

# Document Pack



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County Hall, Carmarthen. SA31 1JP

**WEDNESDAY, 9 NOVEMBER 2016**

**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, 3 SPILMAN STREET, CARMARTHEN AT 10.00 AM ON THURSDAY, 17TH NOVEMBER, 2016** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA.

*Mark James*

**CHIEF EXECUTIVE**



PLEASE RECYCLE

<b>Democratic Officer:</b>	<b>Catherine Gadd</b>
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[www.carmarthenshire.gov.wales](http://www.carmarthenshire.gov.wales)

# **SOCIAL CARE & HEALTH SCRUTINY COMMITTEE**

## **14 MEMBERS**

### **PLAID CYMRU GROUP – 5 MEMBERS**

1. Councillor T.T. Defis
2. Councillor W.T. Evans
3. Councillor D.J.R. Llewellyn
4. Councillor G. Thomas (Chair)
5. Councillor J.S. Williams

### **INDEPENDENT GROUP – 3 MEMBERS**

1. Councillor S.M. Allen (Vice-Chair)
2. Councillor I.W. Davies
3. Councillor E.G. Thomas

### **LABOUR GROUP – 4 MEMBERS**

1. Councillor K. Madge
2. Councillor E. Morgan
3. Councillor B.A.L. Roberts
4. Councillor J. Williams

### **PEOPLE FIRST (CARMARTHENSHIRE) – 1 MEMBER**

1. Councillor S.M. Caiach

### **UNAFFILIATED – 1 MEMBER**

1. Councillor J. Owen

# AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF PERSONAL INTERESTS
3. DECLARATION OF PROHIBITED PARTY WHIPS
4. PUBLIC QUESTIONS (NONE RECEIVED)
5. FORTHCOMING ITEMS 5 - 6
6. TRADING STANDARDS DIVISION'S INITIATIVES FOR THE PROTECTION OF THE ELDERLY AND VULNERABLE 7 - 18
7. OLDER PEOPLE'S SERVICES - EXTRA CARE 19 - 26
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10. OLDER PEOPLE'S SERVICES - DEMAND AND BUDGET 47 - 56
11. HALF-YEAR COMPLIMENTS AND COMPLAINTS REPORT 57 - 82
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13. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT 95 - 96
14. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 20TH SEPTEMBER, 2016 97 - 102
15. TO RECEIVE THE MINUTES OF THE JOINT ENVIRONMENTAL & PUBLIC PROTECTION & SOCIAL CARE SCRUTINY COMMITTEE HELD ON 26TH SEPTEMBER 2016 103 - 106

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# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 17<sup>TH</sup> NOVEMBER 2016

<b>Forthcoming items for next meeting – Monday 12<sup>th</sup> December 2016</b>	
<b>Discussion Topic</b>	<b>Background</b>
Actions & Referrals Update	These quarterly updates provide details on progress made in relation to actions and requests from previous meetings.
Safeguarding Adults from Abuse - Annual Report 2015/16	This is one of the Council's key priorities and in the past, the Scrutiny Committee has received regular updates on the issues and progress being made in developing robust processes to safeguard adults.
3-year Revenue Budget Consultation 2017/18 to 2019/20	To provide members with an opportunity to consider and comment on the budget settlement, departmental service budgets and efficiency savings proposals.
5-year Capital Programme Consultation 2017/18 to 2021/22	To provide members with an opportunity to consider and comment on the draft five-year capital programme
Communities Business Plan 2017/18	This item will enable the Committee to consider and comment on the departmental business plans relevant to its remit.

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# SOCIAL CARE AND HEALTH SCRUTINY COMMITTEE 17<sup>TH</sup> NOVEMBER, 2016

## Update on Trading Standards initiatives- Protection of Elderly and Vulnerable citizens in Carmarthenshire.

### To consider and comment on the following issues:

- The Progress and development of an initiative aimed at maintaining and improving citizen's quality of life at home, improving community resilience by reducing financial exploitation of vulnerable adults.

### Reasons:

- To update members on the work being undertaken.

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

### Executive Board Member Portfolio Holders:

- Cllr. Jane Tremlett (Social Care and Health Portfolio Holder)
- Cllr. Jim Jones (Environmental & Public Protection Portfolio Holder)
- Cllr. Pam Palmer Community Safety, Social Justice / Crime & Disorder Portfolio Holder)

<p><b>Directorate:</b> Communities</p> <p><b>Name of Head of Service:</b> Robin Staines</p> <p><b>Report Author:</b> Roger Edmunds</p>	<p><b>Designations:</b></p> <p>Head of Housing and Public Protection</p> <p>Trading Standards Services Manager</p>	<p><b>Tel Nos. / E-Mail Addresses:</b></p> <p>01267 228960 RStaines@carmarthenshire.gov.uk</p> <p>01554 742280 REdmunds@carmarthenshire.gov.uk</p>
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# EXECUTIVE SUMMARY

## SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 17<sup>TH</sup> NOVEMBER, 2016

### Update on Trading Standards initiatives in place to protect Elderly and Vulnerable in Carmarthenshire

Members are informed as to the development of the above initiatives and are asked to appreciate how it will have a positive impact, in maintaining citizen's quality of life.

It is hoped that as a result of this work, we can improve community resilience and help people retain independence and enjoy an extended quality of life in their own communities. Please see attached report.

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: **Robin Staines**                      **Head of Housing & Public Protection**

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

### 1. Policy, Crime & Disorder and Equalities

Reduction in scams, incidents of cold calling and financial exploitation supporting vulnerable adults in their homes.

## CONSULTATIONS

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

Signed: **Robin Staines**                      **Head of Housing & Public Protection**

1. **Local Member(s)** – positive feedback and support by those who have taken part.
2. **Community / Town Councils** – as above
3. **Relevant Partners** – DPP Police ,CSP.
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

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## Cynllun Diogelu Rhag Camfanteisio Ariannol Financial Exploitation Safeguarding Scheme



The Financial Exploitation Safeguarding Scheme (FESS) is a Multi-Agency Safeguarding Scheme created and developed by Carmarthenshire Trading Standards, to detect and prevent the financial exploitation of vulnerable persons.

It is a reciprocal voluntary participation scheme where organisations/departments sign up and undertake to work with the authority/department, to develop safeguarding policies and procedures and refer victims of financial exploitation.

In return they receive access to specialist training, officer presence, technical advice/measures and access to a priority referral gateway enabling them to quickly obtain advice and refer individuals vulnerable to financial exploitation.

The scheme brings with it private sector involvement from major high street banks and since the scheme's launch in December 2014 it has received the approval and endorsement of both Barclays and Halifax banks and the subsequent scheme membership of all branches within the county.

The scheme creates clear pathways and procedures ensuring that service users receive full protection, support and access to preventative measures provided by the authority

The scheme facilitates the early detection of vulnerable people and the implementation of a support package containing any or all of our protective/preventative measures and those of other social care departments to protect them from further exploitation.

The scheme underpins and brings together Carmarthenshire Trading Standards' current portfolio of practical safeguarding measures

It enables these measures to be taken one step further by creating working relationships with other departments, extending the reach of the service beyond the traditional Trading Standards service role. The measures currently used are listed below:

- National Trading Standards Board (NTSB) Scams Hub Intelligence Led visits
- trueCall Nuisance Telephone Call Blocking and Monitoring

- NTSB Royal Mail Staff Training Programme
- Local Authority No Cold Calling Zones
- Consumer Awareness and Education Campaigns
- Vulnerable Consumer Advice Interventions
- Moneywise Financial Education/Literacy Programme
- Debt & Mental Health Interventions
- Financial Services and Public/Private/Third Sector Safeguarding Protocols
- Intelligence led mapping/forensic profiling
- Citizens Advice Bureaux Awareness Training

The scheme then facilitates for other types of social care intervention to ensure that vulnerable people obtain access to the full level of support appropriate to their needs.

**The scheme does this by creating reciprocal working relationships with:**

- Adult Protection Services
- Mental Health Services
- Housing Services
- Public Health Services
- Police/ 3rd Party Enforcement Agencies
- 3rd Party Advice and Support Services
- Private sector organisations, for example, banks, building societies, postal services etc.

The scheme brings with it many benefits and pre-empts legislative requirements imposed by the Social Services and Wellbeing (Wales) Act 2014 by providing for 'co-operation and partnership within the authority to improve the well-being of people, care and support for adults at risk'.

**The scheme does this by:**

- Providing a range of proactive, reactive and preventative initiatives to protect and prevent vulnerable people from financial exploitation (and other forms of abuse where identified).
- Providing new ways of working with other social care departments and private sector organisations to ensure that vulnerable people access and receive the necessary support.
- Extending safeguarding principles into the private sector and increasing awareness of safeguarding policy and providing clear referral pathways for vulnerable people.
- Detecting and mapping the demographics of vulnerable individuals to proactively facilitate targeted awareness campaigns and early social care interventions.
- Providing a valuable intelligence gateway and hub for the detection of criminality and information sharing that may provide valuable evidence in the prosecution of offenders.

**Section 4 of the Social Services and Wellbeing (Wales) Act 2014 provides several facets for promoting wellbeing and TS activities are highly relevant in the promotion of:**

- Social and Economic Wellbeing
- Protection from Abuse
- Control over day to day life

**Further, section 14 of the Act provides a strategic duty on local authorities to assess the extent of need for a range and level of preventative services and under the new legislation authorities will have a duty to provide or arrange preventative services that will, amongst other things:**

- Reduce the needs for care and support in its area
- Contribute towards preventing people from suffering abuse or neglect
- Enable people to live their lives as independently as possible

Trading Standards have an existing portfolio of measures that pre-empt these requirements and the scheme provides a model for these requirements to be more formally integrated into any new or refined social care model brought about by changes in the law.

The scheme promotes health, wellbeing and the independence of service users by implementing a package of interventions that go beyond the offering of any one given department and provides for a multidisciplinary approach and social care intervention, meeting all the needs of service users and of which one given department could not facilitate alone.

Trading Standards measures enable service users to resume a certain level of control over factors previously beyond their control and of which may exacerbate health conditions or prevent them from participating fully within the community.

Trading Standards are unique within the authority, as they possess specialist technical measures, knowledge, experience, and enforcement powers in relation to issues that tend to underpin financial exploitation. However, Trading Standards Services are not equipped to deal with the specialist behavioral, health, emotional or psychological impact the abuse may have on the service user, neither are they equipped to advise on other social factors that may contribute to or underpin the exploitation such as housing, benefits, education or employment.

We have at our disposal a portfolio of measures which we customise to fit the needs of service users and with continued engagement from other departments (who bring with them their own unique specialism) believe that there is much more that can be done through multi-disciplinary social care interventions to improve health, wellbeing and independence.

We believe that such measures will lead to long term cost savings where health and wellbeing is improved, where financial detriment is reduced and where independence is maintained.

## **WHY TRADING STANDARDS**

Primary responsibility within the authority for the enforcement of consumer protection legislation lies with Trading Standards, who are the accountable team and the obvious choice for consumers to turn when they experience 'consumer protection issues.'

The vast majority of 'scam' complaints Trading Standards receive are in relation to scams perpetrated on the doorstep, over the phone, through the mail or via the internet.

The very nature of such 'scams' means that they will almost always involve the use of

misleading statements, actions, omissions or aggressive commercial practices that fall foul of the criminal legislation enforced by Trading Standards Services (for example the Fraud Act 2006 and the Consumer Protection from Unfair Trading Regulations 2008).

Trading Standards have a statutory duty to enforce this legislation and to investigate such matters and there is the Chartered National Institute, National Intelligence and Enforcement Framework as well as published National Enforcement Priorities that sit behind and support Trading Standards activities in this regard.

Further to the investigation and enforcement of the criminal aspects of 'scams,' Trading Standards Services are also responsible for the enforcement of the Consumer Credit Act 1974 which provides the legal framework for 'all' consumer lending and borrowing activities in the UK.

