requirements but recognize that we can do more.

1. We feel that our Well-being Objectives contribute significantly to the achievement of the National Well-being Goals. Our Well-being Objectives relate to different aspects of life's course and address well-being in a systematic way.
2. These Well-being Objectives have been selected with considerable consultation feedback and a basket of different sources of information on need, performance data and regulatory feedback. In developing action plans to achieve these objectives we will involve people (in all their diversity) with an interest in achieving them.
3. The steps we take to achieve the Well-being Objectives (our action plans) will look to ensure that long term, preventative, integrated, collaborative and involvement approaches are fully embraced.
4. An Executive Board member has a specific responsibility for the overall Act. In addition, each Executive Board portfolio holder will have responsibility for the relevant Well-being Objectives.
5. To ensure that we take these action plan steps we will use our in house developed Performance Information Monitoring System dashboard. All the action plans will be monitored and reported on quarterly to Department Management Teams, Corporate Management Team and Executive Board. In addition progress will be reported to Scrutiny Committees. The Council will prepare an Annual report on its Well-being Objectives and revise the objectives if required.
6. The content of action plans to achieve the Well-being Objectives are adequately resourced and embedded in Service business plans (see financial breakdown Appendix 2). To achieve these objectives services will 'join-up' and work together, work with partners and fully involve citizens in all their diversity.
7. Our Objectives are long term but our action plans will include milestones that will enable monitoring and assurance of progress.
8. To ensure that our Well-being Objectives are deliverable and that the expectations of the Act are embraced we will adapt financial planning, asset management, risk assessment, performance management and scrutiny arrangements.

Community Covenant

In delivering these Well-being Objectives we will uphold the principles of the Community Covenant. These are, that the Armed Forces Community:



- Should not face disadvantage compared to other citizens in the provision of public and commercial services; and that
- Special consideration is appropriate in some cases, especially those who have given the most, such as the injured or bereaved.

Code of practice: Ethical employment in supply chains

- **Statement to follow**
- <http://gov.wales/topics/improvingservices/better/vfm/code-of-practice/?lang=en>

The County of Carmarthenshire's Well-being Plan – To be published by May 2018

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

- The assessment looks at well-being in Carmarthenshire through different life stages. The key findings can be found at www.thecarmarthenshirewewant.wales
- The PSB must publish a Well-being plan which sets out its local objectives to improving the economic, social, environmental and cultural well-being of the County and the steps it proposes to take to meet them. The first Carmarthenshire Well-being Plan will be published May 2018

The Well-being Objectives of the Carmarthenshire PSB are not intended to address the core services and provision of the individual partners, rather they are to enhance and add value through collective action. The statutory partners of the PSB (Council, Health Board, Fire & Rescue Service and Natural Resources Wales) each have to publish their own Well-being Objectives

