

Document Pack



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FRIDAY, 16TH NOVEMBER, 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, 22ND NOVEMBER, 2018 FOR THE
TRANSACTION OF THE BUSINESS OUTLINED ON THE
ATTACHED AGENDA.

Mark James CBE

CHIEF EXECUTIVE



PLEASE RECYCLE

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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

14 MEMBERS

PLAID CYMRU GROUP – 7 MEMBERS

- | | | |
|----|------------|------------------------|
| 1. | Councillor | Kim Broom |
| 2. | Councillor | Karen 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 | Sue Allen |
| 2. | Councillor | Ieuan Wyn Davies [Vice-Chair] |
| 3. | Councillor | Rob Evans |

AGENDA

1. APOLOGIES FOR ABSENCE.
2. DECLARATIONS OF PERSONAL INTERESTS INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM.
3. PUBLIC QUESTIONS (NONE RECEIVED).
4. PRESENTATION - TRANSFORMING CLINICAL SERVICES - POST CONSULTATION AND NEXT STEPS.
5. CARMARTHENSHIRE'S APPROACH TO PREVENTION TO SUPPORT HEALTH AND WELLBEING. 5 - 14
6. PRESENTATION - COUNTRY CARS.
7. ADULT SOCIAL CARE COMPLAINTS & COMPLIMENTS REPORT - 1ST APRIL 2018 TO 30TH SEPTEMBER 2018. 15 - 28
8. MEALS ON WHEELS CUSTOMER EVALUATION REPORT. 29 - 32
9. REVENUE & CAPITAL BUDGET MONITORING REPORT. 33 - 46
10. SOCIAL CARE & HEALTH SCRUTINY COMMITTEE ANNUAL REPORT 2017/2018. 47 - 66
11. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT. 67 - 68
12. FORTHCOMING ITEMS. 69 - 90
13. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 25TH SEPTEMBER, 2018. 91 - 96

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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

DATE: 22ND NOVEMBER 2018

SUBJECT:

**CARMARTHENSHIRE'S APPROACH TO PREVENTION TO
SUPPORT HEALTH AND WELLBEING**

To note our approach to prevention and priorities for action.

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:

Neil Edwards

Report Author:

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EXECUTIVE SUMMARY
SOCIAL CARE AND HEALTH SCRUTINY COMMITTEE
22ND NOVEMBER 2018

SUBJECT:
**CARMARTHENSHIRE'S APPROACH TO PREVENTION TO
SUPPORT HEALTH AND WELLBEING**

To update the committee on the approach taken by Integrated Services to deliver effective preventative services.

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: Neil Edwards

Interim Head of Integrated Services

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

CONSULTATIONS

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

Signed: Neil Edwards

Interim Head of Integrated Services

1. Local Member(s)

Not applicable

2. Community / Town Council

Not applicable

3. Relevant Partners

Not applicable

4. Staff Side Representatives and other Organisations

Not applicable

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

Title of Document	File Ref No.	Locations that the papers are available for public inspection
A Healthier Wales		https://gov.wales/topics/health/publications/healthier-wales/?lang=en

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Carmarthenshire's Framework of Prevention

Introduction

The case for prevention has become increasingly prominent across health and social care. The Welsh Government has made it clear that effective preventative action needs to be at the heart of sustainable services and is the cornerstone of its plan for health and social care described in *A Healthier Wales*¹.

Evidence shows that preventative activities have a significant positive impact on health and wellbeing, which in turn reduces pressure on formal services. Alternative models of health and social care that are preventative in nature focus on autonomy and networked relationships and fit into a view which focuses on the broader social-determinants of health. The Health Foundation has estimated that only 10% of our health and wellbeing is linked to formal health and care services² and the rest is determined by other factors. For example we are now aware of the negative impact of loneliness and isolation with the most widely reported statistic being that loneliness is as bad for our health as smoking 15 cigarettes a day³.

It's clear that effective preventative action cannot be delivered by health and social care alone. It is a system wide imperative, effective models must be delivered in partnership with the wider community and individuals.

There is no agreed and consistent model of prevention across health and social care services. The Kings Fund has found that there is patchy evidence of a robust integrated delivery model of prevention and associated evidence of impact⁴.

To support in part with the development of this model and to deliver the change outlined in *A Healthier Wales* Welsh Government has provided a new £100m fund aimed at transforming the way health and social services are delivered in Wales.

¹ <https://gov.wales/topics/health/publications/healthier-wales>

² <https://www.health.org.uk/collection/social-determinants-health>

³ Holt-Lunstad, 2010

⁴ <https://www.kingsfund.org.uk/.../preventive-social-care-wanless-background-paper>

Our action

In Carmarthenshire we have developed an innovative framework of prevention to support delivery of a social model of health and wellbeing outside of traditional structures. We have translated national strategic objectives to meet local needs and sets out a framework which offers three levels of service in the region in our Vision for Sustainable Services for Older People:

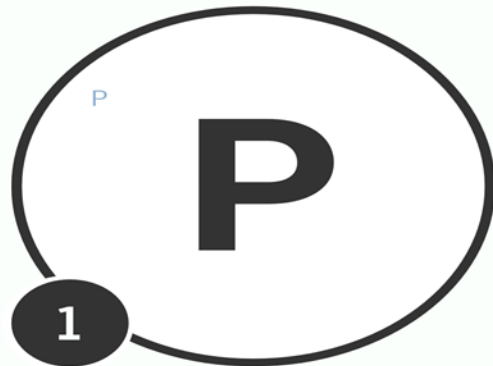


1. **Help to help yourself:** which are community and universal services that focus on promoting wellbeing for anyone who wants to be as well as they can be.
2. **Help when you need it:** which focus on early Intervention, reablement & intermediate care which aim to reduce the impact of frailty or ill health, to slow down deterioration and regain independence.
3. **Ongoing specialist help:** which are long-term and specialist care services that promote independence and wellbeing.

Each tier of our offer to the community embeds a preventative objective:

1. **Prevention:**
2. **Early intervention**
3. **Promoting Independent Living**

3 Ways of Working



Prevention, for help to help yourself.



This work focuses promoting well-being, for anyone who wants to be as well as they can be and aims to prevent ill health and disability, as well as supporting all other levels of prevention.



Early Intervention, for help when you need it.



This work looks at activities that support people at risk because of particular issues, where this help aims to reduce the impact of disability and ill health, prevent needs from developing further, to slow down deterioration and regain independence.



Promoting Independent Living, for ongoing specialist help.



This work aims to ensure that wellbeing and independence is maximised, managing the effect of disability or deterioration for people with established health conditions and/or complex care and support needs, to delay dependency for as long as possible.

What we are doing at each level of prevention:



We want to:

- Encourage and support kindness, connections addressing loneliness and isolation
- Promote community and individual strengths and assets
- Ensure that communities are age, disability and dementia friendly
- Encourage active community engagement

How we are doing this:

Carmarthenshire is Kind

This is a programme of work based on an information session that raises awareness about the importance and benefits of kindness. It shares 5 key messages and gives evidence about the positive effects of kindness for health and wellbeing. We are recruiting Carmarthenshire Friends as part of this initiative who will be champions of kindness and connectivity in their communities.

Dementia and age friendly communities

We support and recruit dementia friends as well as work with communities and third sector to promote DFC. We promote the 8 domains that promote age friendly communities and link this work with dementia friendly communities and the Ageing Well Plan.

Community Resilience Co-ordinators

We have designated workers in Carmarthenshire that directly support community connection; ensuring that there is a good mix of provision to give people opportunities to join in and contribute, to deliver practical support to maximise community networks.

Time Banking

Time Credits work very simply: for every hour that an individual contributes to their community or service, they earn one Time Credit. This Time Credit can be spent accessing an hour of activity provided by corporate and community partners, or gifted to others.



We want to:

- Make sure that we offer the right help at the right time
- Work with the voluntary sector and communities to offer the right advice and support to remain independent for as long as possible.
- Deliver the right type of support so that we do not encourage dependency at the expense of resilience.
- Everyone has easy up to date information about community assets and resources.

How we are doing this:

Delta Wellbeing – Information, Advice and Assistance

This is a gateway provision and first point of contact in Carmarthenshire. It provides a flexible, comprehensive, and responsive service that deals with enquiries directly from individuals and professionals. It provides information to help people understand how the care and support system operates and the type of support available. It helps to identify what they want to achieve (in terms of their wellbeing and presents options and advice on a range of preventative services available in the community.

CUSP Carmarthenshire's United Support Project

Carmarthenshire United Support Project (CUSP) is a collaborative based commissioning project in the third sector. It aims to provide support to people who are 'on the cusp' of needing statutory care and provide a co-ordinated community response to keep people well and independent. It includes 2 elements: Home **from** hospital and Home **not** hospital. The coordinating partner is the British Red Cross and it provides individuals with emotional and practical support as well as support from other community and third sector agencies for ongoing practical support.

Social Prescription

We have worked with GPs and Tempo (Time Banking) to deliver an innovative Time Credits social prescription programme. Social Prescribers are active across all GP practices in the Llanelli and 3Ts area, working with patients to improve patient health and well-being through community activity.

Dewis Cymru

It's not always easy to find the right information, at the right time, presented in the right way. Dewis Cymru is a website that provides a directory of information about provision from a network of social care, health and third sector organisations across Carmarthenshire and Wales as a whole. Carmarthenshire has nearly 600 entries on the Dewis website.



We want to:

- Maximise independence and wellbeing through a person centred preventative approach, focusing on building individual, family and community resilience through self-sufficiency and mutual support
- Produce a culture that focuses on an asset based approach and encourages behaviour change to all stakeholders and individuals.
- Bring together the strengths and assets within and across communities, individuals and groups to ensure a place based system of care and wellbeing.
- Make sure that the other tiers of prevention are easily accessible to people with more complex care and support needs.

We will do this by:

A locality approach

A key way of helping to understand and support communities is to develop a place based system of health and wellbeing. Engaging in a dialogue with the communities is also important in understanding assets and areas of support that can be put in place at the right time. Carmarthenshire has 3 localities and each has a locality plan which is designed with prevention at its heart. The focus of all service provision in these localities is to help people to stay well, to be safe from harm, to be as independent as possible and to be supported within and by their local community.

Fulfilled Lives pilot

The Fulfilled Lives project supports those living with dementia and cognitive impairment to maintain their independence and stay connected to their communities. The aim is to put people at the centre of provision and to make sure that support is not only tailored to the individual but utilises the assets of the community and wider support networks for a holistic support approach. Traditional services often tend to focus on physical care rather than emotional, social or economic well-being – this project embeds prevention at its core and promotes independent living through a structured and evidence based approach.

Conclusion

Carmarthenshire has a sound basis for delivering a robust preventative offer in health and social care and will work with other partners to extend and consolidate its impact.

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 22ND NOVEMBER, 2018

SUBJECT:

**ADULT SOCIAL CARE COMPLAINTS & COMPLIMENTS REPORT
1ST APRIL 2018 TO 30TH SEPTEMBER 2018**

PURPOSE:

To enable members to exercise their scrutiny role in relation to the complaints and compliments received within Adult Social Care.

To consider and comment on the following issues:

The nature and number of complaints and compliments received in the Adult Social Care Team for the financial year 2018-19 to date.

Reasons:

- To enable members to understand and review the complaints and compliments received and identify any areas of concern or good practice.
- To enable members to exercise their scrutiny role in relation to compliments and complaints.

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:

Avril Bracey

Neil Edwards

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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 22ND NOVEMBER, 2018

**SUBJECT:
ADULT SOCIAL CARE COMPLAINTS & COMPLIMENTS REPORT
1ST APRIL 2018 TO 30TH SEPTEMBER 2018**

The attached report sets out the Adult Social Care complaints and compliments that have been received for the first part of the 2018/19 financial year. The report summarises the number of complaints and compliments that have been received and provides information on the type of complaint and the service area relating to complaints and compliments.

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: Avril Bracey, Head of Mental Health and Learning Disabilities

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

The implementation of an effective complaints procedure supports the Feeling Fine theme of the Community Strategy as well as the building blocks of equalities and social inclusion in giving a voice to vulnerable service users. The findings of complaints investigations inform policy development and changes. The annual report includes recommendations for the further improvement of the complaints procedure.

2. Legal

The production of an annual social services complaints report is a statutory requirement.

3. Finance

The report has no immediate financial implications, although the full implementation of the recommendations in the report may have implications for further investment. The outcomes of complaints investigations contribute to the effective use of resources.

4. ICT

The complaints procedure is currently managed via the department's Carefirst database.

5. Risk Management Issues

The effective management of complaints contributes to the management of risk in highlighting areas where improvements are needed. Dealing effectively with complaints can also prevent further action by complainants e.g. referral to the Ombudsman or legal action.

6. Physical Assets

The findings of some complaints have implications for the use of buildings e.g. the application of a no smoking policy.

7. Staffing Implications

The effective management of complaints requires the ongoing support and training of staff.

CONSULTATIONS

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

Signed: Avril Bracey, Head of Mental Health and Learning Disabilities

1. Local Member(s)

Not applicable

2. Community / Town Council

Not applicable

3. Relevant Partners

Not applicable

4. Staff Side Representatives and other Organisations

The report will be made available to staff

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
Complaints records		Personal information not available for public inspection.