Under this legislation Trading Standards have powers to investigate and intervene where lending and debt collection practices may break the law. This is highly complex and specialist legislation not delegated to any other local authority team.

Further to this Trading Standards are also responsible for enforcing the Administration of Justice Act which again provides unique powers to police enforcement officers/bailiffs engaged in debt collection/ orders etc.

Consumer credit and debt collection are areas that present a high risk for vulnerable consumers to experience detriment that can have massive knock on social effects which may impact on a consumer's health and wellbeing.

As the only local authority team with the legal authority, experience and knowledge in this area, it is only fitting that such work is undertaken by the team.

Therefore 'Scams' along with consumer credit issues in the form of aggressive debt collection or inappropriate lending/debt collection practices concerning vulnerable persons are clearly areas of financial abuse where Trading Standards services have a clear statutory role to play.

The authority as a whole, owes a duty of care to its residents and individual officers in discharging the functions of the authority, are responsible for ensuring that those functions are discharged in a manner consistent with both statutory and corporate policies and that such functions do not fall short of that duty.

Thus a failure of an officer to adequately handle a complaint where there is obvious vulnerability or where it would be reasonably foreseeable that inaction, or negligent/irresponsible action or advice could lead to further issues i.e. damage property or endanger the resident in any way could ultimately breach this duty of care. This can lead to both civil and criminal liability where the failure is so serious that it becomes criminally negligent. Such cases are particularly sensational/damning when they involve children and/ or other vulnerable groups.

The creation of the Financial Exploitation Safeguarding Scheme came about through officers responding to complaints and the realisation that through inaction, capability, training, lack of skills or delegated responsibility that it was 'absolutely necessary' to address the issue not only in the interests of protecting the consumer from harm but to enable the officers to discharge their duty and thus the duty of the authority.

The Social Services and Wellbeing (Wales) Act 2014 has removed barriers by reducing the eligibility threshold for accessing services and has provided a clearer means for Trading Standards Officers to refer victims who traditionally would not have met the safeguarding threshold. A failure of the authority to comply with the obligations of the act would mean not only failing in its duty but expose the authority to serious case reviews, policy challenge and or central government intervention i.e. special measures.

Thus Trading Standards as the recipients of consumer complaints that initially begin as 'consumer protection' issues can (in some instances) find these complaints mutating into safeguarding issues and perhaps ultimately into health and social care issues.

So whilst Trading Standards are a major information/intelligence gateway into the authority for consumer 'scam' complaints, they may not be the most appropriate resting place for the complaint, however it is only through working with a victim and investigating their initial complaint and deploying specialist knowledge, skills and experience that officers can scratch beneath the surface and identify further issues that may warrant further specialist interventions and support the victim accordingly.

Trading Standards services have been working with vulnerable consumers in this context for many years and the issues experienced by many victims are not new, modern means such as the advent of technology and the use of the internet have simply served to increase the reach of criminals and provided them with a more efficient means to take advantage of victims. Old fashioned, paper based or physical scams have simply been transposed into the digital arena. The increase in private payments service providers and the use of electronic money transfers and online banking services means that both companies and the public have to identify and implement increasing security measures to combat modern forms of criminality.

not only but.... and to quote... safeguarding is everyone's business....

Issues surrounding the failure to pick up, address or recognise scam complaints as potential cases of financial abuse may further fuel both employment rights and health and safety issues where employees are not facilitated with the means to carry out and discharge their duty.

An obvious starting point was to identify vulnerability and to cross reference the victims with social care to establish if they were open/ had been open to services. The logic being that if they were open to services we could prioritise them as being identified as vulnerable.

We could then further obtain some background information from social care which may prove useful in both the investigation of any potential criminal issues but may also furnish social care with information that may enable them to provide further support or identify other underlying issues the financial abuse may be a contributory factor such as debt, poor lifestyle, social/ housing issues, stress, anxiety or other physical/mental social care, health and wellbeing issues.

From this we could also identify issues that may serve as a warning to officers looking to support those victims such as flags re serious mental health issues/ serious ex-offenders living in the community or other information that may be relevant to lone officers visiting the person in their home.

The Financial Exploitation Safeguarding Scheme by its very nature will identify such victims and a protocol is in place to ensure that those victims are referred to the appropriate agency.

Trading Standards Officers skills and experience of both the civil and criminal law, investigation and education compliance, civil and criminal enforcement lend themselves well to the delivery of the Financial Exploitation Safeguarding Scheme project and the experience and skill sets of the Trading Standards Officers who have created and delivered the scheme should not be underestimated in their contribution to emergent practice in this area and the further development of the scheme. Three officers involved in the scheme are undertaking postgraduate research degrees in this area and the work of the team has been recognised nationally by both their peers in Trading Standards and in the wider Public Sector. The team, are taking the lead nationally and pioneering the use of nuisance call blockers and are currently the largest UK user of this technology outside of Scotland.

Due to the vast amount of legislation enforced by Trading Standards some forty five acts of Parliament and over a thousand associated regulations, officers possess an extremely wide knowledge base and this is required to fulfill their day to day role. The nature of the work that Trading Standards undertake day to day mean that they have significant knowledge of financial affairs and the ensuing problems and complaints associated with such affairs.

Promoting and undertaking financial education in the form of Moneywise has established relationships with education services and ongoing relationships with various stakeholders who require educational talks and presentations delivered to their staff or to their service users.

Trading Standards have far reaching public profile and popularity that attracts much media attention and promotion, television programmes such as Watchdog, Fake Britain, X-Ray, The Ferret, as well as regular one offs on the One Show, Week in Week Out, Panorama and Horizon. Further to this consumer affairs journalism is a staple of many newspapers local, national, tabloid and broadsheet. Organisations such as 'Which' only serve to highlight the public interest and appetite in consumer affairs and promote the fact that local authority Trading Standards are the immediate public guardians of UK consumers.

*We are all consumers and will in one way or another be affected by consumer protection issues ...*

All Trading Standards Officers employed by Carmarthenshire County Council are educated to a minimum of level 6 on the National Qualifications Framework (NQF) i.e. Graduate level, with many officers possessing Postgraduate Certification including Masters Degrees and other Level 7 qualifications.

Further to this officers of the department come from a wide variety of backgrounds having formal qualifications in law, education, the liberal arts, investigation, advice, not to mention extensive real world experience in criminal law enforcement and training in dealing with vulnerable consumers and witnesses.

Whilst the Police are the Primary enforcers of the Fraud Act 2006 the extent of the issues we are seeing and the official figures reported by the Office for National Statistics and the feedback received from consumers and officers in relation to their dealings with the Police Fraud reporting centre Action Fraud indicate that there is clearly not the capacity with the Police either locally or nationally to take full accountability and investigate all such issues. This may leave consumers in a continuing state of exploitation and without any adequate support mechanism to address what may not only be financial considerations but more



worryingly the associated social, health and wellbeing issues that can accompany such abuse.

Current performance:

Consumer redress £70,000 – Money returned to Carmarthenshire residents

Prevention - £454,700 – Money prevented from leaving residents accounts

Newly Identified Detriment - £435,647 – (Money that would otherwise have gone undetected).

Debt written off using DMHEF - £23,000



## SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 17<sup>TH</sup> NOVEMBER, 2016

### SUBJECT:

#### OLDER PEOPLE'S SERVICES – EXTRA CARE

#### Purpose:

To provide an update to the Committee on the provision of Extra Care within the county.

#### To consider and comment on the following issues:

The development of this model of service within the county.

#### Reasons:

For the Committee's information and comment.

To be referred to the Executive Board/Council for Decision:

NO

#### EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:

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

Directorate

Communities

Name of Head of Service:

Rhian Dawson

Report Author:

Debra Llewellyn

Head of Integrated Services

Modernisation Programme  
Manager

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**EXECUTIVE SUMMARY  
SOCIAL CARE & HEALTH SCRUTINY COMMITTEE  
17<sup>TH</sup> NOVEMBER, 2016**

**OLDER PEOPLE'S SERVICES – EXTRA CARE**

**1. BRIEF SUMMARY OF PURPOSE OF REPORT**

The purpose of this report is to provide an update on Extra Care as a model of service provision.

There are currently four Extra Care schemes in the County:

- Cartref Cynnes in Johnstown, opened in November 2015.
- Ty Dyffryn in Ammanford, opened in April 2016.
- Plas Y Mor in Burry Port, has been established for several years.
- Cwm Aur in Llanybydder, has also been established for several years.

**2. OTHER OPTIONS AVAILABLE AND THEIR PROS AND CONS**

The main alternatives to Extra Care are Domiciliary care, provided to the individual in their own home or in Sheltered Housing, and Residential Care in a care home setting.

The advantage of Extra Care is that it provides a “home for life”, enabling older people to remain living independently and prevent the need to move to alternative forms of care should their assessed needs change in the future.

**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: Rhian Dawson

Head of Integrated Services (OPPD)

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

## CONSULTATIONS

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

Signed: Rhian Dawson

Head of Integrated Services(OPPD)

**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.

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**REPORT TO SOCIAL CARE & HEALTH SCRUTINY COMMITTEE**  
**17<sup>TH</sup> NOVEMBER, 2016**  
**EXTRA CARE - OLDER PEOPLE'S SERVICES**

**1. Introduction – What is Extra Care Housing?**

Extra care is a style of housing and care for older people that falls between the established patterns of sheltered housing and accommodation and care provided in residential care homes. Extra Care is intended to be non-institutional with an open range of services and access, flexible care and support, as well as providing value for money. Such schemes are developed in partnership between Social Care, Health, Housing and Registered Social Landlords. They are developed in consultation with older people and respond to the Government priorities of allowing older people more choice in their accommodation and maximising their independence rather than accelerating dependency.

The service's main objectives are to:

- Support people living in the Extra Care Scheme;
- Prevent unnecessary admission to hospital or long term residential/nursing home care;
- Facilitate the timely discharge of patients from such settings back into their home environment; and
- Provide an accessible home care and support service for people living in the scheme, who have an eligible need.

The key intentions are to:

- Enable people to live as normal a life as possible in their own homes;
- Provide the right amount of care and support to help people achieve maximum possible independence;
- Give people a greater individual choice in how they live their lives and the services they need to help them to do so; and
- Allow carers to have a break from caring.

Extra Care Housing offers the opportunity for people over 50 years to live within an independent environment designed to meet their physical, personal and social needs. Provision of a home care service within an Extra Care Scheme will enable older people to remain living independently and prevent the need to move to alternative forms of care should their assessed needs change in the future.

Features of an Extra Care Scheme are:

- Service Users live in their own self-contained dwelling with their own kitchen, bathroom and other features of an ordinary dwelling. Service Users have the rights that usually go with having their own home, with the same rights to choose their care provider and the right to deny entry to a care worker. Residents in the Extra Care Scheme will be tenants and/or leaseholders;

- Dwellings are developed in a group, housed around a core of communal facilities;
- A staff team is available on site providing care to its residents according to their assessed needs;
- It will have an emergency call system that enables Service Users and staff to summon assistance in an emergency;
- Assistive technology is used in accordance with Service Users' assessed needs;
- A range of preventative services are available to Service Users in order to assist and preserve/promote their health and well being. These include support, advice and opportunities for maintaining physical fitness, good nutrition and a positive attitude towards ageing. Services should include other therapeutic activities including complementary therapies; and
- The care provider is registered with CSSIW as a domiciliary care agency.

The Service is provided following an assessment of need by a Care Manager who will set the appropriate level of care, for older people who meet the eligibility criteria for a domiciliary care service within an Extra Care Scheme.

## **2. Carmarthenshire's Extra Care Housing**

Carmarthenshire's Extra Care schemes have been developed to provide a setting where older people with a mix of care needs will have a safe and secure home within a stimulating and participative community.