Carmarthenshire PSB's draft Well-being Objectives are:-

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

Precis of Carmarthenshire's Well-being of Future Generations Assessment - Executive Summary			WBO Ref No
Start Well	A Good Start	Adverse childhood experiences are hugely detrimental, and have effects that can last through life.	1
	Prevention	Poor maternal and infant health can have significant long term impacts for children and families. Prevention is better than cure	1
	Levelling the playing field	Not all children have the same start in life and too many are born into circumstances that make it harder for them to thrive.	1
	Healthy Habits	Healthy habits learned early can last a lifetime. With one of the highest rates of overweight or obese children in Wales.	2
	Play	Carmarthenshire's children want to play, particularly in outdoor settings	2
	Learning Environments	Carmarthenshire's learning environments offer opportunities to nurture children's educational, social and personal development. Consideration needs to be given as to how to facilitate these aspects of well-being for those who cannot or chose not to attend formal school settings.	3
	Forging futures	Gaps in attainment levels of young people from the least and most deprived backgrounds.	3
	Poverty	35% of households and 20% of Carmarthenshire's children are living in poverty	4/5/6
Live Well	Making connections	People feel strongly that tolerance and respect is key to positive well-being.	9
	Nurturing networks	Building community networks can act as a support to parents and families and build a sense of belonging and resilience.	9
	Virtual World	Socialising, communicating and playing safely in the 'virtual world' are important to young people.	9
	Staying on track	Adolescence presents a range of opportunities to develop a sense of identity and independence, some of which have negative implications for well-being. Risks include smoking, alcohol and drugs	9
	Strong communities	Fewer people in Carmarthenshire feel they belong to their community however engagement activity identified community togetherness and cohesion as important for positive well-being in Carmarthenshire.	7/9
	Staying connected	Older people want to remain in- dependent for as long as possible & remaining embedded within one's community enhances social, emotional and physical well- being, whilst also helping to build and enhance community resilience.	9
	Caring	Carers improve the well-being of those they care for and also support economic well-being of wider society however their own needs are often misunderstood so it is important we listen and respond to our carers.	10
Age Well	Ageing well	Carmarthenshire has an ageing population.	11
	Nature Connectedness	A connection to nature has a positive effect on well-being, physical & psychological health and cooperative behaviour. It also encourages environmentally sustainable attitudes and behaviours.	8/11/12
In A Healthy, Safe & Prosperous Environment	Rurality	Rurality and the significant distances to cover in Carmarthenshire, poses challenges to well-being in terms of connectivity and access to services for example. The recent rise in alternative technologies such as telehealth may provide a potential resource for accessing some services & support.	6/12/13
	Climate Change	Action is required to harness the positive and mitigate the negative and longer-term effects of climate change.	12/13
	The right time and place	Celebrating the heritage, history, traditions and language of Carmarthenshire is important to residents and in the main opportunities to do so are well-used and enjoyed. However, 1 in 3 cannot access cultural activities and this is particularly pronounced in some areas (e.g. rural) and within some groups (e.g. disabled).	14

How we will measure success

The Council, working with local, regional and national partners, will strive to improve the following measures.

Well-being Objective		Success Measures
1	Best Start in Life	Children in care who had to move 3 or more times (PAM/029)
2	Children - Healthy Lifestyles	Childhood obesity (Child Measurement Programme NHS)
3	Improve Learner Attainment for all	Educational attainment - Average Capped 9 points score (Year 11 pupils) (ref tbc) (Pupils best 9 results including English/Welsh, Mathematics–Numeracy, Mathematics and Science)
		School attendance rates (Primary) (PAM/007) (Secondary) (PAM/008)
		Satisfaction with child's primary school (NSW)
4	Reduce NEETs	Number of leavers Not in Education, Employment or Training (NEETs) (PAM/009) Year 11 & Year 13 (5.1.0.2)
5	Tackle Poverty	Educational attainment - Average Capped 9 points score (Year 11 pupils) who are eligible for Free School Meals (ref tbc) (NWBI) (Pupils best 9 results including English/Welsh, Mathematics–Numeracy, Mathematics and Science)
		Households successfully prevented from becoming homeless (PAM/012) (NWBI)
		Working age population in receipt of out of work benefits (5.6.3.4) (ONS)
		Households in material deprivation (NWBI)
		Households Living in Poverty (CACI's 'PayCheck' Data)
		Adults that are able to keeping up with bills without any difficulties (NSW)
6	Creating Jobs and Growth	Employment figures (ONS – Annual Population Survey) (NWBI)
		Average Gross weekly pay (ONS – Annual Survey of hours and earnings)
		Number qualified to NVQ Level 4 or above (Stats Wales) (NWBI)
		People moderately or very satisfied with their jobs (NSW) (NWBI)
7	Affordable Homes	Number of affordable homes in the County (7.3.2.24)
8	Healthy Lives	Adults who say their general health is Good or Very Good (NSW)
		Adults who say they have a longstanding illness (NSW)
		Adult mental well-being score (NSW) (NWBI)
		Adults who have fewer than two healthy lifestyle behaviours (NSW) (NWBI) (Not smoking, drinking > 14 units or lower, eating at least 5 portions fruit & veg the previous day, having a healthy body mass index, being physically active at least 150 minutes the previous week).