Department for Communities

Adult Social Care Complaints & Compliments Report

1st April 2018 – 30th September 2018

October 2018

Introduction

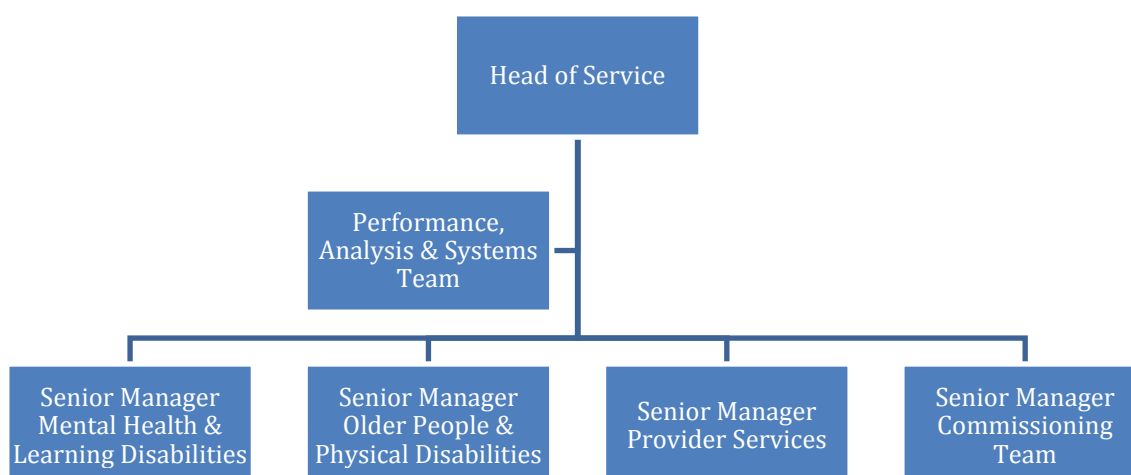
Carmarthenshire County Council welcomes complaints, compliments and comments as a way of improving service delivery. Complaints from customers are important to us and provide a valuable insight into the quality of the services we provide and commission.

The Council's Complaints and Compliments Policy was established on 1 August 2014 in accordance with The Social Services Complaints Procedure (Wales) Regulations 2014 and The Representations Procedure (Wales) Regulations 2014. This report provides a summary of the complaints received relating to Adult Social Services for the period 1st April 2018 to the 30th September 2018.

Service Improvement

As part of a recent re-structure, responsibility for Adult Social Care complaints transferred over to the Performance, Analysis & Systems Team within the Department of Communities. The transfer commenced on the 1st May 2017.

Governance Arrangements



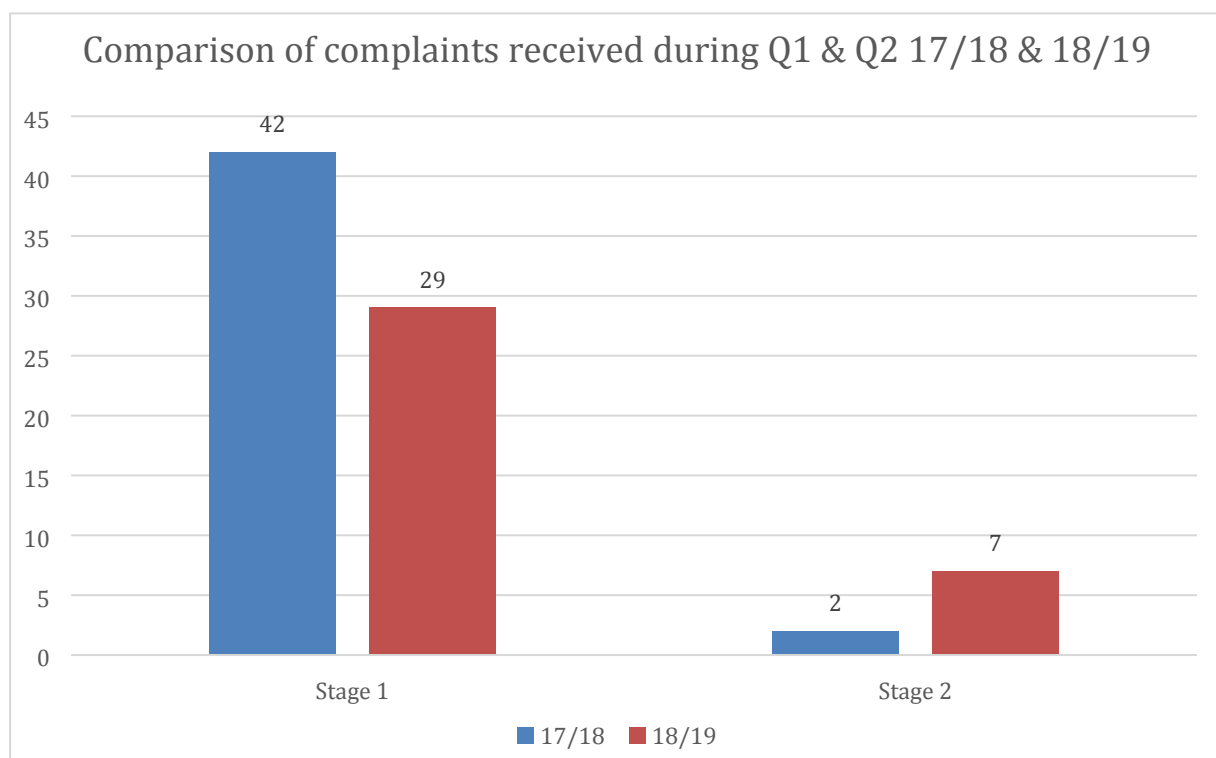
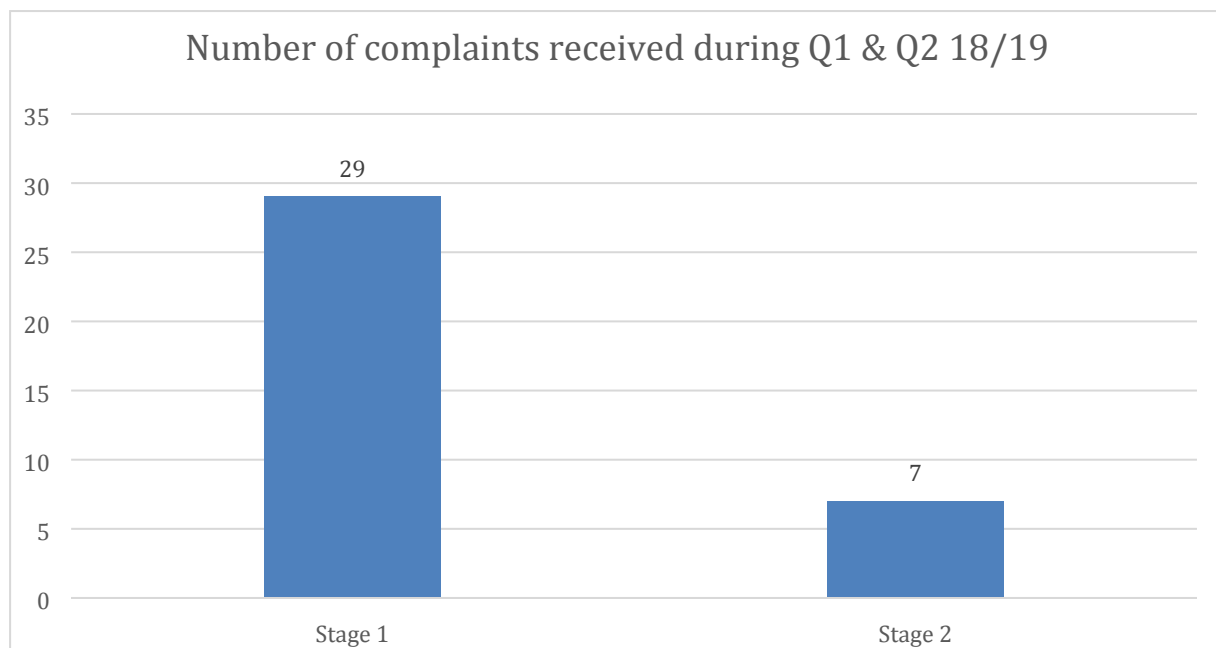
Summary

During Q1 and Q2 there were a total of 63 complaints received in relation to Adult Social Care. This is a reduction in the number of complaints recorded when compared to the same period last year (8 less). The 63 complaints have been dealt with either under Stage 1, Stage 2, Redirect or on hold pending a safeguarding investigation.

- 29 of the complaints received were at the local resolution Stage 1
- 7 of the complaints received were at the formal investigation of Stage 2
- 26 were recorded as 'Redirect' (Oral complaints that were resolved by the end of the working day or the complainant did not wish to go through the formal complaint procedure and the complaint was dealt with informally)
- 34 Stage 1 complaints were resolved during this period
- 5 Stage 2 complaints were resolved during this period

This report has provided Scrutiny with information on adult social care complaints and compliments for the first half of 2017/18. It provides a generally positive picture of the department's performance in the context of 4,773 clients receiving services during this period (1.3% related to complaints).

It is worth highlighting that the department has provided several training sessions to a range of professionals (68 attendees in total) to raise awareness of the complaints procedure and effective complaints handling as the department recognises the value of listening and learning to those of whom it provides services. This helps to maintain the department's focus on quality assurance and meeting people's needs as effective and safe as possible.



There has been a decrease in the number of Stage 1 complaints being dealt with by the Department when compared to the same period last year. However the Department has seen an increase in the number of Stage 2 complaints being investigated.

Examples of Stage 2 complaints

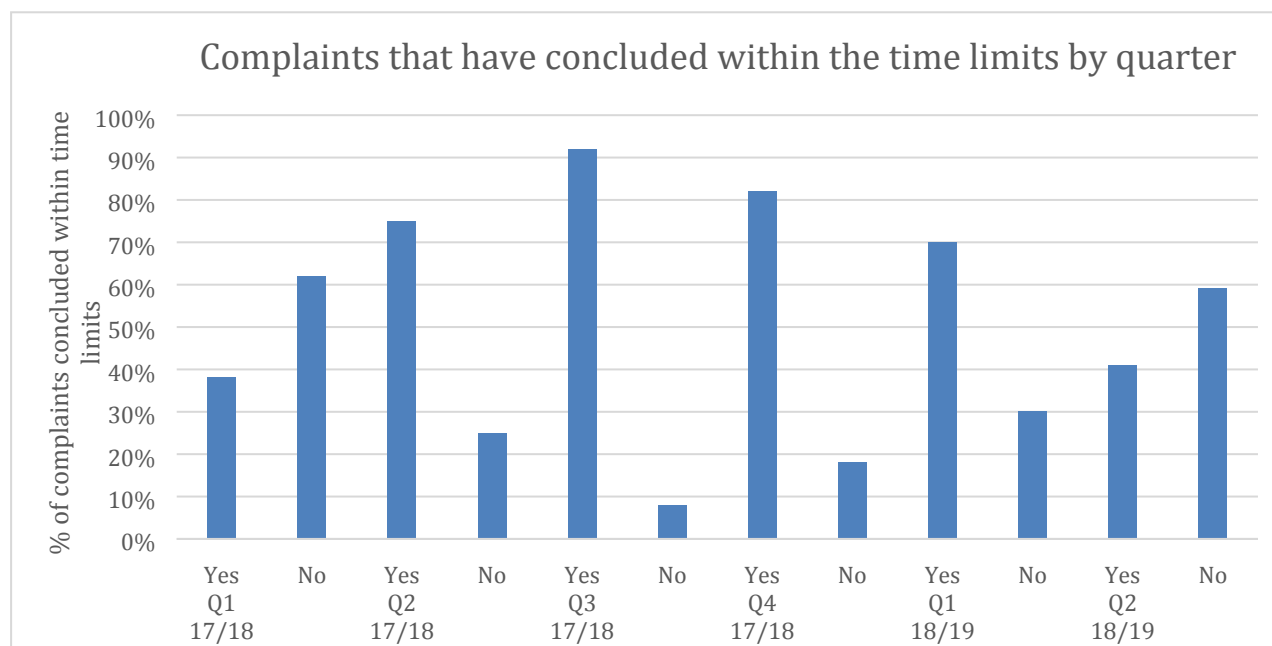
- Complainant was unhappy with the care package offered/ felt they were treated unsatisfactory.
- Complainants were unhappy with information provided by social work staff
- Complainant was unhappy with the provision of respite care .

Response to complaints within statutory time-scales

The statutory timescales for all Stage 1 complaints (local resolution stage) is 10 working days from the date that the complaint is acknowledged.

This timescale may only be extended in exceptional circumstances with the agreement of the complainant.

Below is a breakdown of complaints concluded within the time limits by quarter for 2017/18 and 2018/19.



Within Quarter 2, a total number of 17 complaints were closed.