There are currently four Extra Care schemes in the County:

- Cartref Cynnes in Johnstown, serving 3Ts locality, opened in November 2015. Family Housing Association is the registered social landlord and the domiciliary care provider is Carmarthenshire County Council. It is the largest scheme in the county with 61 flats, including 11 flats for people living with dementia.
- Ty Dyffryn in Ammanford, serving the Aman & Gwendraeth locality, opened in April 2016. Family Housing Association is the registered social landlord and the care provider is Carmarthenshire County Council. It is the second largest scheme with 50 flats.
- Plas Y Mor in Burry Port, serving Llanelli locality, has been established for several years. Pobl Group (previously known as Gwalia) is both the registered social landlord and the domiciliary care provider. There are 38 flats in the scheme.
- Cwm Aur in Llanybydder, serving the northern part of 3Ts locality, has been running for several years. Pobl Group is both the registered social landlord and the domiciliary care provider. This scheme has 40 flats, but due to its rural location, there has been difficulty with occupancy rates.

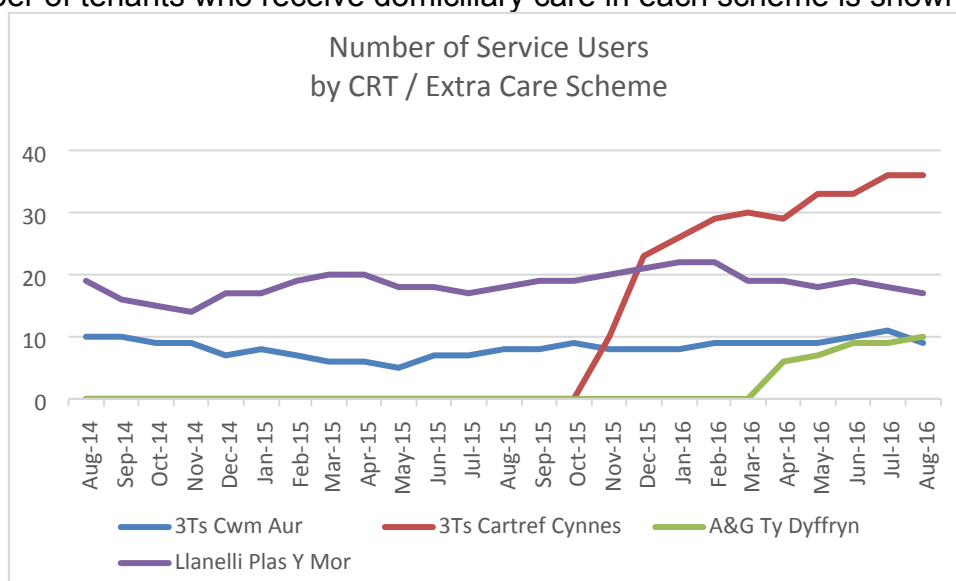


### 3. Allocations Policy

To achieve a mix of care needs within each setting, local lettings policies have been developed, which are broadly in keeping with the requirements of how we allocate our homes in Carmarthenshire as part of the common allocation policy we have developed between Carmarthenshire County Council and partner Housing Associations.

Generally, it is intended that 60% of the flats will have tenants who have an eligible care need. The remaining 40% will have tenants who are not currently eligible for social care services.

The number of tenants who receive domiciliary care in each scheme is shown below:



#### Occupancy rates for each scheme

	Number of flats	% Occupied	% of Tenants currently receiving Domiciliary Care
Cartref Cynnes, Johnstown	61	92%	64%
Ty Dyffryn, Ammanford	50	96%	20%
Plas Y Mor, Burry Port	38	100%	45%
Cwm Aur, Llanybydder	40	72.5%	25%

Extra Care is a very popular model of service, demonstrating that there is a strong demand for the service in the right location, as an alternative to domiciliary care at home or in sheltered housing, or residential care.

**Contact Officer: Debra Llewellyn**

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**17<sup>TH</sup> NOVEMBER, 2016**

**SUBJECT:**

**DOMICILIARY CARE COMMISSIONING FRAMEWORK**

**Purpose**

To inform members of the Authority's commissioning arrangements for domiciliary care noting the key findings of the Care and Social Services Inspectorate, Wales (CSSIW) national review of domiciliary care in Wales (October 2016).

**To consider and comment on the following issues:**

The Authority's approach to commissioning of domiciliary care.  
(It is instructive that many of the elements of these have been made as suggested improvements by the National Review)

**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:**

**Report Author: C Harrison**

**Designations:**

**Head of Strategic Joint  
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**EXECUTIVE SUMMARY**  
**SOCIAL CARE & HEALTH SCRUTINY COMMITTEE**  
**17<sup>TH</sup> NOVEMBER 2016**

**SUBJECT:**  
**DOMICILIARY CARE COMMISSIONING FRAMEWORK**

**1. BRIEF SUMMARY OF PURPOSE OF REPORT.**

Domiciliary care forms part of the range of services that help to meet the strategic intent of local authorities and Health Boards of promoting citizen independence and maintaining people's dignity to live at home. Significant achievements have been made by Carmarthenshire by working closely and constructively with the Hywel Dda University Health Board and partner organisations to achieve cultural and strategic changes in how domiciliary care is delivered to meet people's changing needs.

The CSSIW has conducted a National Review of Domiciliary Care against increasing concerns about serious failings in the commissioning of adult services in Powys County Council, media coverage about the pay and conditions of care workers zero hours contracts and "clipped calls", and how it impacted on the care workers ability to provide an effective level of care.

Carmarthenshire was one of the six local authorities that was inspected as part of the National Review and received a positive evaluation notwithstanding noting the areas for improvement. As noted above, it is instructive that many of the suggested improvements contained in the Review are part of the Authority's existing commissioning arrangements with other areas being considered or progressed.

The overarching principles of the Authority's approach to commissioning domiciliary care are in line with the Social Services and Well-being Act 2014 and based on mutual respect and partnership working in order to develop and improve continuously working relationships between commissioner, provider and the service user and their families.

In seeking to ensure the provision of high quality, reliable, responsive and safe services with continuity of care achieved for the service user, the Authority's commissioning of domiciliary care introduced the following key elements:

- Electronic call monitoring
- Commissioning hours per week
- Outcome focussed Care and Support Plans
- Outcomes based service delivery plans
- Recruitment
- Sustainability

In addition, the Authority maintained effective and robust contract management and contract monitoring arrangements predicated on its Quality and Performance Monitoring Protocol for Domiciliary Care. This provides the basis for monitoring and measuring the performance of care providers and helps to assure the Authority that service users are receiving services to the required standards.

In summary, the Authority has been satisfied with the implementation of the new Contract and service specification. There has been positive feedback from those involved in the new way of working and approval from the CSSIW regionally and nationally in the direction of the commissioning approach taken.

<b>DETAILED REPORT ATTACHED ?</b>	<b>YES</b>
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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: **C Harrison** Head of Strategic Joint Commissioning

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

## 5. Risk Management Issues

The National Review found that there is a serious lack of capacity and the market is extremely fragile. Two of the factors identified were:

General workforce shortages

Over zealous application of both procurement and finance rules that drive down prices in the short term, punitive contractual terms

Carmarthenshire has aimed to manage this risk by working with Un Sir Gar and a range of employment focussed organisations to raise the status of the sector in order to attract a regular supply of staff. Additionally, its Contract provided for better terms and conditions for staff employed e.g. minimum hours contract in contrast to zero hours contract, travel time to be built into the cost of service.

The Authority undertook a considered and well balanced procurement of domiciliary care that weighed the quality and cost elements of this service. This approach has proven to be an appropriate one as demonstrated by the Review.

## CONSULTATIONS

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

Signed: C Harrison

Head of Joint Strategic Commissioning

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

# Domiciliary Care Commissioning Framework

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## **Executive Summary**

Domiciliary Care forms part of the range of services that help to meet the strategic intent of local authorities and Health Boards of promoting citizen independence and maintaining people's dignity to live at home. By working closely and constructively with the Hywel Dda University Health Board and partner organisations, significant achievements have been made by Carmarthenshire to achieve cultural and strategic changes in how domiciliary care is delivered to meet people's changing needs.

The Care and Social Services Inspectorate, Wales (CSSIW) has conducted a National Review of Domiciliary Care (care at home) 2016 against serious failings in the commissioning of adult services in Powys County Council, media coverage about the pay and conditions, care workers zero hours contracts and clipped calls and how it impacted on the care workers ability to provide an effective level of care.

Carmarthenshire County Council undertook a tender in 2014-15 for the provision of domiciliary care that introduced new ways of working to reflect the strategic and operational issues facing domiciliary care. Many of the suggested improvements of the National Review confirmed the approach taken by the Authority.

Presently, the Authority commissions with the domiciliary care sector an average of 11,778 hours of domiciliary care per week to 1023 service users per week. Approximately 76% of the market is provided by the independent sector.

Carmarthenshire has a comprehensive, effective and robust approach to managing and working with domiciliary care providers (illustrated in its Quality and Performance Monitoring Protocol for Domiciliary Care). This has been noted in recent CSSIW Performance Evaluation reports of the department.

## **Background**

In recent years, domiciliary care commissioning has been increasingly the subject of national government and media scrutiny. The United Kingdom Home Care Association (UKHCA) has raised concerns with local authorities' procurement processes accusing them of commissioning low and unsustainable rates of pay and poor standards of care; Her Majesty's Revenue and Customs Office (HMRC) has investigated domiciliary care organisations for failing to comply with national minimum wage legislation; Unison's *Ethical Charter* has raised similar issues of local authorities commissioning on the cheap, workers being rushed and call cramming visits to frail older people.

The Authority tendered its domiciliary care service in 2014-15 whereby domiciliary care providers have been selected and approved on to a Framework Agreement via a corporate procurement exercise. Six domiciliary care providers were appointed to the Framework Agreement with nine other providers approved for the purposes of contingencies i.e. where a Framework provider was unable to meet the person's needs.



Both Framework and approved providers are a mixture of national and local SME providers. The Framework became effective from 7 July 2015.

The Framework Agreement set out to achieve new ways of working for the provision of domiciliary care. It not only reflects the intent of the Social Services and Well Being Act (2014) but also to address some of the concerns that have adversely affected the Domiciliary Care sector. It was fundamental to the selection of domiciliary care providers that they were able to evidence crucial quality measures such as demonstrating that their services are reliable and that staff have the appropriate level of training to deliver quality care. The evaluation of the tender was based on 70% Quality and 30% Cost.

In addition, the tender required each organisation to implement electronic call monitoring systems (ECM) to comply with the Authority's intention to pay only for care delivered. (This followed an Internal Audit report that recommended the benefit of technology to assure the Authority from both a care and financial standpoint.) This use of IT has enabled a sophisticated means of controlling and managing costs for the Authority.

### **Carmarthenshire's Commissioning Approach to Domiciliary Care**

The following key elements were introduced by the Authority to reflect the new ways of working. It is instructive that many of these elements have been identified in the National Review as suggested improvements.

#### **Six key elements:**

The Electronic call monitoring system provides live data on actual visits delivered to each service user. One of the Key Performance Indicators as specified in the new Contract Terms and Conditions and Service Specification is ' **Timeliness and Reliability of services**'. The Authority has access to the provider's system and is therefore able to identify whether there are **Missed calls or Call cramming**. Utilising the call monitoring system will also allow us to respond to changing needs in a timelier manner.

Commissioning hours per week - to meet the requirements of putting people at the centre of provision and to make sure that services are tailored to the individual, the Authority has moved away from the traditional model of time and task to a more flexible approach that allows us to work with providers to respond to personalisation, It is our expectation that this flexible approach to commissioning hours will drive improved standards of quality and safety that achieves meaningful outcomes for the service user.