Well-being Objective		Success Measures
9	Supporting Good Connections	% Say they have a sense of community (NSW)(NWBI) (Derived from feeling of belonging; different backgrounds get on, treat with respect'.)
		People feeling safe (NSW)(NWBI) (At home, walking in the local area, and travelling)
10	Independent Lives	The rate of people kept in hospital while waiting for social care (PAM/025)
		Agree there's a good Social Care Service available in the area (NSW)
		Number of calendar days taken to deliver a Disabled Facilities Grant (PAM/015)
11	Ageing Well	People who are lonely (NSW)(NWBI)
12	Healthy and Safe Environment	Use of renewable energy
		Rates of recycling (PAM/030)
13	Highways & Transport	Road conditions (PAM/020, PAM/021 & PAM/022)
		Road casualties (5.5.2.21)
14	Welsh Language & Culture	Can speak Welsh (NSW)(NWBI)
		Pupils receiving a teacher assessment in Welsh (first language) at the end of the Foundation Phase (ref no. tbc)
		People attended arts events in Wales in last year (NSW)
		People visited historic places in Wales in last year (NSW)
		People visited museums in Wales in last year (NSW)
15	Building a Better Council and Making Better Use of Resources	'Do it online' payments
		People agree that they can access information about the Authority in the way they would like to. (NSW)
		People know how to find what services the Council provides (NSW)
		People agree that they have an opportunity to participate in making decisions about the running of local authority services. (NSW)
		Staff sickness absence levels (PAM/001)
		Organisational 'running costs'
		People agree that the Council asks for their views before setting its budget. (NSW)

Key: PAM – Public Accountability, National Measures; ONS –Office for National Statistics; NSW - National Survey for Wales; NWBI – National Well-being Indicator

One of the fundamental approaches advocated by the Well-being Future Generations Act is a shift in focus from gains in service output to a stronger link between the actions of public bodies and the outcomes that enhance the quality of life of citizens and communities both now and in the future. The Act is founded on Outcome Based Accountability which encourages a focus on the difference that is made, rather than just the inputs and processes that an organisation has. Success in the context of this Act is seeing positive action drive a positive contribution to the achievement of all the well-being goals through individual or collective action. (Paragraph 9 SPF2 – Statutory guidance)



We would welcome your feedback – please send your thoughts, views and opinions to:



Performance Management
Regeneration and Policy
Chief Executive's Department
County Hall
Carmarthen
Carmarthenshire SA31 1JP



Tel: **01267 224486**
Email: **performance@carmarthenshire.gov.uk**



Follow us and add your comments on the **[Council's Facebook](#)** page



Follow this plan and add your Tweets on our **[Twitter](#)** page - **#CarmsReport**

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 19th APRIL 2018

2017/18 Well-being Objectives Performance Monitoring Report Quarter 3 – 1st April to 31st December 2017

To consider and comment on the following issues:

That the Committee scrutinises the 2017/18 Well-being Objectives Performance Monitoring Report for Quarter 3. The report includes:

- Actions and measures in the 2017/18 Well-being Objectives delivery Plan relevant to the Committee’s remit.

Reasons:

- To ensure that any areas of concern are identified and relevant action taken.
- To enable members to exercise their scrutiny role in relation to performance monitoring.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holder: Cllr. Jane Tremlett (Social Care & Health)

<p>Directorate: Communities</p> <p>Names of Heads of Service: Avril Bracey</p> <p>Neil Edwards</p> <p>Jonathan Morgan</p> <p>Report Author: Silvana Sauro</p>	<p>Designations:</p> <p>Head of Mental Health & Learning Disabilities</p> <p>Head of Integrated Services</p> <p>Acting Head of Homes & Safer Communities</p> <p>Performance, Analysis & Systems Manager</p>	<p>Tel Nos./ E-Mail Addresses:</p> <p>01267 242492 abracey@carmarthenshire.gov.uk</p> <p>01267 228900 rhian.dawson@wales.nhs.uk</p> <p>01267 228960 jmorgan@carmarthenshire.gov.uk</p> <p>01267 228897 ssauro@carmarthenshire.gov.uk</p>
--	--	---

EXECUTIVE SUMMARY

**SOCIAL CARE & HEALTH SCRUTINY
COMMITTEE
19th APRIL 2018**

**2017/18 Well-being Objectives
Performance Monitoring Report
Quarter 3 – 1st April to 31st December 2017**

The attached report sets out the progress against the actions and measures in the 2017/18 Well-being Objectives delivery Plan relevant to the Committee's remit, as at 31st December 2017.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

We 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: **Rhian Dawson** **Head of Integrated Services**
 Avril Bracey **Head of Mental Health & Learning Disabilities**
 Jonathan Morgan **Acting Head of Homes & Safer Communities**

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

1. Policy, Crime & Disorder and Equalities –

The Well-being of Future Generations (Wales) Act 2015 requires public bodies :-

- i. to set and publish Well-being Objectives by 31st March 2017 - *published*
- ii. to publish a statement about Well-being Objectives - *published*
- iii. to take all reasonable steps to meet those Objectives

2. Legal

In our published Well-being Statement we committed to monitor our Well-being Objective action plans.