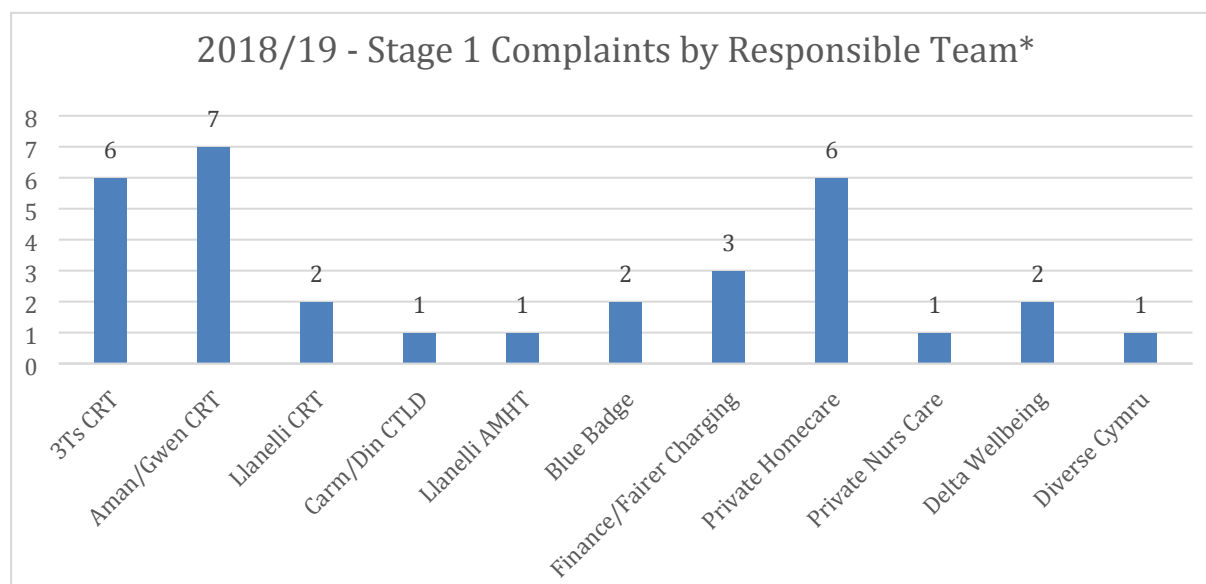
41% of complaints were concluded within the time limit. The slight decline in meeting the time scales in this quarter reflects the complexity of complaints that require multi-agency co-operation in order for the complaint to be concluded. These complaints can often require lengthy investigations including information gathering, setting up of meetings and action plan agreements which can delay the complaint.

A small number of complaints were delayed due to un-foreseen circumstances. For example the complainants were unable to meet the investigating officer until after the 10 working days had passed.

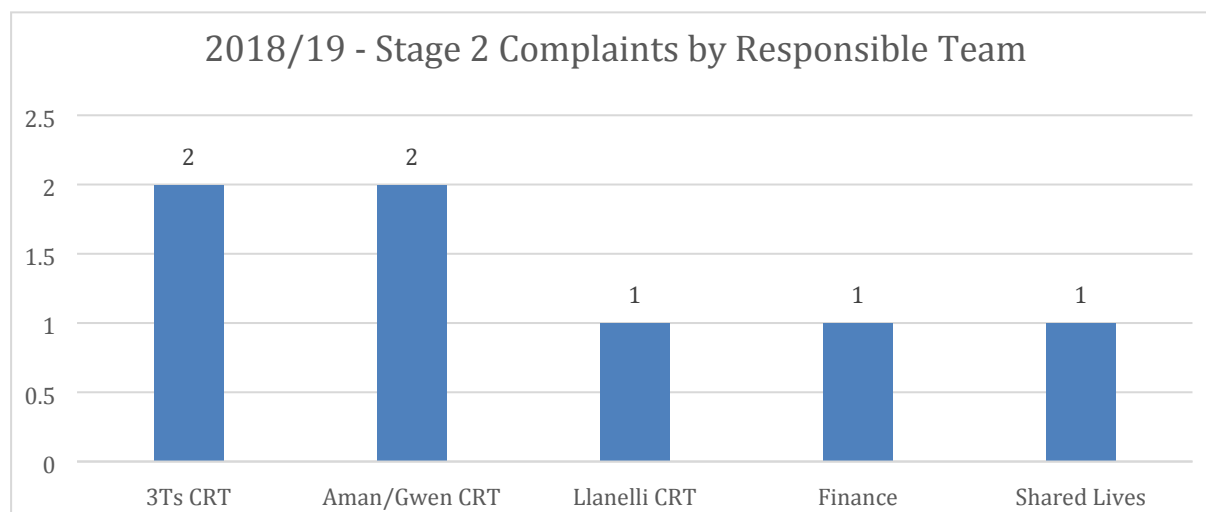
We had an instance where the investigating officer requested an extension to the complaint as they needed more time to investigate the complaint. These extensions were approved by the complainant.

There has also been an issue in achieving the 10 day target date when a complaint is forwarded to private care providers to investigate.

Complaint by service



* Please note that a complaint could cover more than one area



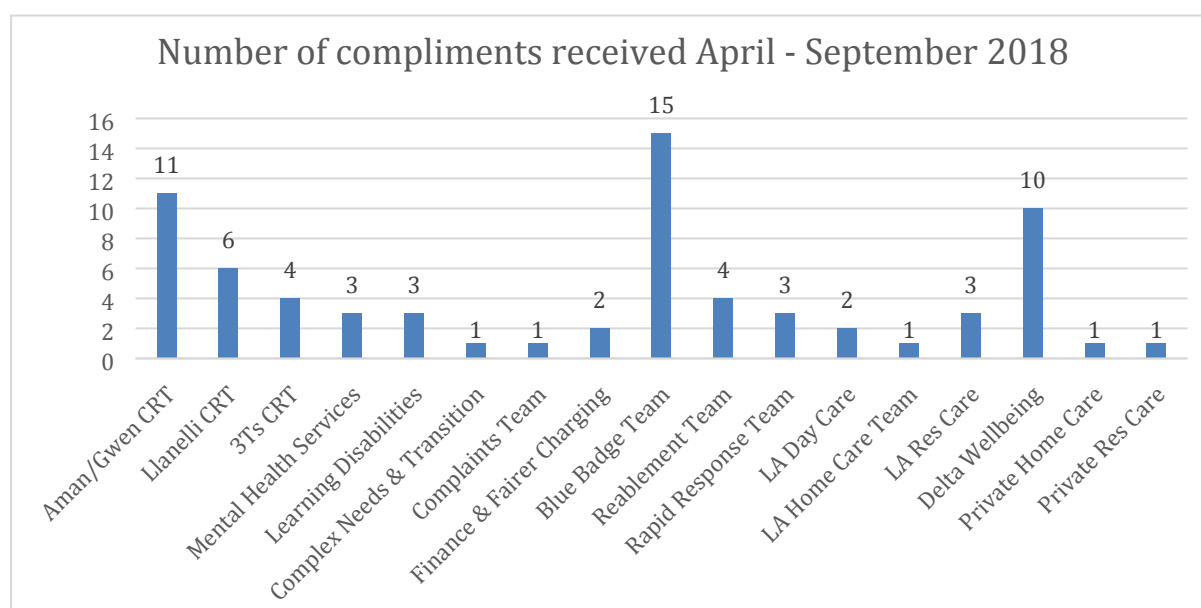
Examples of complaints received

- Lack of communication by the Department and the lack of action taken.
- Lack of information provided to a client on her transfer from Hospital to a Care Home

- Complaint relating to how Social Services treated a service user before her passing.
- Lack of information provided by a social worker in relation to financial charges.
- Complaint related to non-provision of services following her discharge from hospital
- Complainants alleged that social worker had been extremely rude to her when she made contact with the Department
- Complaints relating to the Blue Badge process (including the renewing of Blue Badges).
- Complaint relating to the unprofessionalism of social work staff including and the non-reply of correspondence from a department.
- Complaint relating to an operative at Delta Wellbeing and the advice and information provided.

Compliments

A total of 71 compliments were received April to September 2018. This is an increase of 41% when compared to the 42 compliments received for the same period last year.



Examples of compliments

- I would like to thank you for your assistance and support with my financial assessment. It has been very worrying for me waiting for your response but every time I have telephoned your department for an update, every member of staff has always done their best to answer my queries. The phone call I received this morning was much appreciated and puts my mind at rest. Your department seems to be very efficient.

- I have spoken to **** and given her the advice we discussed. She was hugely impressed with your response and wanted to say thank you.
- Just a short note to express my gratitude for all your support and guidance over the months leading up to my father's death. During the time he lived alone and then with me, you were an invaluable source of assistance during what was a very difficult time.
- Just to say thanks so much for all the help you were so nice about everything and really easy to talk to - thanks for listening to all my moaning!
- Just a quick note to say that my Blue badge arrived today. Once again many thanks for all your help and advice during my application.

Training Sessions

Complaints Phase 1 Training	Number Attended
5 th June 2018	22
12 th June 2018	18
19 th June 2018	22
27 th July 2018	6
Total	68

Tasks

Subjects covered in the training.

- ❖ What is a complaint?
- ❖ Social Care complaints process
- ❖ What types of complaint do we have to look into
- ❖ Who can make a complaint under social services complaints process
- ❖ When is a complaint out of time
- ❖ How can a person make a complaint
- ❖ Governance arrangements
- ❖ Complaints process
- ❖ Formal investigation
- ❖ The role of the formal investigator
- ❖ The local authority's response to the investigation report

Feedback from the discussions have been collated below:

Feedback

How was it for you?

- Informative
- Useful
- Helpful
- Learnt from good practice
- Knowledgeable
- Enjoyable
- Good understanding
- Objectives met
- Created more awareness

Suggestions and Comments

- ❖ *Good to have a short, sharp update. Good to have the 'A team' here, in house training much better than external.*
- ❖ *A regular update is very helpful to ensure we are up to date with the process and can learn from good practice examples.*
- ❖ *A very good and concise training session which will assist in managing complaint issues.*
- ❖ *It's nice to know that we have a very supportive team within complaints and compliments.*
- ❖ *Good information session, changes in the process explained well. The importance of improving good practice and high standards is important.*
- ❖ *Excellent. Right duration and I learned a lot from the course. Good basic introduction.*
- ❖ *The content and timescales were useful, a template for the investigation process, and a template for response for the complaint would be useful from a transparency perspective.*
- ❖ *Interesting training to increase knowledge. Good to have update and look at complaints in a different way and how we respond.*
- ❖ *It was very informative and delivered in an easy to understand and helpful manner. I think that more examples of scenarios would be good and look forward to the update next year.*

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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

DATE: 22nd NOVEMBER 2018

SUBJECT

MEALS ON WHEELS CUSTOMER EVALUATION REPORT

Purpose:

To evaluate the satisfaction levels of service users following the decision made by the Royal Voluntary Service (RVS) to end the meals on wheels service that they provide on behalf of the Local Authority. This information was requested by members at the Scrutiny Committee meeting held on 25th September 2018.

To consider and comment on the following issues:

Customer feedback in relation to the alternative arrangements following the cessation of meals on wheels service by the Royal Voluntary Service.

Reasons:

For the committee's Information as requested.

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/Report Author:

Neil Edwards

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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

DATE: 22nd NOVEMBER, 2018

SUBJECT:

MEALS ON WHEELS PROVISION

The purpose of the report is to evaluate the satisfaction levels of service users with the alternative meal service delivery arrangements following the decision by the Royal Voluntary Service (RVS) to end the meals on wheels service.

The Council was advised by the RVS that it intended to withdraw from the provision of a Meals on Wheels service in both Carmarthenshire and Pembrokeshire. The service was to end no later than 31st October 2018.

From the initial list of 214 people, the department identified a total of 119 service users who were in receipt of a service from RVS and who would require a review of their current needs. The total number of reviews that were undertaken is broken down as follows:

Area	Number of service users
Amman & Gwendraeth	28
TTT	70
Llanelli	21

The service reviews have been undertaken in line with the preventative measures within the Health, Social Care and Wellbeing Act (2014).

The outcome of the reviews are as follows:

- 12 service users have had an amendment to their existing care and support plan and will therefore be subject to social work reviews.
- 5 service users had been admitted to hospital and would be contacted as part of their discharge if a review was required.
- 4 service users had been transferred to extra care/residential care and would not be contacted as their dietary needs were now being taken care of.
- 1 person had passed away since the process to move away from the current service arrangements had commenced.
- 10 service users required ongoing support and are in receipt of a service from the British Red Cross. The service provided includes heat a meal or social dining. This service commenced on 22/10/2018 over a 2 week phased basis. As this service had just started, service users will be consulted with in December to obtain their views.

- 87 service users were provided with a range of alternative options which included organisations offering the delivery of hot meals on a daily basis.

The list of options provided were (but not limited to) the following:

- ❖ Gwili café, Llandeilo (7 days a week meal service)
- ❖ Taf Hotel, Whitland (7 days a week meal service with the option of an evening snack)
- ❖ Black Ox, Abergwili (delivery of Sunday lunch)
- ❖ Salad Bowl, Carmarthen
- ❖ Tanerdy Garage, Carmarthen (delivery of groceries)
- ❖ Waverly, Carmarthen
- ❖ Cegin Myrddin, Carmarthen
- ❖ Emlyn Café, Tan y Groes
- ❖ Café Aryllyn, Gorslas
- ❖ Watkins Butchers, Tumble
- ❖ Fair Field Caterers (delivery of fresh chilled meals)
- ❖ Wiltshire Farm foods (delivery of frozen meals)
- ❖ On-line delivery services, Ammanford and Llanelli areas

The details of private businesses and organisations that could support the provision of meals in each locality was also provided to each service user.