Outcome focused Care and Support Plans - Social Work and Care Management have reviewed their approach to completing care and support plans. Where previously these have been task driven, the new care and support plan provides a more flexible approach to commissioning; the intention being to include realistic outcomes that are meaningful to the service user. The aim is to put people at the centre of provision and to make sure that services are tailored to the individual.

Outcomes based service delivery plans – emphasises on the requirement of demonstrable outcomes within the provider’s service delivery plan. The service delivery plan will be monitored and measured against the care and support plan. The Authority will monitor that the outcomes are achieved and where possible, this will be verified or not verified by the service users themselves. These outcomes will drive performance management.

Recruitment - To address recruitment issues, a Domiciliary Care provider working group has been set up to look at the challenges faced by the sector. The working group includes representation from independent sector organisations contracted with Carmarthenshire, Un Sir Gar, Job Centre Wales (local), Careers Wales, Working Links and Community First. The main aims are:

- Raising the profile - looking at opportunities to modernise domiciliary care – portraying it as a career option into care - make it more attractive.
- Marketing and Advertising vacancies
- Recruitment initiatives - how providers can access support from other organisations with recruitment and retention.

Sustainability – In a bid to improve the conditions of employment for Domiciliary Care staff, the new contract terms and conditions stipulates that a minimum hours contract is required for all care staff employed by the organisation. (No Zero Hours) We have also considered travel implications, particularly rural areas, by introducing a new pricing model that has allowed providers an opportunity to factor in the cost of travelling from the furthest point.

The National Review highlighted a number of areas for Commissioners, each of which the Authority has incorporated or is under consideration. Some of these are as follows:

- Support regional partnership boards, local government and local health boards to develop more consistent and efficient approaches to commissioning, procurement and assurance across Council and Health Boards e.g. through a lead commissioner
- Identify an accountable officer for the commissioning of care and support in each commissioning authority to hold the ring across social services, procurement and finance departments
- Streamline transactions to address the burden of complex financial, procedural and care transactions: simplify tenders, standardised contracts, national pricing models
- Promote the use of flexible outcome based care and services and move away from time and task systems
- Adopt ethical commissioning principles in relation to the workforce including contract specification requirements for providers to operate within a range of staff contracts

- Collaborate to support Social Care Wales to improve image of care worker role

## **Evaluation**

The Authority has been satisfied with the implementation of the new contract and service specification requirements. Overall, there has been positive feedback from those involved in the new way of working. There has also been a good level of interest from other local authorities in Wales which are keen to know more about our new way of working.

Positive feedback has also been noted in relation to the number of delayed transfer of care (DTC), which has reduced since the implementation of the new Framework Agreement. We have been fortunate in that the new way of working has so far had positive results. However, we are mindful that we could be challenged with capacity issues over the coming winter months.

In line with the implementation of the New Agreement, a Single Carer Project is underway with the intent of working closely with Framework providers to enhance people's independence by reducing reliance on more than one care staff. This is tied in to the Integrated Services Division's efficiency savings approach.

Furthermore, the Authority has maintained effective and robust contract management and contract monitoring arrangements predicated on its Quality and Performance Monitoring Protocol for Domiciliary Care. This provides the basis for monitoring and measuring the performance of care providers and helps to assure the Authority that service users are receiving safe and reliable services to the required standards.

As part of its commitment to continuous service improvement, a Strategic Domiciliary Care Working Group consisting of commissioners and care providers meets quarterly to consider existing commissioning arrangements, national and local trends and best practice. The Group will consider the National Review findings and how it can consolidate and develop further the domiciliary care service across Carmarthenshire.

There is continued accountability for the domiciliary care service via the department of Communities' Senior Management Team and its Performance Management Board.

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## SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 17<sup>TH</sup> NOVEMBER, 2016

### SOCIAL CARE WELSH LANGUAGE STRATEGY “MORE THAN JUST WORDS”

**Purpose:**

To provide an update for members on progress relating to the implementation of the Welsh Government’s “More Than Just Words” Strategic Framework.

**To consider and comment on the following issues:**

This briefing provides information on the position regarding the data being collected on the Welsh language skills of the social care workforce. Once the data has been collected and analysed, a report will be provided to the January meeting of this Committee with a full data profile on the Welsh language skills and an action plan.

The actions in the Welsh Government’s “More than Just Words” Follow-Up Strategy are also included in the report.

**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:**

**Rhian Dawson**

**Designations:**

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# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

17<sup>TH</sup> NOVEMBER, 2016

## SOCIAL CARE WELSH LANGUAGE STRATEGY

### “MORE THAN JUST WORDS”

At its meeting on 20<sup>th</sup> January, 2016, the Committee received an update on progress regarding the Welsh Government’s Strategic Document “More than Just Words”. A further report was requested to include a corporate response in relation to the training and ‘up-skilling’ of staff with regards to the Welsh language.

The corporate exercise on collecting data on the Welsh language skills of the workforce is nearly complete, with 76% of Communities staff (1,287 of 1,683) having completed the exercise. Collecting data from non-office based staff is more challenging and managers are chasing up the remainder of the responses.

The data collection exercise involves each member of staff assessing their verbal and written Welsh language skills against the ALTE (Associated Language Testers of Europe) framework. This data can then be matched with data held within our case management system (CareFirst) on the first or preferred language of service users, in order to identify relationships between Welsh-speaking service users and Welsh-speaking staff.

Completion of these data collection exercises will enable the Department to utilise its performance management tool for measuring how effectively the Welsh language needs of service users are being addressed. The information will also be used to improve Welsh language compliance down to team level across social care, and allow us to realign our workforce to ensure that we focus our existing Welsh language speakers on areas of most need.

Once the data has been collected and analysed, our aim is to provide a report to the January meeting of this Committee with a full data profile on the Welsh language skills across social care and an action plan. In addition, this will outline the next steps for building on the existing skill levels and addressing any shortfall, so that we can improve the Welsh language capability of the workforce, thereby proactively ensuring that people receive social care services in their language of choice.

In the meantime, the officers’ working group continues to progress the actions within the “More than Just Words” Follow-Up Strategy, which is phased over a three year period from 2016 to 2019. These actions are included as Appendix 1. Membership of the group covers both adult and children’s social care services, as well as representatives from the range of support services who advise on commissioning, I.T., policy and learning/development.

Members are asked to note the progress being made.

DETAILED REPORT ATTACHED ?

NO - (Appendix 1 attached)

## 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: Rhian Dawson, Head of Integrated Services

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

### 1. Policy, Crime & Disorder and Equalities

As well as the requirements of the Welsh Language (Wales) Measure 2011 and the forthcoming associated Standards and Compliance Notices of Section 44 of the above, the “More Than Just Words” strategic guidance places the Welsh language firmly within the equalities agenda and considers the language as a need within the clinical setting.

### 2. Legal

As above in Policy, Crime & Disorder and Equalities, this paper is relevant to the implementation of the Welsh Language (Wales) Measure 2011 and the forthcoming associated Standards and Compliance Notices of Section 44 of the said Measure, as well as the “More Than Just Words” strategic guidance.

### 4. ICT

The Care First Team are preparing the statistical measure.

### 5. Risk Management Issues

The risks of failing to implement the Active Offer include possible complaints; breach of the forthcoming Standards and Compliance Notices of Section 44 of the Welsh Language (Wales) Measure 2011; as well as the potential to fail to assess an individual’s needs correctly and appropriately.

### 7. Staffing Implications

Once the Welsh language skills audit is complete, learning and development can be planned according to the identified needs. The Human Resources Department will need to support implementation of language skills requirements for recruitment within the department.

## CONSULTATIONS

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

Signed: Rhian Dawson, 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:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
More Than Just Words Follow-On Strategic Framework		<a href="http://gov.wales/topics/health/publications/health/guidance/words/?lang=en">http://gov.wales/topics/health/publications/health/guidance/words/?lang=en</a>



## SOCIAL CARE WELSH LANGUAGE FOLLOW-ON STRATEGY 2016-19

### ACTION PLAN

#### 1.1. Objective 1: National and Local Leadership, and National Policy

Action number	Action	Lead responsibility	Completed by end of year
1.3	Social service departments to retain/appoint a senior officer as a Welsh Language Champion and Health Boards and Trusts to protect and promote the post of Welsh Language Officer within their organisations.	Directors of Social Services NHS Wales Chief Executives	By March 2017
1.8	Third and independent sector care organisations to promote awareness of people's Welsh language needs and share best practice and resources on providing care in Welsh to service providers.	All third and independent sector care organisations	By March 2017

#### 1.2. Objective 2: Mapping, Auditing, Data Collection and Research

Action number	Action	Lead responsibility	Completed by end of year
2.1	NHS and social services should map current provision and capacity to provide an Active Offer across all services (including primary care). Where capacity is low, an action plan should be formulated to increase capacity. The capacity to deliver an Active Offer to people within the identified groups with greater need for Welsh language services should be viewed as a priority.	NHS Wales Chief Executives Directors of Social Services	By March 2017
2.2	Health, social services and social care services should have systems in place to record when an Active Offer has been made by recording language needs / choices in the individual's records. This action also applies to all secondary and primary care service providers.	NHS Wales Chief Executives Directors of Social Services	By March 2017

2.5	<p>Data systems in health, social services and social care services should enable the service to operate bilingually to fulfil Welsh speakers' needs. For example:</p> <ul style="list-style-type: none"> <li>the Welsh language skills of staff should be captured and recorded electronically (the NHS Wales Electronic Staff Record should be amended to ensure that all staff are obliged to record their Welsh language skills)</li> <li>client and patient records to include sections to enable staff to record when an Active Offer is provided and to note the individual's language of choice for future reference</li> </ul>	<p>NHS Wales Chief Executives Directors of Social Services NWIS Welsh Government</p>	<p>By March 2017</p>
2.6	<p>The Welsh language skills of the workforce and Welsh language community profile should be included in the annual published report of social services departments and NHS IMTPs to demonstrate Welsh language needs.</p>	<p>NHS Wales Chief Executives Directors of Social Services</p>	<p>By March 2017</p>

### 1.3. Objective 3: Service Planning, Commissioning, Contracting and Workforce Planning

Action number	Action	Lead responsibility	Completed by end of year
3.1	<p>The need to make an Active Offer of Welsh language services to people will be communicated to all staff employed directly within NHS Wales, local authorities or within commissioned services (including primary care providers).</p>	<p>NHS Wales Chief Executives Directors of Social Services</p>	<p>By March 2018</p>
3.2	<p>NHS Wales and social services departments to establish their Welsh language community profile (informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being (Wales) Act 2014) and use this information as a baseline for service planning to ensure that Welsh language speakers' needs can be met and to assess all posts for Welsh language skills needs before advertising.</p>	<p>NHS Wales Chief Executives Welsh Government Directors of Social Services</p>	<p>By March 2017</p>

3.3	NHS Wales and social services departments' planning and commissioning systems, such as published service plans, to take account of the Welsh language community profile (informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being (Wales) Act 2014) and ensure that it is reflected in the planning, commissioning and delivery of services.	Directors of Social Services NHS Wales Chief Executives	By March 2017
3.4	The Welsh language needs of people to be met when commissioning or contracting services from the independent or third sector (e.g. residential or nursing care, advocacy, domiciliary care, out-of-hours services, GP services). Welsh language service provision to be included in contract specifications, service level agreements and grant funding processes.	NHS Wales Chief Executives Directors of Social Services NHS Shared Services	By March 2017
3.7	Heads of service to develop plans to maximise their ability to provide services in Welsh with their current Welsh-speaking staff. The required capacity will be informed by the Population Assessment Report produced under section 14 of the Social Services and Well-being (Wales) Act 2014. Where gaps in workforce capacity to deliver services in Welsh are identified these should be reflected in the organisation's Bilingual Skills Strategy.	NHS Wales Chief Executives Directors of Social Services	By March 2017
3.8	The published Annual Report of Health Boards, Trusts and of Directors of Social Services to: <ul style="list-style-type: none"> <li>• include a commitment to providing and developing Welsh language services</li> <li>• reaffirm the importance of meeting Welsh language need as part of routine assessment and care.</li> <li>• provide detail on how services are currently meeting Welsh speakers' needs alongside targets which are identified by the Health Board, Trust or Social Service Department to ensure improvement.</li> </ul>	NHS Wales Chief Executives Directors of Social Services	By March 2018