CONSULTATIONS

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

Signed: Rhian Dawson	Head of Integrated Services
Avril Bracey	Head of Mental Health & Learning Disabilities
Jonathan Morgan	Acting Head of Homes & Safer Communities

1. Local Member(s) – N/A

2. Community / Town Councils – N/A

3. Relevant Partners – N/A

4. Staff Side Representatives and other Organisations – All departments have been consulted and have had the opportunity to provide comments on their performance and progress.

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

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
2017/18 Well-being Objectives delivery plan	http://www.carmarthenshire.gov.wales/media/1212373/ccc-wbo-plan-17-18-final.pdf
Performance Measurement Records	Performance, Analysis & Systems Team, Department for Communities
Departmental Business Plans 2017/18	Performance, Analysis & Systems Team, Department for Communities
Budget Monitoring Reports	Corporate Services Department



Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 3 2017/18

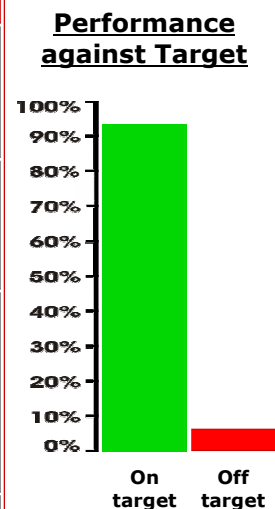


Filtered by:

Organisation - Carmarthenshire County Council
Source document - Well-being Objectives 2017-18

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
8. Help people live healthy lives (tackling risky behaviour & Adult obesity)	Actions	3	3	0	0	N/A	0	100%	80%
	Measures	2	1	1	0	0	0	50%	
9. Support good connections with friends, family and safer communities	Actions	5	5	0	0	N/A	0	100%	100%
10. Support the growing numbers of older people to maintain dignity and independence in their later	Actions	2	2	0	0	N/A	0	100%	100%
	Measures	1	1	0	0	0	0	100%	
11. A Council wide approach to support Ageing Well in Carmarthenshire	Actions	2	2	0	0	N/A	0	100%	100%
Overall Performance	Actions and Measures	15	14	1	0	0	0	93%	



OFF TARGET



Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 3 2017/18



Theme: 8. Help people live healthy lives (tackling risky behaviour & Adult obesity)

Sub-theme: B. Physical Activity

Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of people referred to the National Exercise Referral scheme that attend the initial consultation of the programme 3.4.2.6	Not applicable		Q3: 57.4 End Of Year: 58.1	Target: 58.5 Result: 62.8	Target: 58.5 Result: 60.2	Target: 58.5 Result: 53.5 Calculation: (647 ÷ 1209) × 100	Target: 58.5
Comment	We have seen a significant increase in referrals, which is positive. However, out of the additional referrals there are more inappropriate referrals and a higher non-attendance and also capacity issues in ensuring effective communication with clients referred to increase their chance of attending.						
Remedial Action	All referral partners are categorised red/amber/green due to the inappropriateness of their referrals and success rate of their clients. We will therefore be contacting the Red and Amber partners to increase the quality of referrals this quarter.						
Service Head: Ian Jones			Performance status: Off target				

ON TARGET ETC.



Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 3 2017/18



Theme: 10. Support the growing numbers of older people to maintain dignity and independence in their later
Sub-theme: A. Integrated Community Health & Social Care 'infrastructure'

Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
Rate of people kept in hospital while waiting for social care per 1,000 population aged 75+ PAM/025	Not applicable		Q3: 1.71 End Of Year: 2.30	Target: 0.56 Result: 0.37	Target: 1.12 Result: 0.69	Target: 1.68 Result: 1.59 Calculation: (30 ÷ 18839) × 1000	Target: 2.24
Service Head: Rhian Dawson			Performance status: On target				



Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 3 2017/18



ACTIONS - Theme: 10. Support the growing numbers of older people to maintain dignity and independence in their later			
Sub-theme: B. Delivering Sustainable Services			
Action	12622	Target date	31/03/2018
Action promised	We will progress prudent commissioning of long term care using effective professional and performance management		
Comment	We continue to hold steady our progress on proportionate commissioning through professional supervision and performance management.		
Service Head: Rhian Dawson		Performance status: On target	
Action	12623	Target date	31/03/2018
Action promised	We will effectively commission short term assessment and interventions to maximise independence and wellbeing outcomes for our population		
Comment	Realignment has completed and short term assessment pathway implemented with improved performance noted in relation to number of people receiving therapy and nurse led assessment.		
Service Head: Rhian Dawson		Performance status: On target	



Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 3 2017/18



ACTIONS - Theme: 11. A Council wide approach to support Ageing Well in Carmarthenshire			
Sub-theme: B. Dementia Supportive Communities			
Action	12633	Target date	31/03/2018
Action promised	We will implement the actions within the Regional Dementia Plan in line with the findings of the Older People's Commissioner Report "More than just Memory Loss"		
Comment	Draft Regional Dementia plan has not been circulated as yet (this is led by the Health Board). Local evidence based actions have been included in Locality plans and Locality Managers are held to account in delivering these at population level.		
Service Head: Rhian Dawson		Performance status: On target	



Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 3 2017/18



ACTIONS - Theme: 11. A Council wide approach to support Ageing Well in Carmarthenshire			
Sub-theme: C. Falls Prevention			
Action	12636	Target date	31/03/2018
Action promised	We will support the all-Wales 'Steady on' falls prevention campaign by distributing leaflets and posters to the 50+ Forum and other networks.		
Comment	Information will be disseminated through the 50+ network once available		
Service Head: Wendy S Walters		Performance status: On target	



Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 3 2017/18



ACTIONS - Theme: 8. Help people live healthy lives (tackling risky behaviour & Adult obesity)			
Sub-theme: A. Eat and breathe healthily			
Action	12600	Target date	31/03/2018
Action promised	To embed the population needs assessment into service planning at locality level		
Comment	Locality Plans have been developed, reviewed and implemented into practice at Locality level.		
Service Head: Rhian Dawson		Performance status: On target	



Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 3 2017/18



Theme: 8. Help people live healthy lives (tackling risky behaviour & Adult obesity)

Sub-theme: B. Physical Activity

Measure Description	2016/17 Comparative Data			2017/18 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of people referred to the National Exercise Referral scheme that complete the 16 week programme 3.4.2.7	Not applicable		Q3: 54.3 End Of Year: 50.2	Target: 50.5 Result: 51.2	Target: 50.5 Result: 50.0	Target: 50.5 Result: 60.7 Calculation: (122 ÷ 201) × 100	Target: 50.5
Comment	It's really pleasing to see such a high number of completers; an indicator that the service being received is high quality, of value and having a positive impact on those who commence the programme.						
Service Head: Ian Jones			Performance status: On target				



Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 3 2017/18



ACTIONS - Theme: 8. Help people live healthy lives (tackling risky behaviour & Adult obesity)			
Sub-theme: C. Mental Health			
Action	12605	Target date	31/03/2018 (original target 31/12/2017)
Action promised	We will contribute to health led transformation programmes in mental health and redesign of services within learning disability		
Comment	The mental health transformation programme has been subject to extensive consultation and a final consultation report was presented to the Health Board on the 25th January and agreement was given to proceed to implementation stage. The learning disability programme held a workshop with all partners 30/01/18 and a project structure, priorities and work stream leads were agreed. Actions plan will be progressed and be reported on the next quarter.		
Service Head: Avril Bracey		Performance status: On target	



Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 3 2017/18



ACTIONS - Theme: 8. Help people live healthy lives (tackling risky behaviour & Adult obesity)			
Sub-theme: D. Substance Misuse			
Action	12607	Target date	31/03/2018
Action promised	We will ensure our specialist substance misuse team meets the needs of children and adult services by providing expert advice, support and direct input to front line teams		
Comment	<p>Our substance misuse team continue to develop links with the Children`s service teams at Ty Elwyn. In the New Year Health Board services will be joining the team in Ty Elwyn which will allow us to develop a multi disciplinary approach.</p> <p>The team continue to develop innovative responses to problematic drug and alcohol use. They are reviewing the accommodation provision in Carmarthenshire to ensure it can meet the needs of those with the most complex problems; including people who are in hospital awaiting discharge.</p>		
Service Head: Avril Bracey		Performance status: On target	



Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 3 2017/18



ACTIONS - Theme: 9. Support good connections with friends, family and safer communities			
Sub-theme: B. Social Care information, advice & assistance			
Action	12717	Target date	31/03/2018
Action promised	We will review our disability service to ensure seamless transition and pathways from children to adults		
Comment	<p>We have presented options for change at DMT in December. These will require further consultation with teams in the New Year before implementation.</p> <p>We piloted a single point of contact for all referrals aged 0-25 for disability and ASD during November. This was a useful exercise and we will be continuing this work in the New year to develop the `front door` for services. This redesign will involve parents and other stakeholders.</p>		
Service Head: Avril Bracey		Performance status: On target	



Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 3 2017/18



ACTIONS - Theme: 9. Support good connections with friends, family and safer communities			
Sub-theme: D. Promoting & supporting the health & wellbeing of neighbours			
Action	12610	Target date	31/03/2018
Action promised	We will identify the strengths and resources within communities which can contribute to promoting and supporting the health and wellbeing.		
Comment	The Community Resilience coordinators continue to work with their local communities to inform our understanding of assets in the community that can contribute to population wellbeing. Dementia friendly community initiatives are continuing to be rolled out across the County.		
Service Head: Rhian Dawson		Performance status: On target	
Action	12611	Target date	31/03/2018
Action promised	Workforce modernisation to support implementation of new legislation as well as strategic objectives of both Department of Communities (CCC) and Hywel Dda's Integrated Medium Term Plan.		
Comment	ICF has allowed us to progress our workforce modernisation and service realignment to allow us to comply with legislation and improve outcomes for individuals and the organisation.		
Service Head: Rhian Dawson		Performance status: On target	



Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 3 2017/18



ACTIONS - Theme: 9. Support good connections with friends, family and safer communities			
Sub-theme: E. Support Safer Communities			
Action	12621	Target date	31/12/2017
Action promised	We shall establish and promote an "everybody's business" approach to safeguarding in Carmarthenshire by working with local authority colleagues and partner agencies		
Comment	Carmarthenshire council has undertaken a series of actions to embed an everybody's business approach to Safeguarding across the county. We have placed a dedicated Safeguarding Officer within the IAA team to ensure that Safeguarding concerns are appropriately managed by the right person at the right time. As a result the whole organisation takes a more pro active approach to keeping people safe. In addition to this, a great deal of work has been undertaken with partner agencies to ensure there is a consistent approach to safeguarding and that regular dialogue is maintained between agencies. The Local Operational Group meets regularly to discuss agency responsibilities and to identify good practice. In addition to this the group will identify and discuss any operational barriers that affect existing safeguarding arrangements. Various regional sub groups have been developed to work on specific areas such as policies and procedures and Adult Practice Reviews. Much work has also been undertaken with commissioned providers to ensure they understand their role and responsibilities in keeping people safe and the reporting mechanisms for raising Safeguarding concerns.		
Service Head: Avril Bracey		Performance status: On target	
Action	12716	Target date	31/03/2018 (original target 31/07/2017)
Action promised	We will review third sector contracts to establish compliance with the SSWB Act and service transformation in mental health and learning disability		
Comment	We are meeting with third sector in relation to the re-design of learning disability projects. Within learning disability we are focusing on the re-design of day opportunities. The third sector have been a key stakeholder in the transforming mental health programme and will continue to be during implementation.		
Service Head: Avril Bracey		Performance status: On target	

This page is intentionally left blank

EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS

SCRUTINY COMMITTEE : **SOCIAL CARE & HEALTH**

DATE OF MEETING : **19TH APRIL, 2018**

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
<p>ANNUAL SAFEGUARDING REPORT</p>	<p>AVRIL BRACEY, HEAD OF MENTAL HEALTH & LEARNING DISABILITIES</p>	<p>At Scrutiny on 5th March, I explained that the non-submission of the safeguarding report was due to needing to complete a Regional Threshold Document agreed by all partners. This work has been led by the Senior Safeguarding Manager</p> <p>Unfortunately in revising the submission date to April. I did not allow sufficient time for this work to be completed or the consultation events with stakeholders. I think it is important that this work and the results of the consultation is incorporated into the annual report. I therefore request that we revise the submission date to May 2018.</p>	<p>21st May, 2018</p>