As part of the review process, service users were also provided with the contact details of Llesiant Delta Wellbeing should their needs change.

The reviewing officers have tried to contact the 87 service users to ascertain their satisfaction levels with the alternative arrangements. The results are as follows:

- 73 of the 87 service users felt that they were managing and were satisfied with the new arrangements.
- 14 of the 87 service users could not be contacted; this would be followed up by the Reviewing officers during November/December.

While there were some initial concerns, the service evaluation exercise indicates that the majority of service users affected by the cessation of the meals on wheels service are managing and are satisfied with their alternative arrangements.

Further follow up work is planned later on in the year with those service users that could not be contacted or who are in receipt of a service from the British Red Cross.

Further work will be undertaken in the New Year as part of a wider preventative strategy and will inform our future commissioning arrangements.

DETAILED REPORT ATTACHED?	NO
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IMPLICATIONS

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

Signed: N Edwards

Interim Head of Integrated Services

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

CONSULTATIONS

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

Signed: N Edwards

Interim Head of Integrated Services

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

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

THERE ARE NONE

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

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 22nd NOVEMBER 2018

Revenue & Capital Budget Monitoring Report 2018/19

To consider and comment on the following issues:

- That the Scrutiny Committee receives the budget monitoring report for the Social Care & Health Service and considers the budgetary position.

Reasons:

- To provide Scrutiny with an update on the latest budgetary position as at 31st August 2018, in respect of 2018-19.

To be referred to the Executive Board for decision: NO

Executive Board Member Portfolio Holders:

- Cllr. David Jenkins (Resources)
- Cllr. Jane Tremlett (Social Care & Health)

Directorate: Corporate Services Name of Director: Chris Moore Report Author: Chris Moore	Designation: Director of Corporate Services	Tel No. / E-Mail Address: 01267 224120 CMoore@carmarthenshire.gov.uk
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EXECUTIVE SUMMARY

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 22nd NOVEMBER 2018

Revenue & Capital Budget Monitoring Report 2018/19

The Financial Monitoring Report is presented as follows :

Revenue Budgets

Appendix A

Summary position for the Social Care and Health Scrutiny Committee. Services within the Social Care and Health Scrutiny remit are forecasting a £746k overspend.

Appendix B

Report on Main Variances on agreed budgets.

Appendix C

Detailed variances for information purposes only.

Capital Budgets

Appendix D

Details the main variances, which shows a forecasted net spend of £706k compared with a working net budget of £704k giving a +£2k variance. The variance will be incorporated into future year's budgets

Appendix E

Details a full list of schemes.

DETAILED REPORT ATTACHED?

YES – A list of the main variances is attached to this report

IMPLICATIONS

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

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

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

3. Finance

Revenue – The Social Care & Health Service is projecting that it will be over its approved budget by £746k.

Capital – The capital programme shows a net variance of **+£2k** against the 2018/19 approved budget.

CONSULTATIONS

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

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

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

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

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
2018/19 Budget	Corporate Services Department, County Hall, Carmarthen

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Social Care & Health Scrutiny Report
Budget Monitoring as at 31st August 2018 - Summary

Division	Working Budget				Forecasted				Aug 2018 Forecasted Variance for Year £'000	Jun 2018 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000		
Adult Services										
Older People	56,741	-22,759	2,780	36,762	57,037	-22,625	2,780	37,192	430	392
Physical Disabilities	6,968	-1,344	225	5,849	6,979	-1,324	225	5,880	31	121
Learning Disabilities	37,352	-10,122	1,308	28,538	37,512	-10,070	1,308	28,750	212	288
Mental Health	9,265	-3,363	230	6,132	9,735	-3,741	230	6,224	92	79
Support	6,228	-2,885	992	4,335	6,208	-2,887	992	4,313	-22	0
Corporate Standby Efficiency	-3	0	0	-3	0	0	0	0	3	0
GRAND TOTAL	116,551	-40,473	5,536	81,614	117,470	-40,647	5,536	82,359	746	881

Social Care & Health Scrutiny Report

Budget Monitoring as at 31st August 2018 - Main Variances

Page 38	Division	Working Budget		Forecasted		Aug 2018	Notes	Jun 2018
		Expenditure £'000	Income £'000	Expenditure £'000	Income £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
	Adult Services							
	Older People							
	Older People - Commissioning	3,567	-625	3,480	-625	-87	Staff vacancies in care management teams: equivalent to one vacant social worker post in TTTs Community Resource Team and part year effect of 4 social workers who have commenced during 2018-2019	-58
	Older People - LA Homes	7,349	-4,436	7,482	-4,439	129	Cost of agency staff due to workforce recruitment issues in parts of the county.	52
	Older People - Private/ Vol Homes	21,579	-11,897	21,599	-11,747	170	Early projections for residential income are showing lower income than budgeted - this will be reviewed closely as the year progresses. Performance data shows trend for demand remains at similar levels as previous financial years despite demographic pressures as preventative work continues to be effective.	99
	Older People - LA Home Care	6,017	-431	5,877	-431	-140	Significant departmental work to monitor and manage demand by continuing to promote independent living through Integrated Care Fund initiatives such as Releasing Time to Care resulting in lower demand eg for double handed care packages. Recruitment is underway for vacant posts.	-130
	Older People - Direct Payments	1,156	-287	1,235	-287	79	Direct Payments increasing across client groups linked to promoting independence and cost avoidance.	81
	Older People - Private Home Care	9,732	-2,164	10,142	-2,164	410	There has been a significant increase in demand for domiciliary care that has only been partly offset by a fall in residential care placements. There is significant departmental work to monitor and manage demand by audit assessment practice and by continuing to promote independent living through Integrated Care Fund initiatives such as Releasing Time to Care resulting in lower demand eg for double handed care packages. We are currently reviewing whether this initiative requires additional resources to yield the necessary financial savings.	403
	Older People - Enablement	2,188	-586	2,090	-586	-99	Staff vacancies - recruitment issues being addressed.	-86
	Physical Disabilities							
	Phys Dis - Commissioning & OT Services	619	-81	533	-81	-87	Vacancies within the Occupational Therapy Team - being addressed	-13
	Phys Dis - Direct Payments	2,282	-555	2,402	-536	138	Direct Payments increasing across client groups linked to promoting independence and cost avoidance.	95

Social Care & Health Scrutiny Report

Budget Monitoring as at 31st August 2018 - Main Variances

Division	Working Budget		Forecasted		Aug 2018	Notes	Jun 2018
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
Learning Disabilities							
Learn Dis - Employment & Training	2,306	-888	2,139	-638	84	Overspend on staffing in Coleshill Day Cebtre £40k due to complexity of clients, shortfall in income at SA31 £20k and Blas Myrddin £20k against budget,	77
Learn Dis - Direct Payments	2,167	-526	2,346	-526	179	Direct Payments increasing across client groups linked to promoting independence and cost avoidance.	203
Learn Dis - Group Homes/Supported Living	8,604	-2,158	8,722	-2,158	118	Costs increasing as a result of sucessful deregistration of residential beds - promotes independence for clients and has lower costs overall across the spectrum to packages of care	21
Learn Dis - Adult Respite Care	976	-812	864	-812	-112	Vacant Manager post, several staff not in pension scheme and miscellaneous running costs.	-12
Mental Health							
M Health - Private/Vol Homes	6,105	-2,573	6,596	-2,958	106	Work continuing to promote independent living and reduce cost of care packages accordingly. Client group difficult to forecast costs as demand led at short notice; forecasts are based on existing levels of packages and work is ongoing to develop alternative provision options	79
Corporate Standby Efficiency	-3	0	0	0	3		0
Other Variances - Adult Services					-147		70
Grand Total					746		881

Social Care & Health Scrutiny Report

Budget Monitoring as at 31st August 2018 - Detail Monitoring

Page 40	Division	Working Budget				Forecasted				Aug 2018 Forecasted Variance for Year £'000	Notes	Jun 2018 Forecasted Variance for Year £'000
		Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
	Adult Services											
	Older People											
	Older People - Commissioning	3,567	-625	454	3,396	3,480	-625	454	3,309	-87	Staff vacancies in care management teams: equivalent to one vacant social worker post in TTTs Community Resource Team and part year effect of 4 social workers who have commenced during 2018-2019	-58
	Older People - LA Homes	7,349	-4,436	925	3,838	7,482	-4,439	925	3,968	129	Cost of agency staff due to workforce recruitment issues in parts of the county.	52
	Older People - Supported Living	91	0	0	91	91	0	0	91	0		0
	Older People - Private/ Vol Homes	21,579	-11,897	246	9,928	21,599	-11,747	246	10,098	170	Early projections for residential income are showing lower income than budgeted - this will be reviewed closely as the year progresses. Performance data shows trend for demand remains at similar levels as previous financial years despite demographic pressures as preventative work continues to be effective.	99
	Older People - Private Day Care	27	0	0	27	12	0	0	12	-15		-15
	Older People - Extra Care	755	0	10	765	755	0	10	765	0		-0
	Older People - LA Home Care	6,017	-431	386	5,972	5,877	-431	386	5,831	-140	Significant departmental work to monitor and manage demand by continuing to promote independent living through Integrated Care Fund initiatives such as Releasing Time to Care resulting in lower demand eg for double handed care packages. Recruitment is underway for vacant posts.	-130
	Older People - MOW's	319	-173	16	162	319	-173	16	162	0		0
	Older People - Direct Payments	1,156	-287	4	872	1,235	-287	4	952	79	Direct Payments increasing across client groups linked to promoting independence and cost avoidance.	81
	Older People - Grants	414	-203	12	223	409	-203	12	218	-5		0
	Older People - Private Home Care	9,732	-2,164	110	7,678	10,142	-2,164	110	8,088	410	There has been a significant increase in demand for domiciliary care that has only been partly offset by a fall in residential care placements. There is significant departmental work to monitor and manage demand by audit assessment practice and by continuing to promote independent living through Integrated Care Fund initiatives such as Releasing Time to Care resulting in lower demand eg for double handed care packages. We are currently reviewing whether this initiative requires additional resources to yield the necessary financial savings.	403
	Older People - Ssmss	916	-168	187	935	921	-169	187	939	4		-32
	Older People - Careline	1,509	-1,719	225	16	1,509	-1,719	225	16	-0		14
	Older People - Enablement	2,188	-586	108	1,711	2,090	-586	108	1,612	-99	Staff vacancies - recruitment issues being addressed.	-86
	Older People - Day Services	1,123	-71	97	1,149	1,117	-82	97	1,133	-17		64
	Older People Total	56,741	-22,759	2,780	36,762	57,037	-22,625	2,780	37,192	430		392

Social Care & Health Scrutiny Report
Budget Monitoring as at 31st August 2018 - Detail Monitoring

Division	Working Budget				Forecasted				Aug 2018 Forecasted Variance for Year £'000	Notes	Jun 2018 Forecasted Variance for Year £'000
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
Physical Disabilities											
Phys Dis - Commissioning & OT Services	619	-81	42	581	533	-81	42	494	-87	Vacancies within the Occupational Therapy Team - being addressed	-13
Phys Dis - Private/Vol Homes	589	-66	6	530	624	-65	6	566	36		13
Phys Dis - Group Homes/Supported Living	1,239	-160	24	1,103	1,219	-160	24	1,083	-20		26
Phys Dis - Community Support	179	0	1	180	143	0	1	144	-36		0
Phys Dis - Private Home Care	291	-85	0	206	291	-85	0	206	0		0
Phys Dis - Aids & Equipment	951	-397	141	694	951	-397	141	694	-0		-0
Phys Dis - Grants	151	0	0	151	151	0	0	151	0		-0
Phys Dis - Direct Payments	2,282	-555	11	1,737	2,402	-536	11	1,876	138	Direct Payments increasing across client groups linked to promoting independence and cost avoidance.	95
Phys Dis - Manual Handling	8	0	0	8	8	0	0	8	0		0
Phys Dis - Independent Living Fund	658	0	0	658	658	0	0	658	0		0
Physical Disabilities Total	6,968	-1,344	225	5,849	6,979	-1,324	225	5,880	31		121
Learning Disabilities											
Learn Dis - Employment & Training	2,306	-888	371	1,789	2,139	-638	371	1,872	84	Overspend on staffing in Coleshill Day Cebtre £40k due to complexity of clients, shortfall in income at SA31 £20k and Blas Myrddin £20k against budget,	77
Learn Dis - Commissioning	914	0	113	1,027	880	0	113	993	-34		-0
Learn Dis - Private/Vol Homes	9,759	-2,733	82	7,108	9,973	-2,923	82	7,132	24		12
Learn Dis - Direct Payments	2,167	-526	0	1,641	2,346	-526	0	1,820	179	Direct Payments increasing across client groups linked to promoting independence and cost avoidance.	203
Learn Dis - Group Homes/Supported Living	8,604	-2,158	46	6,492	8,722	-2,158	46	6,610	118	Costs increasing as a result of successful deregistration of residential beds - promotes independence for clients and has lower costs overall across the spectrum to packages of care	21
Learn Dis - Adult Respite Care	976	-812	110	275	864	-812	110	162	-112	Vacant Manager post, several staff not in pension scheme and miscellaneous running costs.	-12
Learn Dis - Home Care Service	270	-148	0	122	270	-148	0	122	0		-0
Learn Dis - Day Services	3,577	-389	376	3,564	3,594	-404	376	3,566	2		-0
Learn Dis - Transition Service	521	0	85	606	505	0	85	590	-15		0
Learn Dis - Community Support	2,238	-154	17	2,101	2,229	-154	17	2,092	-9		-15
Learn Dis - Grants	290	-20	3	273	282	-20	3	265	-8		-0
Learn Dis - Adult Placement/Shared Lives	2,965	-2,294	60	731	2,938	-2,287	60	711	-20		1
Learn Dis/M Health - Ssmss	289	0	45	334	292	0	45	336	3		-0
Learn Dis - Independent Living Fund	2,477	0	0	2,477	2,477	0	0	2,477	0		0
Learning Disabilities Total	37,352	-10,122	1,308	28,538	37,512	-10,070	1,308	28,750	212		288