## 1.4. Objective 4: Promotion and Engagement

Action number	Action	Lead responsibility	Completed by end of year
4.1	Best practice in providing Welsh language services to be shared to all staff involved in delivering health, social services and social care services to people (service heads and service managers in particular).	NHS Wales Chief Executives Directors of Social Services	By March 2018
4.3	The use of the 'Working Welsh' logo will be promoted amongst health, social services and social care staff to enable people to identify Welsh speakers.	NHS Wales Chief Executives Directors of Social Services Welsh Government	By March 2017
4.6	Welsh language interfaces and software (such as Cysgliad) to be available for health, social services and social care services staff to enable and help them to work bilingually. The adaption of current systems should be considered to meet this aim.	Welsh Government NHS Wales Chief Executives NWIS Directors of Social Services	By March 2018

## 1.5. Objective 5: Professional Education

Action number	Action	Lead responsibility	Completed by end of year
5.2	In partnership with the Welsh Government, health boards and social services departments to explore how both practising professionals and those undertaking education and training programmes in Wales might engage in the widening access agenda.	NHS Wales Chief Executives Directors of Social Services Welsh Government	By March 2018

5.6	Training and professional development programmes to include a module/strand on the impact of language sensitivity on the effectiveness of assessments and care, the Active offer; and the responsibility of public bodies to provide services in both English and Welsh.	Care Council for Wales (Social Care Wales) Health Boards and Trusts Higher Education Institutions Local Authorities	By March 2017
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### 1.6. Objective 6: Welsh in the workplace

Action number	Action	Lead responsibility	Completed by end of year
6.1	Staff training to deliver services in Welsh, focusing in particular on encouraging Welsh speakers to use their language skills in the workplace, will be supported. Language training opportunities and resources to increase the confidence of staff to deliver services in Welsh will also be promoted.	NHS Wales Chief Executives Directors of Social Services Care Council for Wales (Social Care Wales)	By March 2018
6.3	HEIs, FEIs, social services and NHS organisations to work in partnership to ensure that the value and benefits to service providers and to Welsh-speaking people of having bilingual staff are reflected in their recruitment, commissioning and staff development processes. Careers Wales can help by assisting the organisations to accurately target their promotional work to Welsh speakers.	NHS Wales Chief Executives WEDS CollegesWales Careers Wales Directors of Social Services Higher Education Institutions Further Education Providers	By March 2018
6.4	Welsh Language Officers (within the NHS Wales) and Welsh Language Champions (within social services) to become Business Ambassadors with Careers Wales to promote the need for Welsh-speaking staff in the health, social services and social care sectors within schools and FEIs in Wales.	NHS Wales Chief Executives Directors of Social Services CollegesWales	By March 2017

6.5	An awareness of the link between linguistically-sensitive services and individuals' dignity, as well as awareness of the Active Offer to be delivered to all NHS Wales, social services and social care staff as part of routine induction sessions. NHS Wales staff should also complete the Welsh Language Awareness e-learning module as a priority.	NHS Wales Chief Executives Directors of Social Services Care Council for Wales (Social Care Wales)	By March 2017
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## SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 17<sup>TH</sup> NOVEMBER, 2016

### SUBJECT:

#### OLDER PEOPLE'S SERVICES - DEMAND AND BUDGET

#### **Purpose:**

To demonstrate how the Older People & Physical Disabilities division is managing the high level of demand for services.

#### **To consider and comment on the following issues:**

The report provides a number of proposals to reduce costs and increase income, in order to manage demand within the Service budget.

#### **Reasons:**

Scrutiny Committee are requested to note the service pressures.

PEB :

Relevant scrutiny committee to be consulted : NO

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

#### EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:

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

Directorate

Communities

Name of Head of Service:

Rhian Dawson

Report Author:

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**EXECUTIVE SUMMARY  
SOCIAL CARE & HEALTH SCRUTINY COMMITTEE  
17<sup>TH</sup> NOVEMBER, 2016**

**OLDER PEOPLE'S SERVICES - DEMAND AND BUDGET**

**1. BRIEF SUMMARY OF PURPOSE OF REPORT**

The purpose of this report is to demonstrate how Older People & Physical Disabilities division is managing the high level of demand for services.

The population in Carmarthenshire is increasing and people are living longer. Today, 28% of the adult population is over the age of 65, and by 2030 the proportion of older adults will increase to 34%. Carmarthenshire has more older people than the average for Wales.

We anticipate there will be ten-thousand more people over the age of 75, an increase of 58%, which will bring the proportion of people aged 75+ to 1 in every 6 adults by 2030. Nearly four-thousand of these people will be in the 85+ age group.

This increasingly older population will present challenges in meeting the future demand for social services.

**2. OTHER OPTIONS AVAILABLE AND THEIR PROS AND CONS**

The report provides a number of proposals to reduce costs and increase income, in order to manage demand within the Service budget.

**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: Rhian Dawson

Head of Integrated Services (OPPD)

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

### 3. Finance

The rising forecast demand for Older People's services presents budgetary challenges.

## CONSULTATIONS

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

Signed: Rhian Dawson

Head of Integrated Services(OPPD)

#### 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.

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# REPORT TO SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

17<sup>TH</sup> NOVEMBER, 2016

## DEMAND AND BUDGET - OLDER PEOPLE'S SERVICES

### Introduction

The biggest pressure on the departmental budget to manage is the growth in the number of older people in the county combined with increasing complexity of need for the very frail and elderly. If unmanaged this leads to both growing numbers of service users and an increase in the size of packages each individual has. When allied with the growing costs for providers because of increased costs (minimum wage) and ever growing expectations on standards through regulation this produces a potentially disastrous budget profile for all councils. We have been successful in the last two years in ending the constant increase in numbers receiving formal care and beginning to reduce spend. This paper sets out our progress so far and details actions to maintain the current trajectory:

Note - The overall calculation of the impact on the budget of demand is informed by 'daffodil' the budget project system for social care and the actions for further savings by the latest research of what works - in particular 'John Bolton's predicting and managing demand in social care (April 2016) and Opportunities and threats for further savings in adult social care (Feb 2016).

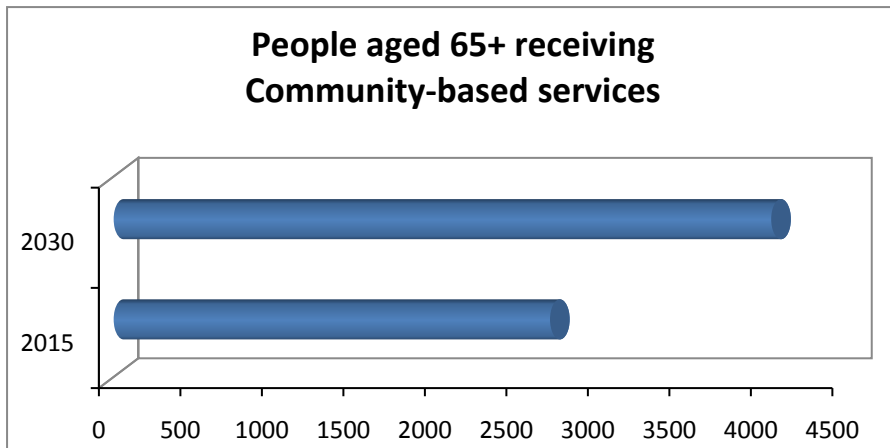
### Growing Numbers of Older people:

The population in Carmarthenshire is increasing and people are living longer. Today, 28% of the adult population is over the age of 65, and by 2030 the proportion of older adults will increase to 34%. Carmarthenshire has more older people than the average for Wales.

We anticipate there will be ten-thousand more people over age 75, an increase of 58%, which will bring the proportion of people aged 75+ to 1 in every 6 adults by 2030.

Nearly four-thousand of these people will be in the 85+ age group.

This increasingly older population will present challenges in meeting the future demand for social services. Between now and 2030, in Carmarthenshire there will be:



**1350 more older people** who will require community-based services, an increase of at least one-half. This equates to 3% growth annually.

**1500 more people** living with dementia, an increase of approximately one-half.

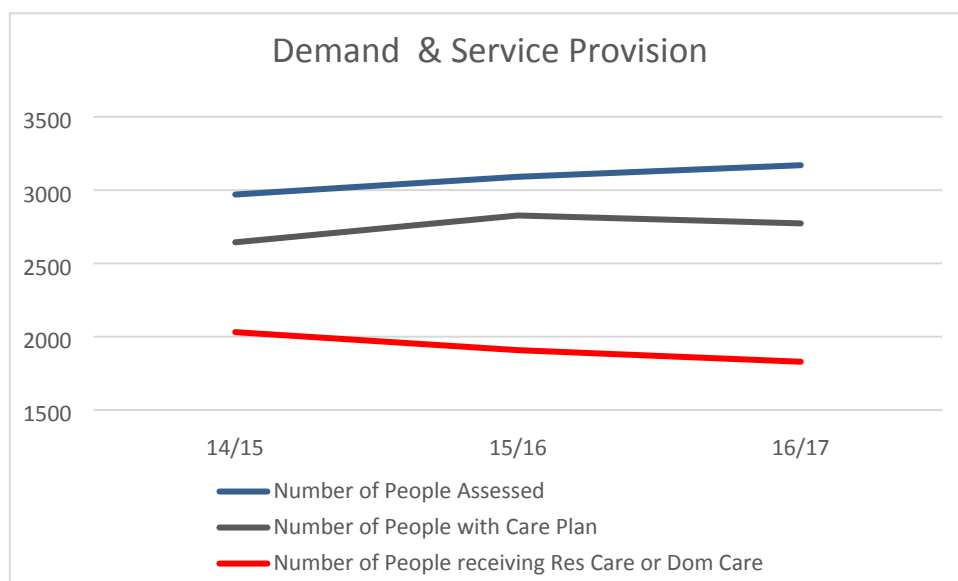
**5000 more people** living with a limiting long-term illness, an increase of one-third.

#### Demand on Community Resource Teams:

Over the last 3 years since 2014/15:

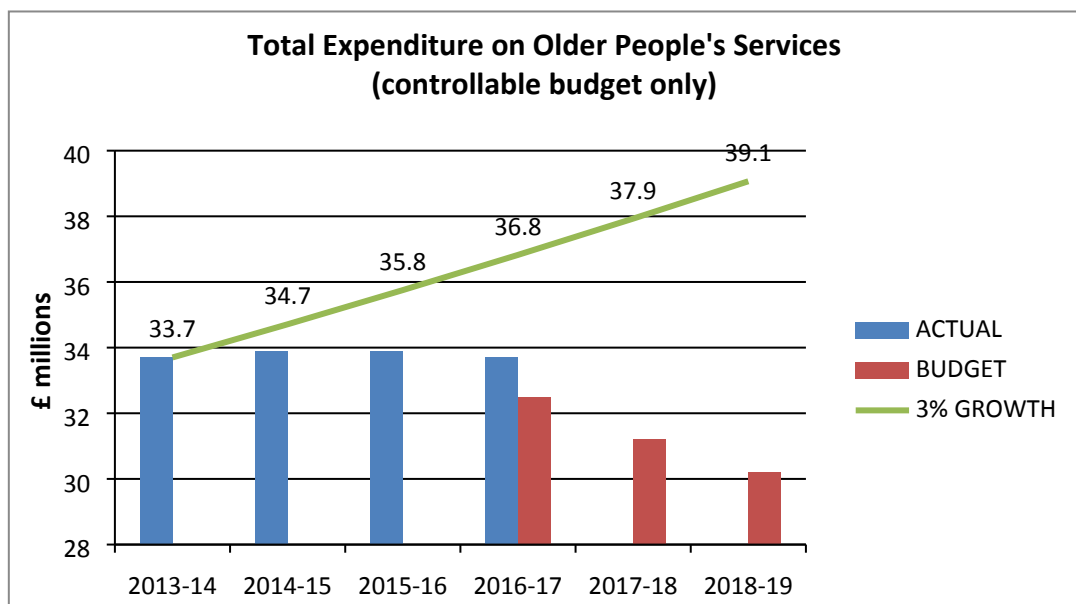
- The number of individual clients assessed by CRTs has increased by 7%
- The number of individuals with a care plan has increased by 5%
- However because of key actions the number of people receiving formal care has reduced.