This page is intentionally left blank

EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS

SCRUTINY COMMITTEE : SOCIAL CARE & HEALTH

DATE OF MEETING : 19TH APRIL, 2018

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
COMPLIMENTS AND COMPLAINTS END OF YEAR REPORT 2017/18	Silvana Sauro, Performance Analysis & Systems Manager	The complaints and compliments Q4 2017/18 is being analysed and developed, the delay is due to the Easter holidays, this report will be presented to Scrutiny in May 2018	21 st May, 2018

This page is intentionally left blank

**SOCIAL CARE & HEALTH
SCRUTINY COMMITTEE
19TH APRIL 2018**

**FORTHCOMING ITEMS -
JOINT MEETING WITH ENVIRONMENTAL & PUBLIC
PROTECTION SCRUTINY COMMITTEE
21ST MAY 2018 [10.00 A.M.]**

Discussion Topic	Background
Area Planning Board's Drug & Alcohol Misuse Annual Report 2017	This is the Area Planning Board's annual report on the commissioning of substance misuse services. The report will provide the Committee with information on the strategic objectives regarding the provision of such services, the funding arrangements and services/projects commissioned within the region and county.
Substance Misuse Service Annual Report 2016/17	This report informs members of the work undertaken by the Authority's specialist drug and alcohol services and provides an overview of all the activity in 2016/17 and outlines the objectives for the forthcoming year.

**FORTHCOMING ITEMS FOR NEXT MEETING
21ST MAY 2018 [11.00 A.M.]**

Discussion Topic	Background
Social Care & Health Scrutiny Committee Task & Finish Group Draft Planning & Scoping Document	The Committee has agreed to establish a Task & Finish Group to review loneliness in the county. This report outlines the key aims and objectives for the task and finish review.
Social Care & Health Scrutiny Committee Forward Work Programme 2018/19	The Council's Constitution requires scrutiny committees to develop and publish annual forward work programmes that identify issues and reports to be considered during the course of the municipal year. This report will enable the Committee to confirm its Forward Work Programme for 2018/19.
Compliments and Complaints End of Year Report	This report will provide the Committee with an opportunity to scrutinise the end of year position in relation to complaints and compliments for the 2017/18 financial year.

Annual Safeguarding Report 2016-17	To provide information on the role, functions and activities undertaken by the Authority in regard to Adult Safeguarding.
Actions and Referrals Update	These quarterly updates provide details on progress made in relation to actions and requests which arose at previous meetings.

MONDAY, 5TH MARCH, 2018

PRESENT: Councillor G. Thomas [Chair]

Councillors:

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

Also in attendance:

Councillor J. Tremlett – Executive Board Member for Social Care and Health

Also present:

Mr Richard Jones, Head of Clinical Innovation & Strategy, Hywel Dda University Health Board – in respect of agenda item no. 5

The following Officers were in attendance:

Ms A. Bracey	-	Head of Mental Health & Learning Disabilities
Ms R. Dawson	-	Head of Integrated Services
Ms A. Thomas	-	Group Accountant
Mrs M. Evans Thomas	-	Principal Democratic Services Officer
Mrs E. Bryer	-	Member Support Officer

Chamber, 3 Spilman Street, Carmarthen : 10.00 a.m. - 12.00 p.m.

1. APOLOGIES AND OTHER MATTERS

Apologies for absence were received from Councillors A. Davies, A. McPherson and E.G. Thomas.

The Committee was advised that this would be the last meeting for a while for Rhian Dawson, Head of Integrated Services, as she has been appointed to a temporary position as County Director with the Hywel Dda University Health Board to assist with the re-alignment of services. Rhian was wished well in her new post.

2. DECLARATIONS OF PERSONAL INTEREST

There were no declarations of personal interest.

3. DECLARATIONS OF PROHIBITED PARTY WHIPS

There were no declarations of prohibited party whips.

4. PUBLIC QUESTIONS (NONE RECEIVED)

The Chair advised that no public questions had been received.

5. TRANSFORMING MENTAL HEALTH SERVICES - CONSULTATION CLOSING REPORT

The Chair welcomed to the meeting Mr Richard Jones, Head of Clinical Innovation & Strategy with the Hywel Dda University Health Board who had been invited to give a presentation on Transforming Mental Health Services.