Social Care & Health Scrutiny Report
Budget Monitoring as at 31st August 2018 - Detail Monitoring

Page 42	Division	Working Budget				Forecasted				Aug 2018 Forecasted Variance for Year £'000	Notes	Jun 2018 Forecasted Variance for Year £'000
		Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000			
	Mental Health											
	M Health - Commissioning	841	-69	67	839	803	-69	67	801	-38		-0
	M Health - Private/Vol Homes	6,105	-2,573	51	3,583	6,596	-2,958	51	3,690	106	Work continuing to promote independent living and reduce cost of care packages accordingly. Client group difficult to forecast costs as demand led at short notice; forecasts are based on existing levels of packages and work is ongoing to develop alternative provision options	79
	M Health - Private/Vol Homes (Substance Misuse)	136	-32	0	105	136	-32	0	105	0		-0
	M Health - Group Homes/Supported Living	876	-397	4	482	897	-397	4	503	21		0
	M Health - Direct Payments	141	-42	1	100	150	-42	1	109	9		0
	M Health - Community Support	537	-80	9	466	565	-80	9	493	27		0
	M Health - Day Services	227	-10	49	266	209	-4	49	255	-12		0
	M Health - Private Home Care	79	-27	0	53	79	-27	0	53	0		-0
	M Health - Substance Misuse Team	321	-132	50	239	299	-132	50	216	-23		-0
	Mental Health Total	9,265	-3,363	230	6,132	9,735	-3,741	230	6,224	92		79
	Support											
	Departmental Support	1,975	-216	698	2,457	1,990	-218	698	2,471	14		0
	Performance, Analysis & Systems	284	-40	51	295	283	-40	51	294	-1		-0
	Adult Safeguarding & Commissioning Team	1,190	-21	130	1,298	1,155	-21	130	1,264	-35		0
	Regional Collaborative	1,204	-969	18	252	1,204	-969	18	252	-0		0
	Holding Acc-Transport	1,576	-1,638	95	33	1,576	-1,639	95	33	-1		-0
	Support Total	6,228	-2,885	992	4,335	6,208	-2,887	992	4,313	-22		0
	Corporate Standby Efficiency	-3	0	0	-3	0	0	0	0	3		0
	TOTAL FOR SOCIAL CARE & HEALTH SERVICE	116,551	-40,473	5,536	81,614	117,470	-40,647	5,536	82,359	746		881

Capital Programme 2018/19						
Capital Budget Monitoring - Report for August 2018 - Main Variances						
	Working Budget			Forecasted		
	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
DEPARTMENT/SCHEMES						
COMMUNITIES						
- Social Care	704	0	704	718	-12	706

Variance for Year £'000	Comment
2	No Major Variances.

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Social Care**Capital Budget Monitoring - Scrutiny Report for August 2018 - Detailed Variances**

		Working Budget			Forecasted		
Scheme	Target Date for Completion	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Learning Disabilities Accomodation Developments	Mar-20	80	0	80	80	0	80
Learning Disabilities Developments		80	0	80	80	0	80
Extra Care Schemes		624	0	624	626	0	626
Cartref Cynnes Development Carmarthen	Completed	330	0	330	330	0	330
Ty Dyffryn Development Ammanford	Completed	10	0	10	12	0	12
Older People's Accommodation (including Llanelli Area)	Ongoing	284	0	284	284	0	284
Intermediate Care Fund (ICF) Projects	Completed	0	0	0	12	-12	0
NET BUDGET		704	0	704	718	-12	706

Variance for year £'000	Comment
0	
0	
2	
0	
2	
0	
0	
2	

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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 22ND NOVEMBER 2018

Social Care & Health Scrutiny Committee – Annual Report 2017/18

To consider and comment on the following issues:

- That members consider and approve the Social Care & Health Scrutiny Committee's annual report for the 2017/18 municipal year.

Reasons:

- The Council's Constitution requires Scrutiny Committees to report annually on their work.

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

Chair of the Social Care & Health Scrutiny Committee – Cllr. Gwyneth Thomas

Directorate: Chief Executive's Name of Head of Service: Linda Rees-Jones Report Author: Michelle Evans-Thomas	Designations: Head of Administration & Law Democratic Services Officer	Tel Nos. / E-Mail Addresses: 01267 224010 lrjones@carmarthenshire.gov.uk 01267 224470 meevanstomas@carmarthenshire.gov.uk
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EXECUTIVE SUMMARY

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 22ND NOVEMBER 2018

Social Care & Health Scrutiny Committee – Annual Report 2017/18

The attached report has been prepared in order to comply with Article 6.2 of the County Council's Constitution which states that a scrutiny committee must:

“Prepare an annual report giving an account of the Committee's activities over the previous year.”

The report provides an overview of the workings of the Social Care & Health Scrutiny Committee during the 2017/18 municipal year and includes information on the following topics:

- Overview of the forward work programme
- Key issues considered
- Issues referred to or from Executive Board / Other Scrutiny Committees
- Task & Finish Review
- Development Sessions
- Member attendance at meetings

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

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

Signed: Linda Rees-Jones Head of Administration & Law

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

1. Policy, Crime & Disorder and Equalities – In line with requirements of the County Council's Constitution.

2. Legal – In line with requirements of the County Council's Constitution.

CONSULTATIONS

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

Signed: Linda Rees-Jones Head of Administration & Law

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

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

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Social Care & Health Scrutiny Committee Reports and Minutes	Meetings from September 2017 onwards: http://democracy.carmarthenshire.gov.wales/ieListMeetings.aspx?Committeeld=169

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Social Care & Health Scrutiny Committee

Annual Report

2017-18



CONTENTS

Section	Item	Page
	Chair's Foreword	2
1	Introduction	4
2	Overview of the Work of the Committee 2017/18	4
2.1	Number of Meetings	3
2.2	The Forward Work Programme	3
2.3	Performance Monitoring / Strategic Issues	5
2.4	Revenue & Capital Budgets	6
2.5	Service Integration and Pooled Funds	7
2.6	Carmarthenshire's Quality Assurance Arrangements Including Operation Jasmine Action Plan	7
2.7	Social Care Welsh Language Strategy "More Than Just Words"	7
2.8	Future Business Model for Careline in Carmarthenshire	7
2.9	West Wales Care Partnership – An Overview	8
2.10	Update on Trading Standards Initiatives – Protection of Elderly and Vulnerable Citizens in Carmarthenshire	8
2.11	Deprivation of Liberty Safeguards	8
2.12	Adult Social Care Complaints and Compliments Report	8
2.13	Transforming Mental Health Services – Consultation Closing Report	8
2.14	Unpaid Carers Update	8
2.15	Draft Learning Disability Strategy 2018-2023	9
2.16	Additional Reports Requested	9
3	Other Scrutiny Activity	9
3.1	Task and Finish	9
3.2	Site Visits	10
3.3	Development Sessions	10
4	Challenges	11
5	Future Work	11
6	Support for the Scrutiny Function	11
7	Attendance	12

Chair's Foreword

As Chair of the Social Care and Health Scrutiny Committee I am very pleased to present the Annual Report for the year May 2017 - April 2018.

As a result of the County Council Elections in May 2017, many new Councillors were elected. Six new Councillors were welcomed as they joined the Social Care and Health Scrutiny Committee. I would like to thank all Members, old and new, for their excellent attendance at committee meetings and for their dedication and commitment in striving towards continued improvement of services. A special thanks to my Vice-Chair, Councillor Ieuan Wyn Davies, for his continued support during the past year and to the Social Care and Health Executive Board Member, Councillor Jane Tremlett, for regularly attending and supporting our Scrutiny Committee meetings.

The Annual Report gives a comprehensive summary of the work undertaken by the Committee during the year. The Committee considered a wide range of reports and topics including the standard budget and monitoring reports and quality assurance arrangements. The Committee received reports on the Welsh Language Strategy, the West Wales Care Partnership and the Future Business Model for Careline with an Informative visit arranged to the Careline office in Eastgate, with an opportunity to speak with frontline staff. The excellent reports enabled the Committee members to gain an appreciation of the tireless work undertaken by officers.

The Committee appreciated attending a joint meeting with the Education and Children Scrutiny Committee where views could be shared and progress discussed in relation to the effectiveness of Social Care Services in Carmarthenshire.

The introduction of pre-meetings has added value to the scrutiny role by dealing with minor queries prior to the meeting and thereby giving committee members additional time to thoroughly scrutinise agenda items.

The Local Authority is keen to encourage effective partnership working with outside bodies and a number of interesting and informative presentations were received during the year. These included presentations on Transforming Mental Health Services, the Welsh Ambulance Service, Trading Standards - detailing initiatives to reduce financial exploitation of vulnerable adults and the Carers Trust - highlighting the role of Unpaid Carers.

The Committee has established a Task and Finish Group to look at ways of alleviating loneliness and isolation. To date we have visited the YMCA in Swansea where innovative work is being done in reaching out to the local community. We have also received a very interesting and informative presentation on "Carmarthenshire is Kind" a joint project by

Carmarthen County Council and the 50+ forum which was officially launched at a very successful event held at the National Botanical Gardens in September.

A big thanks to Michelle Evans Thomas, our support officer for all her valued guidance and assistance during the year. In conclusion I would like to thank all the officers who have attended the Social Care and Health Scrutiny meetings and for their expert advice, guidance and support.



Councillor Gwyneth Thomas
Chair of Social Care & Health Scrutiny Committee

1. Introduction

Article 6.2 of the Council's Constitution requires all Scrutiny Committees to *"prepare an annual report giving an account of the Committees activities over the previous year."*

The main aim of the report is to highlight the work that has been undertaken by the Social Care & Health Scrutiny Committee during 2017/18. The document may also facilitate discussion on other items that could be included within future work programmes.

The Committee is chaired by Councillor Gwyneth Thomas and is made up of 14 Elected Members. Support is provided by the Democratic Services Unit and other Council officers as and when required.

This report provides an overview of the work of the Social Care & Health Scrutiny Committee during the 2017/18 municipal year. It gives Members the opportunity to reflect on the achievements during the year and to identify what worked well and where improvements could be made. This analysis is instrumental in developing scrutiny.

2. Overview of the work of the Committee in 2017/18

2.1 Number of Meetings

The Scrutiny Committee held 6 meetings plus 1 joint meeting with the Education & Children Scrutiny Committee during the 2017/18 municipal year.

2.2 The Forward Work Programme

The Scrutiny Committee develops its own Forward Work Programme (FWP). In July 2017 the Committee met informally with officers to identify, discuss and programme items to be considered by the Committee for the forthcoming year. This involved the inclusion of standard items such as performance, budget and action plan monitoring reports. Additional reports were also requested by members at meetings throughout the year and the Forward Work Programme was amended accordingly. In the main, meeting agendas were consistent with those outlined in the FWP, which was confirmed by the Committee at its meeting on 26th September 2017.

The concept and development of the Forward Work Programme and the process for its agreement has allowed each Scrutiny Committee to determine its own agendas. The benefits of such an approach has led to an improved level of debate and input during Scrutiny Committee meetings.

The Well-being of Future Generations (Wales) Act 2015 places long term sustainability at the forefront of how public services are designed and delivered and it places emphasis on public bodies to work in partnership with each other and the public to prevent and tackle problems.

The Social Care & Health Scrutiny Committee's key responsibilities are:

- Social Services for Older People including Nutritional Standards
- Adults with Learning Disabilities
- Support for Carers
- Mental Health Services
- Safeguarding of Adults
- Integration of Health and Social Care Services
- Dementia Services

To compliment the work undertaken during formal meetings, the Committee also undertakes other scrutiny functions such as Task and Finish, visits to establishments falling within its remit together with member development sessions

2.3 Performance Monitoring / Strategic Issues

Performance Monitoring Reports - One of the principal roles of Scrutiny Committees is to monitor the performance of services and functions within its remit. They undertake this work mainly through the consideration of performance monitoring reports and various action plan monitoring reports. The performance monitoring reports provide a balanced picture of performance across the relevant service areas. The Social Care & Health Scrutiny Committee received the Performance Monitoring Report for the Council's 2017/18 Wellbeing Objectives at its meetings in September 2017 and April 2018. The reports mainly focussed on underperforming indicators.