These points are illustrated in the graph below:



- The number of enquiries resulting in an individual care and support plan is 52%
- 40% of referrals were diverted away from formal care
- 7% of referrals received an assessment but were not eligible or had their needs met without formal care services

The green line on the graph below shows what the expenditure would have been, factoring in 3% growth per annum, if there had been no changes delivered to manage the costs of meeting the growing demand:



### Residential Care:

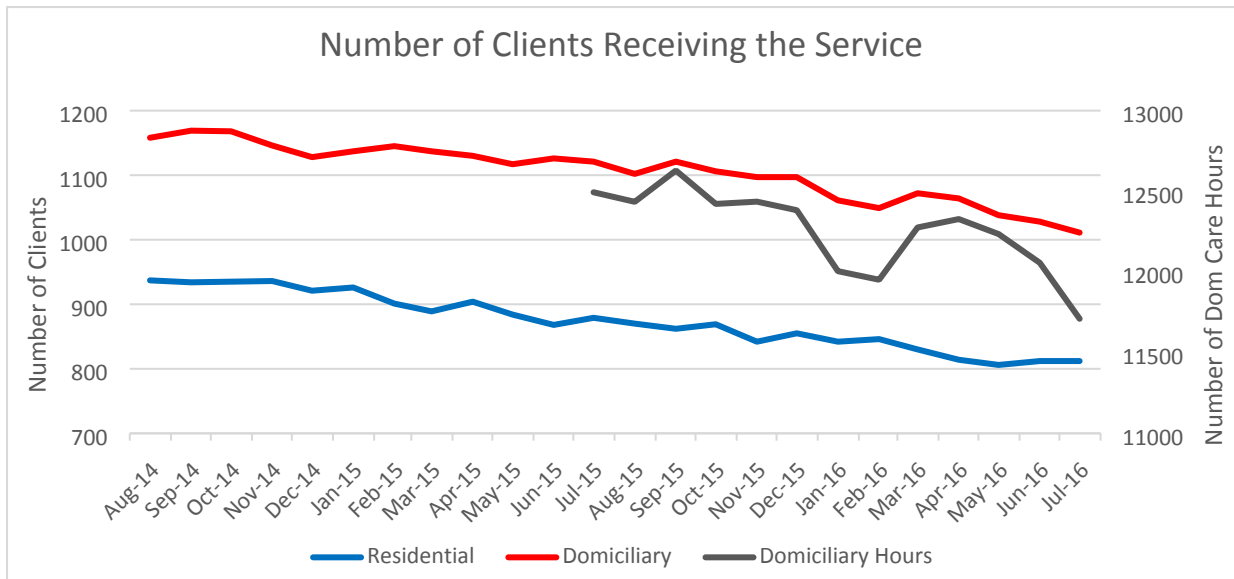
The number of people in care homes has reduced by 14% (135 fewer people) over the last 2 years. Carmarthenshire care home rates are low in comparison to the rest of Wales and to avoid the potential for legal challenge it is likely that rates will have to increase ahead of inflation to support the implementation of the 'living' wage.

### Domiciliary Care:

The number of people receiving domiciliary care has also reduced by almost 14% (158 fewer people) over the last 2 years.

In terms of hours of care delivered, there has been a reduction of 784 hours per week since the new Domiciliary Framework was implemented in July 2015. This equates to nearly 41,000 hours less, projected for 12 months.

*Note: Hours prior to July 2015 were calculated in a different way, under the previous Framework.*



The level of cashable savings have been reduced because the costs of purchasing care has risen above inflation to account for the impact of the 'living wage' and the requirement to improve general conditions for domiciliary care workers by paying travel time.

### How are we planning to manage the growing demand against a reducing budget?

Two actions underpin all the specific activity to reduce spend:

- **Performance management** – gatekeeping, holding managers to account, monitoring and challenging decisions will be central to controlling resource allocation
- **Cultural** - Embedding an understanding that packages that exceed the need do not assist an older person's independence. They increase the rate of an individual's deterioration and reduce the prospect of older people returning to independent living. What is often given through kindness can do harm.

### Specific budget actions:

#### 1. Residential Care

The rate of admissions into care homes in Carmarthenshire compares well to external benchmarks. It should be borne in mind that large packages of home care can be considerably more expensive than residential care. Therefore, we plan to continue to hold steady the rate of admission into long term residential care.

- a) Additional income of £50K over 2 years is expected from additional beds in local authority care homes.
- b) We plan to make more effective use of Intermediate Care Funding to support the joint commissioning of intermediate care beds in local authority care homes, saving £200K by 2017.

## **2. Domiciliary Care**

As domiciliary care accounts for nearly £12.7 million of the total budget, there are several areas that we intend to deliver further savings:

- a) Reducing the number of people receiving double handed care, as part of the Releasing Time 2 Care project roll out. Currently 317 people receive double handed care, a reduction of 21 people since the end of last year. It is planned to reduce by 105 more people over 3 years, to match the best performing authorities' performance, saving £1.1m.
- b) Reducing the number of people receiving small packages of care, by providing alternative support such as assistive technology and informal community support. Currently 199 people receive small packages of care and it is planned to halve this number to 100 by 2020, saving £155K.
- c) Reducing the number of people receiving "4 calls per day" and re-providing "3 calls per day" packages. Currently there are 125 people receiving 4 calls per day and it is planned to reduce this number by 30 people by 2019, saving £115K.
- d) Re-aligning service resources to demand for night care in the community and extra care, saving £200K over the next 2 years.

## **3. Reablement**

The Reablement service is undergoing review to ensure that it delivers the best possible outcomes for individuals, enabling them to regain or maximise their independence. This will be a 3-year programme to progressively increase the proportion of service users discharged without a long-term service, to match the best performing Reablement services. This will deliver savings of £308K by 2020.

## **4. Information, Advice & Assistance**

It is anticipated that the IAA service currently being set up will reduce the proportion of enquiries that result in commissioned care, by diverting people to alternative ways of meeting their care and support needs, such as community 3<sup>rd</sup> sector services, assistive technology and information and advice on dealing with their own difficulties. Currently 50% of enquiries result in commissioned care, and it is planned to reduce this by 5% per annum, saving £372K by 2020.

## **5. Extra Care**

By reviewing and promoting reablement interventions to reduce levels of dependency, it is proposed to reduce the budget for Cartref Cynnes and Ty Dyffryn. This will deliver savings of £50K in 2017.

These actions will deliver savings and will also require huge effort over and above to prevent new entries into the system as the number of very elderly people grow.



## SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 17<sup>th</sup> NOVEMBER 2016

### Half-Yearly Complaints and Compliments Report – 1<sup>st</sup> April to 30<sup>th</sup> September 2016

**To consider and comment on the following issues:**

- That the Committee scrutinises the half-yearly position in relation to complaints and compliments for the 2016/17 financial year.

**Reasons:**

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

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

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

<p><b>Directorate:</b> Chief Executive's</p> <p><b>Name of Head of Service:</b> Wendy Walters</p> <p><b>Report Author:</b> John Tillman</p>	<p><b>Designations:</b></p> <p>Assistant Chief Executive (Regeneration &amp; Policy)</p> <p>Information &amp; Data Protection Officer</p>	<p><b>Tel Nos./ E-Mail Addresses:</b></p> <p>01267 224112 <a href="mailto:wswalters@carmarthenshire.gov.uk">wswalters@carmarthenshire.gov.uk</a></p> <p>01267 224127 <a href="mailto:jtillman@carmarthenshire.gov.uk">jtillman@carmarthenshire.gov.uk</a></p>
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## EXECUTIVE SUMMARY

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 17<sup>th</sup> NOVEMBER 2016

### Half-Yearly Complaints and Compliments Report – 1<sup>st</sup> April to 30<sup>th</sup> September 2016

This report provides members with statistics and analysis on complaints, compliments and enquiries received and dealt with during Quarters 1 and 2 of the 2016/17 financial year.

The following sections of the report are specifically relevant for the members of the Social Care & Health Scrutiny Committee:

- 9.4 – Adult Safeguarding & Improvement, Primary, Community & Social Care and Mental Health & Learning Disabilities

**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: **Wendy Walters** Assistant Chief Executive (Regeneration & Policy)

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: **Wendy Walters** Assistant Chief Executive (Regeneration & Policy)

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
Information@work complaints data	Not applicable.

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**Complaints and Compliments Report  
Half Year  
April - September  
2016/17**

**Anthony Maynard  
Communities & Safeguarding Manager**

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## Scrutiny Guidance Note

<b>Committee</b>	<b>Please refer to these sections of the report specifically:</b>
Community	<b>9.4</b> Leisure Housing <b>9.5</b> Planning Property Services
Environment & Public Protection	<b>9.4</b> Public Protection <b>9.5</b>
Social Care & Health	<b>9.4</b> Adult Safeguarding & Improvement Primary, Community & Social Care Mental Health & Learning Disabilities
Education & Children's Services	<b>9.2</b>
Policy & Resources	<b>9.1</b> <b>9.3</b>

## 1. Principles

Carmarthenshire County Council's Complaints Procedure was adopted in May 2011. The procedure aims to emphasise the following principles:

- To ensure that as many complaints as possible are **resolved at stage 1** local resolution.
- To ensure that investigations follow the '**Investigate Once, Investigate Well**' principle.
- To adopt a stronger emphasis on **learning from complaints** and utilising them where possible to reform service design.

## 2. Definition

The **definition of a complaint** is an expression of dissatisfaction or concern,

- about a public service provider's action or lack of action
- or about the standard of service provided
- which requires a response
- whether about the public service provider itself, a person acting on its behalf, or a public service provider partnership.

Complaints which are currently open and under investigation are **not included** in this report.

The complaints referred to within this report are those where the investigation has been completed during the review period.