The Committee was advised that the Hywel Dda University Health Board has, in consultation with partners, produced a closing report following the conclusion of the consultation process in relation to the transformation of mental health services across the Hywel Dda footprint.

The report consolidates the work undertaken as part of formal engagement, options development and consultation (stage 1 of the consultation process). It aimed to provide assurance of compliance with the Ministerial Guidance for Health Boards on engagement and consultation with particular focus on stage 2 of the consultation process - the formal consultation. It also detailed the process undertaken to give conscious consideration to the consultation feedback received and outlined the revised proposal recommendations, including a high level draft implementation plan.

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

- Concern was expressed over the immense pressure faced by teenagers in the 6th form at school and the importance was stressed of the need to reach out to help this group as they are often missed. The Head of Mental Health & Learning Disabilities explained that in relation to this particular group national group is undertaking a piece of work on suicide and self-harm. The national group has a number of regional forums and Carmarthenshire is a member of the Mid and West Wales Regional Forum which is about to publish a strategy on suicide and self-harm;
- Officers were asked about the current position with regard to waiting lists and the Committee was informed that waiting times continue to be an issue, however, the numbers are coming down;
- Asked whether any work is being done in relation to the link between mental health and homelessness, the Head of Mental Health & Learning Disabilities informed the Committee that officers from her division have worked with colleagues in the Housing division to ensure that homelessness and mental health is a priority in the Housing Strategy;
- Reference was made to the fact that the Chief Constable has a responsibility for mental health throughout the police force and at a recent seminar the Chief Constable stated that the police do a lot of work in relation to mental health and that only 20% of their work is to do with crime and it was felt that this illustrates the challenge facing us all. The Head of Mental Health & Learning Disabilities informed the Committee that the Authority and Police meet together as part of a Forum and they work together more and more;
- Asked what is being done to improve the issues being experienced with transport, the Committee was informed that the West Wales Action For Mental Health Group has come up with some proposals may be of assistance. Officers are currently examining a whole range of options;
- Asked what initiatives are being put in place to attract specialists to the county, the Committee was informed that this is becoming increasingly difficult in all areas, not just in Carmarthenshire. Better use is being made of other media streams such as social media. Reference was made to the fact that Scotland is successful in attracting specialists and the Committee

was reminded that there is an difficulty in Wales with the requirement for Welsh speakers.

RESOLVED

- 5.1 that the report be received;**
- 5.2 that the Committee receive a report on the initiatives the Authority has in place to safeguard teenagers at a future meeting of the Committee to which the Education & Children Scrutiny Committee be invited to attend;**
- 5.3 that the Committee receive a report on Country Cars at a future meeting.**

6. REVENUE & CAPITAL BUDGET MONITORING REPORT 2017/18

The Committee considered the Revenue and Capital Budget Monitoring Report in relation to the Social Care and Health Service which provided an update on the latest budgetary position as at 31st December, 2017, in respect of the 2017/18 financial year.

The Social Care and Health Service was projecting an overspend of £494k on the revenue budget and a net variance of -£368k against the 2017/18 approved capital budget.

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

- Reference was made to the fact that staff vacancies amount to £450k and if these vacancies are filled the overspend would be closer to £1m and officers were asked if it was intended to fill these vacancies. The Group Accountant explained that some of these posts have been delayed, some relate to in-house provision and some are grant funded;
- Concern was expressed that with so many vacant posts will result in additional pressure being placed on other members of staff. The Head of Integrated Services explained that there have been some issues in recruiting to care management posts, however, we are in a much better position than we have been for a long time.

RESOLVED that the report be received.

7. EXPLANATION FOR NON SUBMISSION OF SCRUTINY REPORTS

The Committee noted the reasons for the non-submission of the following reports:-

- Quarter 3 Performance Management Report for the Council's 2017/18 Wellbeing Objectives
- Annual Safeguarding Report
- West Wales Area Plan 2018-2023
- Care Home Pooled Fund Agreement
- Regional Governance Agreement
- Learning Disability Strategy

RESOLVED that the information be noted.

8. FORTHCOMING ITEMS

RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting to be held on 19th April, 2018.

9. MINUTES - 24TH JANUARY, 2017

RESOLVED that the minutes of the meeting of the Committee held on 24th January, 2018 be signed as a correct record.

CHAIR

DATE