Carmarthenshire County Council's Draft Annual Report 2016/17 - As part of its performance monitoring role the Committee received relevant information from the Council's key strategies and plans. In September 2017 the Committee considered the Council's draft Annual Report for 2016/17 which included extracts for its service remit the second year progress report on the Corporate Strategy 2015-20.

Communities Departmental Draft Business Plan 2018/19-2021 – In December the Committee considered the Communities Departmental Draft Business Plan 2018/19-2021 which detailed the department's aims and objectives for 2018-21. This provided the Committee with an opportunity to consider and comment upon the priorities outlined for the department for the three year period.

Draft Annual Report of the Statutory Director of Social Services on the effectiveness of Social Care Services in Carmarthenshire 2016/17 - In June 2017, during a joint meeting with the Education & Children Scrutiny Committee, members received the Annual Report on the Effectiveness of Social Care Services in Carmarthenshire for 2016/17. Members noted that there was a statutory requirement for the Director of Social Services to report annually to Council on the delivery, performance and risks, as well as plans for the improvement of the whole range of Social Services. It was noted that the presentation of this report to scrutiny members was an important element within the development of the final document.

Corporate Strategy – In April 2017 the Committee considered the elements of the draft new Corporate Strategy 2018-23 relevant to its remit.

Actions & Referrals - During the course of the municipal year several requests for additional items are made by members of the Committee to assist them in discharging their scrutiny role. Actions & Referrals updates are presented to Committee which provide an update on progress in relation to these requests.

2.4 Revenue & Capital Budgets

Budget Monitoring Reports - The Committee received quarterly reports on the departmental and corporate revenue and capital budgets at the meetings held in September and March. These reports enabled members to monitor the level of spend in each area and the progress made in connection with any capital works.

Revenue Budget Strategy 2018/19-2021 - As well as monitoring the current budget, the Committee was also consulted on the Revenue Budget Strategy 2018/19 to 20/21. The report provided the Committee with the current proposals for the Revenue Budget for 2018/19 together with the indicative figures for the 2019/20 and 2020/2021 financial years.

2.5 Service Integration and Pooled Funds

In September the Committee considered a report on Service Integration and Pooled Funds. In accordance with the Social Services and Well-being (Wales) Act 2014, Councils and Health Boards have a statutory obligation to establish and maintain pooled fund arrangements. The report detailed the regional arrangements that have been put in place to support organisations in meeting their obligations under the Act.

In January the Committee considered a further report on the work being undertaken in relation to Service Integration and Pooled Funds which also included details of the regional governance arrangements.

Outcomes:

The Committee resolved to meet prior to the next scheduled meeting in order to further discuss pooled budgets and the associated identified risks. A briefing session was arranged for members on 27th February when they received a presentation on the West Wales Care Partnership: An Integrated Approach to Transforming Health and Social Care in the Region.

2.6 Carmarthenshire's Quality Assurance Arrangements Including Operation Jasmine Action Plan

The Committee considered a report detailing Carmarthenshire's Quality Assurance Arrangements. Since the inception of commissioning in 2002, Carmarthenshire has developed effective contract management and contract monitoring arrangements. The Committee also considered the Operation Jasmine Action Plan which was developed in 2016 following an investigation into the neglect of older people in several care homes in North Wales.

2.7 Social Care Welsh Language Strategy "More Than Just Words"

In November the Committee received a presentation providing an update on the provision of Welsh language services in adult social care.

2.8 Future Business Model for Careline in Carmarthenshire

In November the Committee received a presentation providing an update on the Authority's current and future provision of an Information, Advice and Assistance Service and preventative services in relation to statutory duties under the Social Services & Wellbeing Act (Wales) 2014.

2.9 West Wales Care Partnership – An Overview

The Committee considered a report detailing the requirements within Part 9 of the Social Services and Wellbeing (Wales) Act 2014 regarding partnership working in the provision of care and support and of arrangements in place in West Wales to meet those requirements.

2.10 Update on Trading Standards Initiatives – Protection of Elderly and Vulnerable Citizens in Carmarthenshire

In December the Committee received a report and presentation detailing the initiatives being undertaken by the Trading Standards Division aimed at improving citizens' quality of life at home and improving community resilience by reducing financial exploitation of vulnerable adults.

Outcomes:

The Committee resolved that a members' seminar be arranged on the Financial Exploitation Safeguarding Scheme. This seminar was held in March 2018.

2.11 Deprivation of Liberty Safeguards

In January the Committee received a report on the implementation of the Deprivation of Liberty Standards introduced in England and Wales in 2009. The report outlined recent case law in the Supreme Court in March 2014 and the actions being taken by the Communities Department to mitigate the risks associated therewith including staffing arrangements and training.

2.12 Adult Social Care Complaints and Compliments Report

The Committee considered the above-mentioned report which summarised the number and type of complaints and compliments received and detailed the service area to which they related.

2.13 Transforming Mental Health Services – Consultation Closing Report

In March the Committee received a presentation and considered the closing report produced by the Hywel Dda University Health Board following the conclusion of the consultation process in relation to the transformation of mental health services across the Hywel Dda footprint.

2.14 Unpaid Carers Update

In April the Committee received a presentation and considered a report providing 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.

2.15 Draft Learning Disability Strategy 2018-2023

In April the Committee considered the draft Learning Disability Strategy 2018-2023 which embraces the principles of the Social Services and Wellbeing (Wales) Act 2014 and incorporates previous engagement undertaken with service users, carers, parents and others. The Carmarthenshire Strategy will ensure that, within the national and regional context, the local voice of people who use and need services is captured and the landscape of local services is developed to reflect this.

Outcome:

The Committee resolved that officers in the Authority's Forward Planning Division be asked to consider including in the Local Development Plan the provision to give priority to applications from people with disabilities.

2.16 Additional Reports Requested

During the course of the year, the Committee requested reports on the following topics to be included in the Forward Work Programme:-

- What benefits, particularly financial, Carmarthenshire has received as a direct result of regional and partnership working over recent years;
- The initiatives the Authority has in place to safeguard teenagers at a future meeting (Education & Children Scrutiny Committee be invited to attend);
- Country Cars
- The work of the West Wales Regional Partnership Board in relation to young Carers;
- The Local Development Plan and problems faced during the planning process by people with learning disabilities (officers from the Forward Planning Division be invited to attend);
- An update on the provision of meals on wheels in the county.

3. Other Scrutiny Activity

3.1 Task and Finish

At the Committee's Forward Work Programme planning session held in July 2017 (held later than usual due to the elections in May) there was some discussion around possible topics for a Task and Finish review and it was decided to wait and see if any issues of concern/meriting further investigation arose during the course of the year.

3.2 Site Visits

In November 2017 the Committee undertook a visit to the Careline offices in Eastgate, Llanelli where Careline, Dewis Sir Gar and the Community Resource Team are all based. The Committee learned all about the process followed when a client makes the initial contact with the Information, Advice and Assistance service.

3.3 Development Sessions

Following the local government elections held in May 2017, a Councillor Induction Programme was provided for all elected members. The programme was designed primarily for new Councillors but was also open to those who were re-elected. The induction programme was geared to provide members with the requisite knowledge, skills and understanding to assist them in serving as a Councillor. The following induction sessions were held:-

- Ethics, Standards, Legal Duties and Responsibilities - May 2017;
- Finance including Budgeting & Treasury Management - May 2017;
- Introduction to Marketing and Media - June 2017;
- Decisions for Future Generations (Well-being of Future Generations Act) – July 2017;
- Safeguarding & Violence Against Women & Domestic Abuse & Sexual Violence Act – September 2017.

In addition to the induction programme, the following all-member development sessions were held during 207/18:-

- Social Services and Well-Being (Wales) Act - September 2017;
- Data Management and Freedom of Information Act – September 2017;
- Health & Safety (including Corporate Manslaughter) - September 2017;
- Welsh Local Government Association Regional Workshop - October 2017;
- Digital Transformation Seminar - October 2017;
- Substance Misuse - December 2017;
- Local Housing Company - March 2018;
- Financial Exploitation Safeguarding Scheme - March 2018.

In addition to the above, several departmental budget seminars were held.

The Committee also received the following presentations at meetings during the course of the year:-

- Presentation by Ros Jervis, Director of Public Health with the Hywel Dda University Health Board who provided a general overview of the Director's role;
- Presentation by Estelle Hitchon, Director of Partnership and Engagement and Rob Jeffery, Head of Operations with the Welsh Ambulance Services NHS Trust who provided an overview of the service;
- Presentation by Mr Richard Jones, Head of Clinical Innovation & Strategy with the Hywel Dda University Health Board who provided an update on the Transformation of Mental Health Services;
- Presentation by Ms Alison Harris, Chief Executive Officer of Carers Trust, Crossroads, Sir Gar who provided an update on Unpaid Carers.

4. Challenges

Following the local government elections in May 2017 the Social Care & Health Scrutiny Committee saw a new cohort of members. The newly elected members worked with the rest of the Committee to familiarise themselves with the decision making process and the topics within the remit of the Scrutiny Committee's portfolio. The new cohort of members have settled in well and are making a valuable contribution at meetings.

5. Future Work

The Committee has made significant progress and will continue to concentrate on topics where Members' input will result in positive outcomes to drive forward service improvement. To ensure that the best use is being made of meeting time and with the benefit of the added value of pre-meetings, the Committee is keen to achieve a more streamlined scrutiny process.

The future work of the Committee will be considered as part of the Forward Work Programme planning session. The FWP will continue to be monitored during the course of the year, together with the Executive Board FWP.

6. Support for the Scrutiny Function

Support for Carmarthenshire County Council's Scrutiny function is provided by the Democratic Services Unit, based in the Administration & Law Division of the Chief Executive's Department.

Support for the Scrutiny function includes:

- Formulating, in accordance with the FWP, and despatching agendas for Scrutiny Committee meetings a minimum of 4 working days prior to the meeting;

- Providing support and constitutional advice to the Scrutiny Committees and to members of those Committees as well as producing minutes of their meetings and ensuring items arising from those meetings are actioned;
- Giving support and advice in relation to the functions of the Council's Scrutiny Committees to executive and non-executive members of the Council and its officers;
- Managing the strategic development of Scrutiny in Carmarthenshire through engaging in national and regional Scrutiny networks and initiatives, supporting the Chairs and Vice-Chairs of Scrutiny Forum and meetings of the Scrutiny Chairs and Vice-Chairs with the Executive Board;
- Advising and supporting the implementation of the requirements of the Local Government (Wales) Measure 2011 as and when guidance is published;
- Managing the co-ordination and development of the Scrutiny Committees' forward work programmes in conjunction with Scrutiny Committee members;
- Managing and co-ordinating Scrutiny review work, including the administration of scrutiny task and finish groups, assisting in writing reports in conjunction with the groups and assisting in the implementation and monitoring of completed reviews;
- Assisting with the Scrutiny member development programme.

For more information on Scrutiny in Carmarthenshire including forward work programmes, task and finish reports and annual reports, visit the County Council's website at: www.carmarthenshire.gov.wales/scrutiny

To contact the Democratic Services Unit, please call 01267 224028 or e-mail scrutiny@carmarthenshire.gov.uk

7. Attendance

Attendance by members of the Education & Children Scrutiny Committee during the 2017/18 year is shown in the table below. A total of 6 meetings were held between May 2017 and April 2018.

Scrutiny Committee Member	Meetings Attended	%
Cllr. Kim Broom	6	
Cllr. Ieuan Wyn Davies	5	
Cllr. Alun Davies	3	
Cllr. Rob Evans	3	
Cllr. Tyssul Evans	6	
Cllr. Jean Lewis	6	
Cllr. Ken Lloyd	6	

Cllr. Andre McPherson	3	
Cllr. Eryl Morgan	5	
Cllr. Louvain Roberts	3	
Cllr. Emlyn Schiavone	5	
Cllr. Edward Thomas	3	
Cllr. Gwyneth Thomas	6	
Cllr. Dorian Williams	6	

Substitutes	No. of meetings attended
Cllr. Sue Allen	2
Cllr. Gareth John	2
Cllr. John Prosser	2

Executive Board Member	No. of meetings attended
Cllr. Jane Tremlett	6

Attendance at the Joint Meeting of the Education & Children and Social Care & Health Scrutiny Committees held on 23rd June, 2017 is shown in the table below.