### 3. Complaints investigated and responded to between April 2016 – September 2016

SERVICE	Stage 1				Stage 2			
	No. of Complaints responded to <sup>1</sup>	No. receiving a full response within allocated time period <sup>2</sup>	No. receiving a full response after allocated time period <sup>3</sup>	No. of Complaints responded to	No. receiving a response within allocated time period <sup>4</sup>	No. receiving a response after allocated time period		
Chief Executives	7	7 100%	0 0%	0	0 0%	0 0%		
Education & Children's Services (excluding Statutory Complaints)	18	9 50%	9 50%	3	1 33%	2 66%		
Corporate Services	15	15 100%	0 0%	0	0 0%	0 0%		
Community Services (excluding Statutory Complaints)	52	34 86%	18 35%	6	5 83%	1 17%		
Environment	167	98 59%	69 41%	4	0 0%	4 100%		
Cross Departmental Issues	2	1 50%	1 50%	1	0 0%	1 100%		
Statutory Social Services Complaints – covering Children Services, Adult Social Services and Mental Health and Learning Disabilities <sup>5</sup>	19	4 21%	15 79%	1	0 0%	1 100%		
<b>TOTAL</b>	<b>280</b>	<b>168 60%</b>	<b>112 40%</b>	<b>15</b>	<b>6 40%</b>	<b>9 60%</b>		

<sup>1</sup> This is the cumulative figure of complaints investigated and responded to within the period of the report this financial year

<sup>2</sup> Any corporate complaint which has been investigated and responded to within 10 working days. Any Statutory Social Service Complaint where an investigation has been undertaken and a response has been sent within the allocated time period. This initially would be 10 working days, with an additional 10 working day extension with the complainant's consent

<sup>3</sup> Any complaints which have been investigated and responded to outside the allocated time period

<sup>4</sup> Any corporate complaint which has been investigated and responded to within 10 working days. Any Statutory Social Service Complaint where an investigation has been undertaken and a response has been sent within the allocated time period. This initially would be 25 working days, or up to 3 months with the complainant's consent

<sup>5</sup> These are any complaints logged which fall under the Statutory Social Services Complaints Procedure

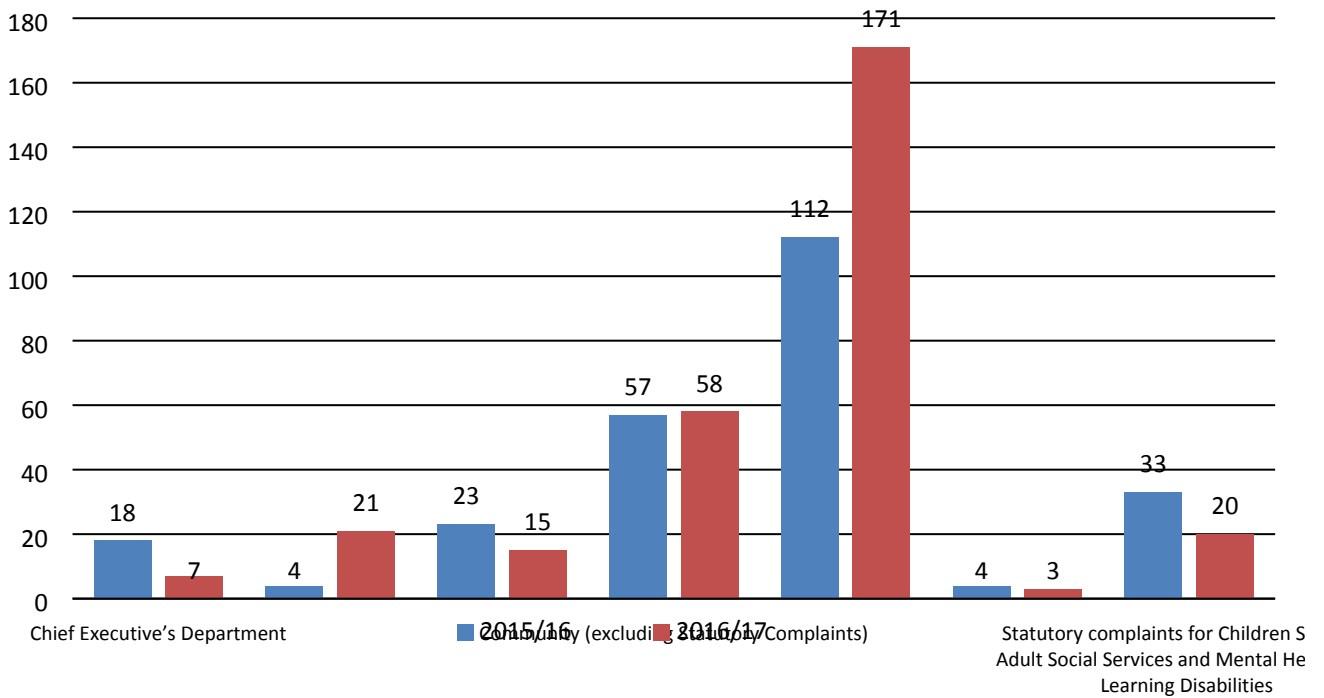
#### 4. Summary of complaints

- The Authority investigated and responded to 295 complaints during the first half of 2016/17, compared to 251 during the same period for 2015/16.
- Overall, 59% of cases received a response within the allocated time period, compared to 66% for the same period last year.

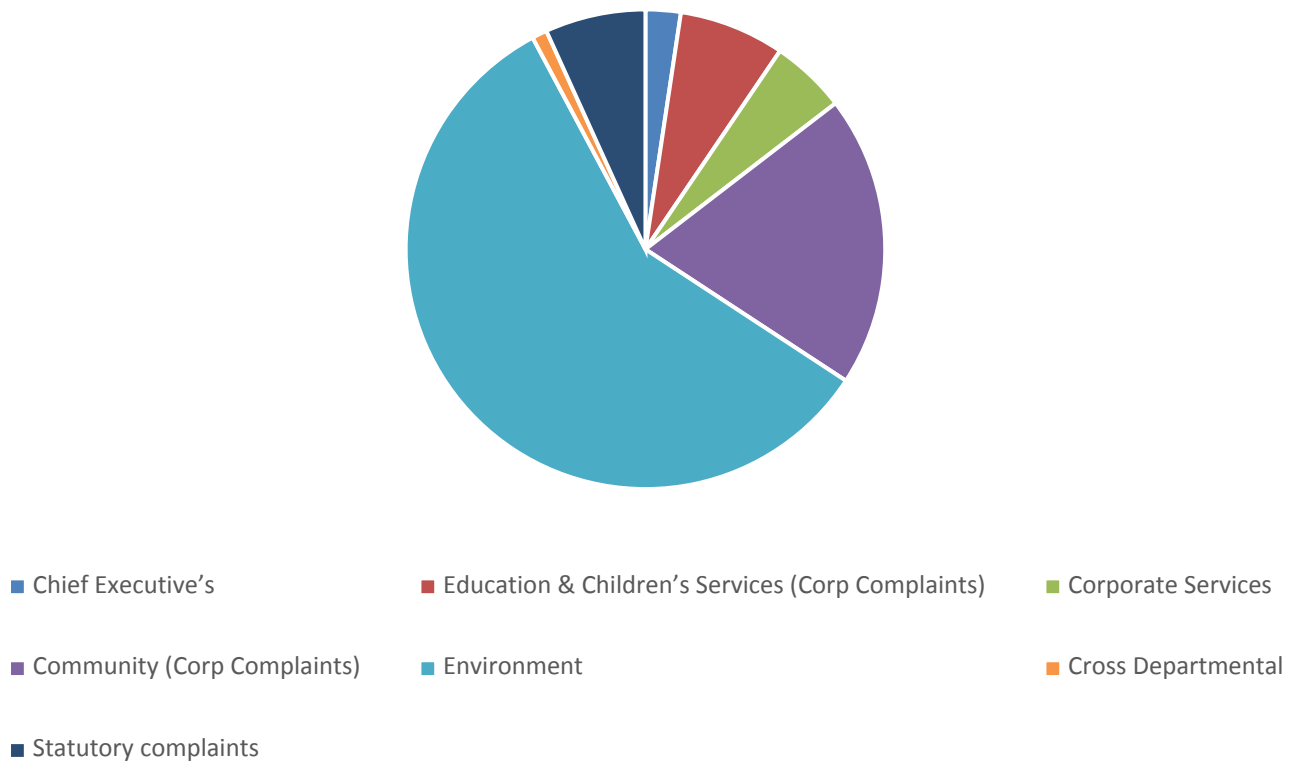
<b>Department</b>	<b>Total No. of complaints received</b>
Chief Executive's Department	7
Education & Children's Services (excl Statutory Complaints)	21
Corporate Services	15
Community Services (excluding Statutory Complaints)	58
Environment	171
Cross Departmental	3
Statutory complaints for Children Services, Adult Social Services and Mental Health and Learning Disabilities	20
<b>Total</b>	<b>295</b>

**\*\*Comparisons are approximations only due to departmental reorganisations\*\***

### Number of Complaints investigated & responded to during Q1 & Q2 2016/17 compared to 2015/16



### Complaints by Department 2016/17



## 5. Redirected Communication

The Complaints Team also addressed a further **308** “Redirects” – enquiries and requests for assistance which offered the team the opportunity to try and rectify difficulties before complaints arise. This figure would also include any dissatisfaction received regarding properly made Policy decisions which would not be addressed by the formal Complaints Policy.

<b>Department</b>	<b>Total No of Redirected communication received</b>
Chief Executive’s Department	16
Education & Children’s Services	19
Corporate Services	10
Community Services	90
Environment	156
Cross Departmental	13
External Providers	4
<b>Total</b>	<b>308</b>

## 6. Complaints with any equalities or Welsh language issues

During the first half of 2016/17 we received five complaints which involved specific Welsh language issues (Education & Children's Services 1, Communities 2, and Environment 2)

We did not receive any complaints which specifically concerned Equalities issues during Quarters 1 and 2 of 2016/17

## 7. Complaints determined by the Ombudsman

	Concluded by Ombudsman 2016-17 (quarters 1 and 2)	Settled	Ombudsman conclusion				
			Not upheld	Discontinued	Out of jurisdiction	Referred back to Authority	Upheld
Chief Executives	0	0	0	0	0	0	0
Education & Children's Services	1	0	0	0	1	0	0
Resources	0	0	0	0	0	0	0
Community Services	6	0	0	1	1	4	0
Environment	10	2	0	2	4	2	0
Cross Departmental Issues	1	0	0	0	0	1	0
<b>Total</b>	<b>18</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>0</b>

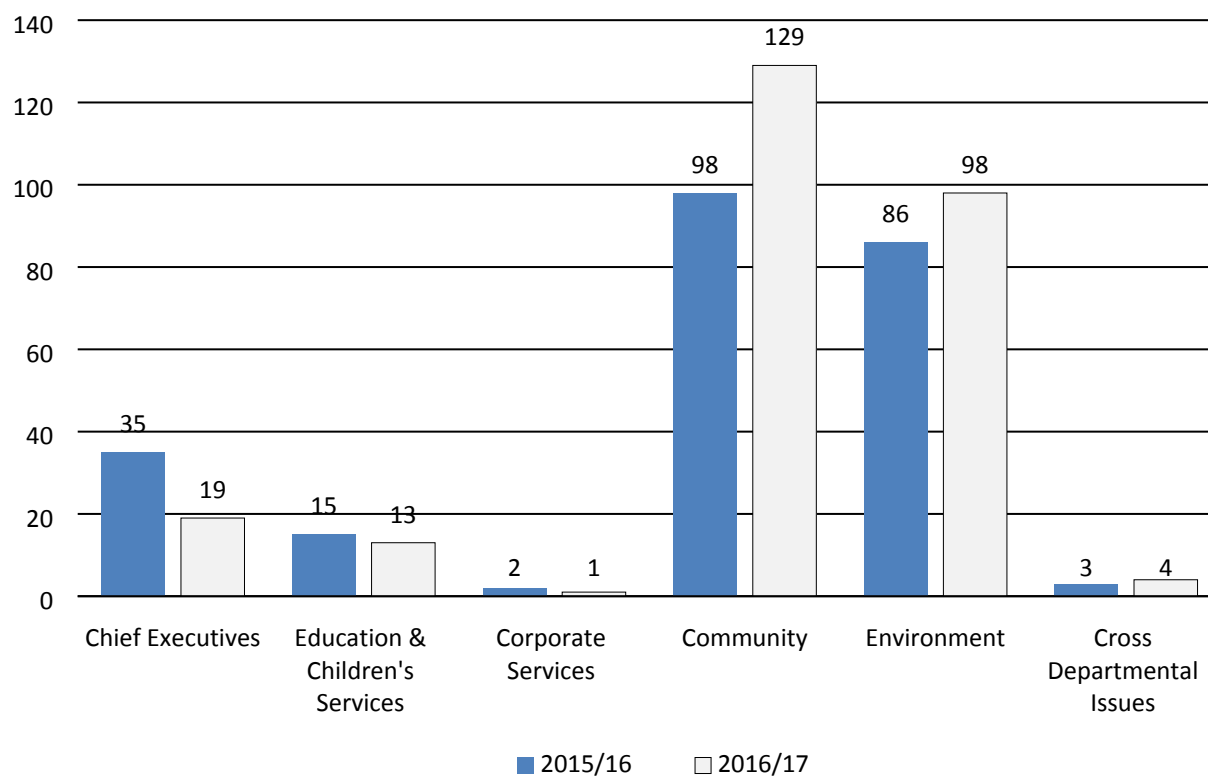
## 8. All Departments Compliments

Service	No. of compliments received
Chief Executives	19
Education & Children's Services	13
Corporate Services	1
Community Services	129
Environment	98
Cross Departmental Issues	4
<b>Total</b>	<b>264</b>

- The Authority received 264 compliments during the first half of 2016/17, compared to 239 for the same period in 2015/16.