Scrutiny Committee Member	Attended
Cllr. Kim Broom	1
Cllr. Ieuan Wyn Davies	1
Cllr. Alun Davies	1
Cllr. Rob Evans	1
Cllr. Tyssul Evans	1
Cllr. Jean Lewis	1
Cllr. Ken Lloyd	1
Cllr. Andre McPherson	0
Cllr. Eryl Morgan	1
Cllr. Louvain Roberts	1
Cllr. Emlyn Schiavone	1

Cllr. Edward Thomas	1
Cllr. Gwyneth Thomas	0
Cllr. Dorian Williams	1

Substitutes	No. of meetings attended
Cllr. John Prosser	1

Executive Board Member	No. of meetings attended
Cllr. Jane Tremlett	1

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EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS

SCRUTINY COMMITTEE : Social Care and Health

DATE OF MEETING : 22 November 2018

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
Regional & Partnership Working Update	Martyn Palfreman	Deferment to December will enable a full update to be provided to the Committee on regional transformation proposals in response to ' <i>A Healthier Wales: Our Plan for Health and Social Care</i> ', published by Welsh Government in June 2018, and associated bid for resources from the national Transformation Fund which will be submitted to Welsh Government for approval in late November.	17 December 2018

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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

22ND NOVEMBER 2018

FORTHCOMING ITEMS FOR NEXT MEETING – 17TH DECEMBER 2018

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

Proposed Agenda Item	Background	Reason for report
3 year Revenue Budget Consultation	The Committee is consulted on the 3 year Revenue Budget on an annual basis.	This item will provide members with an opportunity to consider and comment on the budget settlement, departmental service budgets and efficiency savings proposals.
Communities Department Business Plan	The Committee is consulted on the Business Plans for the Communities Department on an annual basis.	This item will enable the Committee to consider and comment on the Communities Departmental Business Plan relevant to its remit.
Regional & Partnership Working Update	The Committee receives reports on the work of the West Wales Care Partnership, undertaken under the direction of the statutory Regional Partnership Board (RPB). The remit and responsibilities of the RPB are stipulated within Part 9 of the Social Services and Wellbeing (Wales) Act.	This report will provide an update on the work of the Partnership and key outcomes, within the context of the Welsh Government's recently published national plan for health and social care, 'A Healthier Wales'.
Actions and Referrals Update	These quarterly updates provide details on progress made in relation to actions and requests which arose at previous meetings.	To enable the Committee to scrutinise progress made in relation to actions and requests arising from previous meetings.

The following documents are attached for information:-

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

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

21 st May Joint with E&PP	21 st May	4 th July Joint with E&C	4 th July	25 th September	22 nd November	17 th December	23 rd January	8 th March	17 th April
Area Planning Board's Drug & Alcohol Misuse Annual Report 2017	Task & Finish Group Draft Planning & Scoping Document	Draft Annual Report of the Statutory Director of Social Services	Annual Report on the Wellbeing Objectives 2017/18	Q1 New Corporate Strategy Performance Monitoring Report 2018/19	Presentation by the Local Health Board – Transforming Clinical Services – Post Consultation and Next Steps	3 year Revenue Budget Consultation	Actions & Referrals Update	Budget Monitoring 2018/19	End of Year Adult Social Care Compliments & Complaints End of Year Report 2018/19
Substance Misuse Service Annual Report 2016/17	SC&H Scrutiny Committee Forward Work Programme 2018/19		Country Cars	Budget Monitoring 2018/19	Carmarthen-shire's Approach to Support Health and Wellbeing	Communities Department Business Plan	Pooled Fund Arrangements (All Adults)	Annual Safeguarding Report	
	Compliments & Complaints End of Year Report 2017/18		West Wales Regional Partnership Board (Young Carers)	SC&H Scrutiny Committee Annual Report 2017/18	Country Cars	Actions & Referrals Update	IFST Pooled Fund Arrangements		
	Annual Safeguarding Report		LDP Planning Policy in relation to Disabilities	Actions & Referrals Update	Half Yearly Adult Social Care Compliments & Complaints Report 2018/19	Regional and Partnership Working Update	Initiatives to Safeguard Teenagers from Harm (E&C SC to be invited)		
Page 71	Draft Regional Strategy "Safer Lives, Healthier Families" 2018-2022		Meals on Wheels Provision Update	Workforce Planning (in collaboration with the LHB)	Budget Monitoring 2018/19				

21 st May Joint with E&PP	21 st May	4 th July Joint with E&C	4 th July	25 th September	22 nd November	17 th December	23 rd January	8 th March	17 th April
Page 72	Actions & Referrals update		Initiatives to Safeguard Teenagers from Harm (E&C SC to be invited) E&C to consider and SC&H to be invited	Country Cars	SC&H Scrutiny Committee Annual Report 2017/18				
			Budget Monitoring 2018/19	Direct Payment Policy	Regional and Partnership Working Update				
					Regional Approach to Pooled Fund for Adult Care Home Placements				
					Meals on Wheels				

ITEMS CARRIED OVER FROM PREVIOUS WORK PROGRAMME:

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

ITEMS FOR JOINT MEETINGS IN 2018/19:

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

DEVELOPMENT SESSIONS:

-

SITE VISITS:

TASK & FINISH REVIEW:

- Loneliness

REPORTS REQUESTED:

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EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20

as at 30th July 2018

Introduction

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

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

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018

Page 76

CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
QUARTERLY PERFORMANCE REPORT	Wendy Walters Director of Regeneration & Policy	HR	All	N/A	N/A
DISPOSALS POLICY	Wendy Walters, Director of Regeneration & Policy/Jason Jones			Sept	
EQUALITIES REPORT	Wendy Walters, Director of Regeneration & Policy/Gwyneth Ayres	Housing	July	July	

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018

CHIEF EXECUTIVES					
Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
COMPLAINTS AND COMPLIMENTS ANNUAL REPORT	Wendy Walters	Deputy Leader	All Sept		
ENVIRONMENT SCRUTINY TASK AND FINISH REPORT 'To review the current provision for the maintenance of highway hedgerows and verges'.	Chair of Environment Scrutiny Committee	Environment		Oct 2018	
SICKNESS ABSENCE UPDATE	Paul R Thomas	Deputy Leader	June – monitoring report		
PAY POLICY STATEMENT 2019	Paul Thomas Assistant Chief Executive	Deputy Leader	N/A	N/A	MARCH
TRANSFORMATION INNOVATION AND CHANGE ANNUAL REPORT	Jon Owen – TIC MANAGER	Deputy Leader	OCT	OCT 18	

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018

Page 78

CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
WELLBEING OBJECTIVES	Wendy Walters Director of Regeneration and Policy	Communities and Rural Affairs			
ANNUAL REVIEW OF THE CONSTITUTION - CRWG	Linda Rees Jones Head of Administration & Law	N/A CRWG - FEB		APRIL	May AGM
ANNUAL PROGRESS REPORT - DIGITAL TRANSFORMATION STRATEGY 2017-2020	Noelwyn Daniel Head of ICT	Deputy Leader	APRIL	MAY	

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018

CHIEF EXECUTIVES					
Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
WELSH LANGUAGE ANNUAL REPORT	Wendy Walters, Director of Regeneration & Policy/Gwyneth Ayres	Culture, Sport & Tourism	June	July	
ANNUAL REVIEW OF COUNCILLORS' & CO-OPTED MEMBERS' ALLOWANCES SCHEME	Gaynor Morgan Democratic Services		Democratic Services Cttee MARCH 2019		May 2019 AGM
WELSH GOVERNMENT CONSULTATION DOCUMENTS	Wendy Walters Director of Regeneration & Policy	Deputy Leader	If applicable	If applicable	If applicable
REVIEW OF COMMUNITY COUNCIL BOUNDARIES & ELECTORAL ARRANGEMENTS	Wendy Walters, Director of Regeneration & Policy	Resources	As and when required		

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018

Page 80

CHIEF EXECUTIVES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
REVIEW OF THE CONSTITUTION (LEGISLATION CHANGES) - CRWG	Linda Rees Jones Head of Administration & Law	N/A CRWG - FEB	N/A	AS AND WHEN REQUIRED	AS AND WHEN REQUIRED
CONFERENCE APPLICATIONS/REPORTS	Gaynor Morgan Democratic Services Manager	Leader	N/A	N/A	N/A
FORWARD WORK PROGRAMME AND UPDATE QUARTERLY	Gaynor Morgan Democratic Services Manager	Business Manager		APRIL OCT	
CITY DEAL UPDATE (INCLUDING LIFE SCIENCE & WELLNESS PROJECT	Wendy Walters Director of Regeneration and Policy	Leader			
RURAL AFFAIRS TASK GROUP REPORT	Wendy Walters Director of Regeneration & Policy/Gwyeth Ayres	Communities & Rural Affairs			

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018

COMMUNITY SERVICES					
Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny or other Cttee	Date to Executive Board	Date to County Council
ANNUAL REPORT OF THE DIRECTOR OF SOCIAL SERVICES	Silvana Sauro	SC&H	04/07/18 Joint SC&H & E&CS	30/07/18	10/10/18
NON RESIDENTIAL CHARGES 2019-2022	Lyn Walters/ Rhys Page	SC&H		TBC	
REVISED CHARGING POLICY (pre consultation)	Lyn Walters/ Rhys Page	SC&H			
REVIEW OF LICENSING AND GAMBLING POLICIES	Jonathan Morgan (Emyr Jones)	Public Protection	01/10/18 E&PP & Licensing C'ttee 24/10/18	19/11/18	12/12/18
ENVIRONMENTAL PROTECTION SERVICE DELIVERY PLAN	Jonathan Morgan (Sue Watts)	Public Protection	E&PP 01/10/18	22/10/18	NO
TENANT VISION ENGAGEMENT PLAN (PRE CONSULTATION)	Jonathan Morgan (Les James)	Housing		?	No

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018

COMMUNITY SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny or other Cttee	Date to Executive Board	Date to County Council
HOMELESSNESS STRATEGY	Jonathan Morgan	Housing	Community 04/10/18	22/10/18 or 19/11/18	14/11/18 or 12/12/18
UNIVERSAL CREDIT ACTION PLAN	Jonathan Morgan	Housing	Community 04/10/18	22/10/18	
CHS+ DELIVERING WHAT MATTERS BUSINESS PLAN	Jonathan Morgan	Housing	Yes Community Jan 2019	Yes	Yes

WORKING DRAFT

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018

CORPORATE SERVICES					
Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
BI-MONTHLY REVENUE AND CAPITAL BUDGET MONITORING REPORTS	Chris Moore Director of Corporate Services	RESOURCES	N/A	APRIL JUNE SEPT NOV JAN MARCH	N/A
QUARTERLY TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	RESOURCES	N/A	JULY OCT JAN	N/A
ANNUAL TREASURY MANAGEMENT & PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	RESOURCES	N/A	JULY	
RESERVES STRATEGY	Chris Moore Director of Corporate Services	RESOURCES		OCT	N/A
5 YEAR CAPITAL PROGRAMME	Chris Moore Director of Corporate Services	RESOURCES	ALL DEC/ JAN	NOV	N/A

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018

Page 84

CORPORATE SERVICES

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
5-YEAR CAPITAL RECEIPT STRATEGY	Wendy Walters, Director of Regeneration & Policy	RESOURCES	n/a	n/a	n/a
COUNCIL TAX SETTING REPORT	Chris Moore Director of Corporate Services	RESOURCES	n/a	n/a	march
COUNCIL TAX BASE	Chris Moore / John Gravelle	RESOURCES	N/A	NOV	MARCH
Council Tax Reduction Scheme	Chris Moore / John Gravelle	RESOURCES	N/A	N/A	JAN
BUDGET STRATEGY (Revenue and Capital)	Chris Moore Director of Corporate Services	RESOURCES	ALL DEC/ JAN	NOV	N/A
HIGH STREET RATE RELIEF	Chris Moore /John Gravelle	RESOURCES	N/A	End May/ early June	N/A
RISK STRATEGY	Chris Moore / Helen Pugh	RESOURCES	TBC – Audit Committee		

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018

CORPORATE SERVICES					
Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
FINANCIAL PROCEDURE RULES	Chris Moore / Helen	RESOURCES	TBC – Audit Committee		
BUDGET OUTLOOK (Revenue and Capital)	Chris Moore Director of Corporate Services	RESOURCES	ALL DEC/ JAN	NOV	N/A
TREASURY MANAGEMENT POLICY AND STRATEGY	Chris Moore Director of Corporate Services	RESOURCES	N/A	FEB	FEB
FINAL BUDGET	Chris Moore Director of Corporate Services	RESOURCES	N/A	FEB	FEB
HOUSING REVENUE ACCOUNT BUDGET AND RENT SETTING REPORT	Chris Moore Director of Corporate Services	RESOURCES	HOUSING	FEB	FEB
BUDGET OUTLOOK	Chris Moore Director of Corporate Services	RESOURCES	N/A	JULY/SEPT	N/A

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018

Page 86

EDUCATION & CHILDREN

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
MODERNISING EDUCATION PROGRAMME - QUARTERLY PROGRESS REPORTS	Simon Davies - Modernisation Services Manager	E&C	N/A	N/A	N/A
ACCOMMODATING LOOKED AFTER CHILDREN – COMMISSIONING & COSTS	Stefan Smith - Head of Children's Services	E&C			
CSSIW INSPECTION, EVALUATION & REVIEW OF LOCAL AUTHORITY SERVICES	Jake Morgan – Director of Communities	E&C/SC&H			
SCHOOL VISITS REPORT	Andi Morgan – Interim Head of Education Services	E&C			
ESTYN REPORT – ANNUAL SYNOPSIS	Andi Morgan – Interim Head of Education Services	E&C			

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018

ENVIRONMENT					
Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
FLOOD RISK MANAGEMENT PLAN	Ruth Mullen Director of Environment / Ainsley Williams Head of Waste & Environmental Services	Environment		July 18	
LDP ANNUAL MONITORING REPORT	Ruth Mullen Director of Environment / Llinos Quelch Head of Planning	Deputy Leader	Special Community Scrutiny	24th Sept	10th Oct
PARKING STRATEGY	Ruth Mullen Director of Environment / Steve Pilliner Highways & Transport	Environment	30th July		

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018

Page 88

ENVIRONMENT

Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
HIGHWAYS DESIGN GUIDE	Ruth Mullen Director of Environment / Steve Pilliner Highways & Transport	Environment		Oct 18	
WASTE DISPOSAL CONTRACT AWARD	Ruth Mullen Director of Environment / Ainsley Williams Head of Waste & Environmental Services	Environment			

EXECUTIVE BOARD FORWARD WORK PROGRAMME 2018/19/20
as at 30th July 2018

ENVIRONMENT					
Subject area and brief description of nature of report	Responsible Officer	Executive Board Member	Date to Scrutiny	Date to Executive Board	Date to County Council
ANNUAL MONITORING REPORT PLANNING	Ruth Mullen Director of Environment / Llinos Quelch Head of Planning	Deputy Leader		24/09	10/10
LDP PREFERRED STRATEGY	Ruth Mullen Director of Environment / Llinos Quelch Head of Planning	Deputy Leader	22/10	14/11	
ROWIP	Ruth Mullen Director of Environment / Steve Pilliner Highways & Transport	Environment			

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TUESDAY, 25TH SEPTEMBER, 2018

PRESENT: Councillor G. Thomas [Chair]

Councillors:

S.M. Allen, K.V. Broom, I.W. Davies, K.Davies, W.T. Evans, M.J.A. Lewis, K. Lloyd, A.S.J. McPherson, E. Morgan, B.A.L. Roberts, E.M.J.G. Schiavone and D.T. Williams

Also in attendance:

Councillor L.D. Evans – Executive Board Member for Housing

The following Officers were in attendance:

Ms A. Bracey	-	Head of Mental Health & Learning Disabilities
Mr J. Morgan	-	Interim Head of Homes & Safer Communities
Mr M. Palfreman	-	Head of Regional Collaboration
Mr N. Edwards	-	Interim Head of Integrated Services
Ms R. Jones	-	Regional Workforce Programme Manager
Mr J. Martin	-	Social Services & Wellbeing Act Implementation Manager
Ms S. Sauro	-	Performance, Analysis & Systems Manager
Mrs A. Thomas	-	Group Accountant
Mrs M. Evans Thomas	-	Principal Democratic Services Officer

Chamber, County Hall, Carmarthen : 9.00 a.m. - 10.40 a.m.

1. APOLOGIES AND OTHER MATTERS

An apology for absence was received from Councillor R. Evans.

The Chair welcomed Councillor Karen Davies to her first meeting and, on behalf of the Committee, extended sympathy to Councillor Davies on the sad passing of her husband and former member of the Committee, Councillor Alun Davies.

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

There were no declarations of personal interest or of any prohibited party whips.

3. PUBLIC QUESTIONS

The Chair advised that no public questions had been received.

4. REVENUE & CAPITAL BUDGET MONITORING REPORT

The Committee considered the Revenue and Capital Budget Monitoring Report in relation to the Social Care and Health Service which provided an update on the latest budgetary position as at 30th June, 2018, in respect of the 2018/19 financial year.

The Social Care and Health Service was projecting an overspend of £881k on the revenue budget and a net variance of £2k against the 2018/19 approved capital budget.

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

- Concern was expressed over staff shortages and problems being experienced with recruiting staff and officers were asked what the particular problems are and whether the staff shortages impact upon the service provided. The Group Accountant explained that the figures in the report relate to agency staff. There are over 100 members of staff in the Community Resource Team and there is quite a high turnover of staff. Remedial action has been taken this year to ameliorate the situation. If it is felt that a vacancy will have a particular impact then pool staff are used. She added that recruitment and retention of staff within the Community Resource Team has been particularly good this year. The Head of Homes and Safer Communities informed the Committee that the use of agency staff in Care Homes is a particular problem and steps are being taken to reduce our reliance on them. A recruitment drive is also being undertaken to make jobs in the care sector more attractive.

RESOLVED that the report be received.

5. PERFORMANCE MONITORING REPORT - QUARTER 1 - 1ST APRIL TO 30TH JUNE 2018

The Committee considered the Performance Monitoring Report for the period 1st April to 30th June 2018 (Quarter 1), which set out the progress against actions and measures in the New Corporate Strategy 2018-23 to deliver the 2018/19 Well-being Objectives relevant to the Committee's remit, as at 30th June, 2018.

The following observation was raised on the report:-

- Reference was made to the fact that some of the target dates are 2019 but some are 2021. The Performance, Analysis and Systems Manager explained that some of them are three year targets. She added that the Business Plan is set over a three year period and targets are validated every year.

RESOLVED that the report be received.

6. WORKFORCE PLANNING & DEVELOPMENT: A REGIONAL APPROACH.

The Committee considered a report providing an overview of the collaborative work underway within West Wales in relation to workforce planning and development.

This work has predominantly involved the three Local Authorities within West Wales, however, the NHS is seen as a key partner and will be increasingly engaged as this work progresses. Regional governance is in place to ensure a co-operative approach across all partner agencies.

In West Wales workforce development has been adopted as one of eight strategic priorities by the Regional Partnership Board. The Regional Area Plan “Delivering Change Together” places a priority on attracting people to a career within the care sector and equipping them to develop new skills. To help achieve this:-

- an Integrated Regional Workforce Strategy Group has been established;
- a Regional Programme Manager for Workforce was appointed in July 2017;
- an initial scoping exercise has been undertaken on behalf of the Partnership by the Institute of Public Care which has identified a number of potential areas for collaboration in relation to workforce planning;
- effective relationship building and collaborative working has allowed a number of projects to develop including:-
 - Nutrition and Hydration in the Community;
 - Integrated Social Care and Health Worker;

In addition to the above developments, the Regional Programme Manager has worked closely with Carmarthenshire, Ceredigion and Pembrokeshire County Councils to deliver the following:-

- the first regional submission for funding through the Social Care Wales Workforce Development Programme;
- development and delivery of a regional programme funded by SCW through Its Facilitation Grant.

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

- Concern was expressed that with the continuing out-sourcing of domiciliary care, how are terms and conditions, standards of training etc checked. The Regional Workforce Programme Manager conceded that it was an issue and steps are being taken towards establishing a fully integrated workforce. On a regional basis, managers look at workers’ requirements and training needs with the aim of ensuring that all workers receive the right training;
- Officers were asked how we can be sure that the private sector are committed to training. The Head of Integrated Services informed the Committee that the Authority has extensive commissioning arrangements with its partners. The Welsh Government has also introduced quite stringent rules around workforce regulation in the care sector. It is critical that we have a stable workforce and there are support measures in place as we have a strategic interest in ensuring that we invest in our workforce;
- Asked how hard it is to measure prevention, the Head of Regional Collaboration explained that the regional approach is about how to shift resources from acute services into prevention. He added that measuring the impact of that is something that officers are working on.

RESOLVED that the report be received.

7. DIRECT PAYMENTS POLICY

The Committee considered the Authority’s Direct Payments Policy which had been updated in line with changes in legislation.

Direct payments are a means by which individuals with eligible care and support needs can purchase their own services to meet those care and support needs. In

essence, the Local Authority gives the direct payment recipient a sum of money which is equivalent to the estimate of the reasonable cost of the service they would have been provided with. Direct payments are an alternative to receiving services arranged or provided by the Local Authority. They are designed to give the recipient greater control and choice over how their care and support needs are met. The Local Authority has a legal obligation to offer direct payments to anyone who has eligible care and support needs.

The Social Services and Wellbeing (Wales) Act 2014 came into force on 6th April, 2016, as did the Care and Support (Direct Payments)(Wales) Regulations 2015. As a result, the Authority revisited its previous direct payments policy (which was a three counties policy across Carmarthenshire, Pembrokeshire and Ceredigion) and amended it to reflect changes made by the aforementioned legislation. The Authority has decided to initially propose that the new policy be a Carmarthenshire County Council Direct Payments Policy. However, the contents of the new policy have been shared with Pembrokeshire and Ceredigion County Councils.

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

- Officers were asked with regard to someone moving to another county, how long would it take for the direct payment to commence. The Social Services and Wellbeing Act Implementation Manager explained that the Code of Practice to the Act states that if someone is applying to move to another county, they should inform their county and they should then receive an assessment before they move so there should be no delay. Some people forget to inform their Local Authority that they are moving in which case officers would work with the receiving Authority to prevent any delays;
- Concern was expressed that if someone is discharged from hospital and there was a delay with their direct payment then that would constitute bed blocking. The Social Services and Wellbeing Act Implementation Manager explained that the discharge planning protocol should avoid any such delays. He added that there are various means which can be used to avoid delays in discharging;
- Whilst acknowledging that direct payments provide independence, concern was expressed that it may be possible to take advantage of the people. The Committee was advised that there are safeguarding mechanisms and rigorous scrutiny arrangements in place including timesheets having to be submitted showing what money is being spent.

UNANIMOUSLY RESOLVED TO RECOMMEND TO THE EXECUTIVE BOARD that the amended Direct Payments Policy be approved.

8. MEALS ON WHEELS PROVISION

The Committee considered a report providing an update on the plan developed by the Communities Department in connection with the changes to the Meals on Wheel Service.

Following the decision by the RVS to withdraw from the provision of a Meals on Wheels Service in Carmarthenshire in October 2018, the department needed to review the 214 service users in order to assess the needs of each individual and offer various alternatives. It was also an opportunity to promote greater

independence and social interaction for the individuals while developing, where possible, community based initiatives to support the individuals and their local communities. The review process began in May and has now been completed.

The review has been a person centred process that has identified with the service user and their family the most appropriate options for the person. The department is satisfied that for each of the service users reviewed, alternative arrangements have been made and individuals have been set up with safe and suitable alternative arrangements. Notwithstanding some initial difficulties when reviewing individuals in the north west of the county, there have been very few concerns raised and the outcomes from the review have provided new and positive arrangements for service users. Examples include people using local cafes which offer a better choice of meals at a similar cost and people choosing Wiltshire Farm Foods, a service that delivers frozen meals countywide.

Based on the review outcomes, most individuals that were in receipt of a meals on wheels service have either opted to manage themselves, have accessed local businesses to assist with delivering a hot meal or chosen Wiltshire Farm Foods.

Very few have required further RVS support and the department is in discussion with both the RVS and third sector organisations to consider how best to meet the 17 remaining individuals' continuing needs including those who require assistance to heat up their meal and enjoy companionship.

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

- Concern was expressed that the new initiatives will not meet the requirements of the lonely and vulnerable in the same way as the service provided by the RVS did. The Head of Integrated Services advised the Committee that across Wales the meals on wheels service was seen as not meeting people's needs and they wanted something different. The general feeling was that there were other ways of meeting people's needs. He added that officers are exploring a whole stream of initiatives to reach out to people;
- Reassurance was sought that the new system is comprehensive and that that monitoring will be undertaken. The Head of Integrated Services suggested that, in order to allay members' concerns, a seminar be held for the Committee on the Prevention Strategy;
- Reference was made to the latest report by Age UK that almost 1:10 people over 65 are at risk of malnutrition and 50% of people admitted to hospital from care homes are suffering from malnutrition and concern was expressed that there is clearly a problem with malnutrition in the elderly. The Head of Integrated Services suggested that the Authority's Nutrition Strategy be included in the proposed seminar;
- Reference was made to the fact that not all local providers are listed on the Council's website. The Committee was informed that the Authority tries to facilitate access to all local providers, however, following feedback from service users that they are unable to access the information they need, it was acknowledged that the website needs updating. A workshop is being held in October for service users and carers to discuss improvements to the website;

- Officers were asked for further details regarding the 17 service users whose requirements have not yet been met. The Head of Integrated Services agreed to circulate this information to the Committee;
- Officers were asked if it was possible to contact the 214 service users to ask them whether they are satisfied with the new arrangements. The Committee was advised that a final evaluation could be undertaken which would capture that information.

RESOLVED

- 8.1 that the report be received;**
- 8.2 that a seminar on the Prevention Strategy be arranged for members of the Committee;**
- 8.3 that a final evaluation report on customer satisfaction in relation to the new arrangements be submitted to a future meeting for consideration.**

9. FORTHCOMING ITEMS

The Committee considered the list of forthcoming items and agreed that the items should be presented to the next meeting.

RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting to be held on 22nd November, 2018 be agreed.

10. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 4TH JULY, 2018

RESOLVED that the minutes of the meeting of the Committee held on 4th July, 2018 be signed as a correct record.

CHAIR

DATE