**\*\*Comparisons are approximations only due to departmental reorganisations\*\***

### Number of compliments received during Q1 & Q2 2016/17 compared to 2015/16



## 9. Departmental Complaint & Compliment Analysis

### 9.1 Chief Executives

Complaints	Regeneration and Policy		People Management and Performance		Administration and Law		IT	
Stage 1 Complaints Investigated	6		0		1		0	
Upheld	4	67%	0	0%	0	0%	0	0%
Partially Upheld	2	33%	0	0%	1	100%	0	0%
Not Upheld	0	0%	0	0%	0	0%	0	0%
Stage 2 Complaints investigated	0		0		0		0	
Upheld	0	0%	0	0%	0	0%	0	0%
Partially Upheld	0	0%	0	0%	0	0%	0	0%
Not Upheld	0	0%	0	0%	0	0%	0	0%

#### Analysis of the nature of complaints and the trends

Registrars received one complaint that was upheld, it related to a delay in acknowledging and addressing a request for a death certificate for family history purposes.

A complaint was partially upheld for the Administration and Law section. It was acknowledged that a conversation could have been handled more effectively.

Customer Services apologised to a complainant who felt customer care was lacking. They were reassured that staff receive ongoing training on such matters. One complaint was upheld regarding the advice given surrounding a Council Tax enquiry. The Council Tax team advised that they would review the case and offer any additional guidance / training that may be required to their Customer Service Centre colleagues.

One complaint regarding the Contact Centre was upheld. An apology was given after the agent misinformed the caller regarding the details of an imminent visit from a Building Inspector. A new appointment was arranged for the tenant as soon as possible. One complaint regarding the Contact Centre was partially upheld. The complainant felt that the call handler was not as helpful as they could have been.

Compliments	Regeneration and Policy	IT
Compliments received	18	1

#### Analysis of the trends:

- Registrars received four compliments about the way in which they conducted wedding ceremonies *"...you made the ceremony so special...you made everything so personal", "what an absolute pleasure it was to have you there... You really did make the most important part of our day very, very special"*
- The *"excellent work"* of the Electoral Services Manager and her team was commented upon by a candidate

*“Always well briefed, courteous & professional... The process was conducted very efficiently”*

- The Complaints Team were thanked for assistance given to members of the public *“Thanks for your time, I really appreciated you looking into this for me”, Thank you so much. That is very helpful”*
- The Communications Team were complimented for work carried out on the Discover Carmarthenshire Website *“congratulate your department on changing the system for the better”*
- Compliments were received in relation to the manner of the staff working in the Customer Service Centres. *“very professional, compassionate & helpful in dealing with my enquiry, excellent service”, I felt that she gave me the time to deal with the query properly instead of fobbing me off”*
- Contact Centre staff were also complimented on the way they addressed matters for the public. *“Excellent Customer Service”, “prompt action by Contact Centre agent”*
- IT received a compliment for the support they provided during the election process *“Give them a pat on the back for their efforts before and during the Election process”*



## 9.2 Education and Children Services including Statutory Complaints Procedure (Covering Children Services)

	Children Services		Governance & Inclusion		Strategic Development		School Modernisation	
<b>Stage 1 Complaints Investigated</b>	11		8		2			
Upheld	1	9%	3	37%				
Partially Upheld	3	27%			1	50%		
Not Upheld	7	64%	5	63%	1	50%		
<b>Stage 2 Complaints Investigated</b>	2		1				1	
Upheld								
Partially Upheld			1	100%			1	100%
Not Upheld	2	100%						

### Analysis of the nature of complaints and the trends

- There has been an increase in complaints for Education & Children Services in comparison to the same period last year, up from the previous 9 complaints to this year's half year total of 25.
- 13 Children Services complaints are recorded, an increase from last year's 5.
- Education Services complaints have increased to 10 complaints, from a total of 3 for the equivalent period last year.
- Strategic Development received an additional one complaint, from last year's single complaint.
- Included in the Children's Services complaints were 2 Stage 2 Investigations, looked at by an officer independent from the Authority. Both were found to be not upheld. Of the 11 Stage 1 complaints, only 1 was found to be upheld. Concerns were raised by parents as to a report produced by a social worker. 7 were not upheld, and the remaining 3 were recorded as partially upheld.
- There were 2 Stage 2 complaints recorded for Education Services. One recorded against the Additional Learning Needs team as to the delivery of a child's statement for school. Elements of the complaint were partially upheld. The other stage 2 was recorded against the School Modernisation team. Issue's surrounding security lights. Again elements were partially upheld. 5 of the remaining Stage 1 complaints were not upheld.
- Of the two Strategic Development Stage 1 complaints, one was partially upheld and the other recorded as not upheld.

Compliments	Children Services	Improvements & Skills	Strategic Development	Governance & Inclusion
Compliments received	8	1	3	1

### Analysis of the trends

- There has not been any significant difference in the numbers of compliments received. This half year's total of 13 is slightly down on 15, for the same period last year.
- Compliments for Children Services related to the following areas :
  - Children in Need & Looked after Children – *'I'm thankful for your understanding, kindness, patience & love for your work. Keep making a difference'*.
  - Children with Disabilities – *'You have been my rock in my darkest hour. With your dedication & right intervention she has strived....'*
  - Children with Disabilities – *' Thank you for everything you have done for our family'*
  - Support Services (Family, Childcare, Play) – *'..staff show this commitment to others irrespective of age or gender. It's a great example.'* Relates to a Llys Caradog Residential Childcare Officer.
- Compliments for Education related to the following:
  - Governance and Inclusion – *'Thank you for preparing pupil data for us, this will save us a lot of time'*
  - Improvement and Skills – *'I cannot thank you enough for your support'*

### 9.3 Corporate Services

Complaints	Financial Services		Audit and Risk Management	
<b>Stage 1 Complaints Investigated</b>	15		0	
Upheld	3	20%	0	0%
Partially Upheld	1	7%	0	0%
Not Upheld	11	73%	0	0%
<b>Stage 2 Complaints Investigated</b>	0			
Upheld	0	0%	0	0%
Partially Upheld	0	0%	0	0%
Not Upheld	0	0%	0	0%
<b>Analysis of the nature of complaints and the trends</b>				
<ul style="list-style-type: none"> <li>15 complaints were received for Financial Services.</li> </ul> <p>Five complaints related to Council Tax. One complaint, relating to a delay in processing a Council Tax refund, was upheld. An apology was provided. It was a busy time of year, which meant payment took longer than usual. A second complaint was partially upheld. This complaint related to recovery action continuing for a payment which had been partially made.</p> <p>Ten complaints were received regarding Benefits, 2 of which were upheld. Two complaints related to incorrect documents being sent out. Apologies were provided and improvements are being made to processes to ensure it doesn't happen again.</p>				
<b>Compliments</b>	<b>Financial Services</b>			
Compliments received per division	1			
<b>Analysis of the trends:</b>				
<ul style="list-style-type: none"> <li><i>"Having good people working for you is a tremendous support - I'd class her as one of the best!"</i> – praise given to Financial Services for the support provided when setting up Shop Mobility</li> </ul>				

## 9.4 Community Services Department including Statutory Complaints Procedure (Covering Adult Social Care, MHL D)

Complaints	Cross Divisional		Primary, Community & Social Care		Mental Health & Learning Disabilities		Public Protection		Housing		Leisure	
Stage 1 Complaints Investigated	1		20		4		1		21		21	
Upheld	0	0%	3	15%	2	50%	0	0%	4	19%	9	43%
Partially Upheld	0	0%	12	60%	0	0%	1	100%	5	24%	5	24%
Not Upheld	1	100%	5	25%	2	50%	0	0%	12	57%	7	33%
Stage 2 Complaints investigated	0		0		0		1		3		2	
Upheld	0	0%	0	0%	0	0%	1	100%	0	0%	1	50%
Partially Upheld	0	0%	0	0%	0	0%	0	0%	1	33%	0	0%
Not Upheld	0	0%	0	0%	0	0%	0	0%	2	66%	1	50%

### Analysis of the nature of complaints and the trends

#### Primary, Community and Social Care

Three complaints were upheld. An apology was given regarding an assessment for Direct Payments. There had been a delay in updating the client and a report had detailed her name incorrectly. A reassessment was offered to ensure all details were correct. Concerns were raised by a mother regarding assistance to care for her children. She was thanked for highlighting where planning and dialogue between Adults and Children's Services could be strengthened. A complaint against Careline was also upheld. It related to difficulty getting through on a Saturday to report flooding. An apology was given, as well as assurances that staffing levels would be reviewed, where possible, as times of inclement weather.

Twelve complaints were partially upheld. Concerns included the availability of respite care, a delay in carrying out an assessment, the a delay in addressing a Blue Badge application, being unhappy with way care was provided in a care home, the level of support provided to assist with the hospital discharge process, outstanding queries regarding financial assessments, level of communication between Social Worker and client's family and poor time keeping from carers.

#### Mental Health and Learning Disabilities

The two complaints that were upheld related to the Transition Team. The firsts concerned general contact and advice given by the team. An apology was given and issues around communication were acknowledged. The second complaint raised concerns with a telephone conversation with a Social Worker. An apology was provided and concerns were discussed with those involved.

#### Public Protection

The partially upheld complaint related to waste which had been left in a rear lane. Unfortunately, there appeared to have been a failure for information to be passed internally in order that the matter could be addressed. The Stage 2 complaint that was upheld concerned a privately owned septic tank. It was acknowledged that, with hindsight, the matter could have been dealt with differently, which may

have brought the matter to a conclusion more swiftly.

### Housing

There were three complaints recorded at Stage 2. Of these, one was partially upheld, due to a delay in communication between the department and the complainant. The remaining two were both found to be not upheld.

21 Complaints were recorded at Stage 1, with only 4 found to be upheld. Communication issues between relevant teams and tenants, and the lack of bilingual signage at a sheltered housing were the concerns raised. 12 complaints were recorded as not upheld.

The remaining 5 complaints all had elements which led to each being recorded as partially upheld. These ranged from a delay with a bond payment to varying communication issues.

### Leisure

Two Stage 2 complaints were received, both in relation to Pembrey Country Park. A concern as to the booking procedures for the onsite camping facilities was upheld. The additional complaint was not upheld.

9 of the remaining 21 Stage 1 complaints were recorded as upheld. They ranged from difficulties at a Leisure centre while booking the gym, refreshment facilities at Pembrey Country Park, and an error in legislation, quoted by the Countryside Access team. It has now been corrected and the legal position has been clarified. 5 complaints were recorded as partially upheld, with the remaining 7 all not upheld.

Compliments	Primary, Community & Social Care	Mental Health & Learning Disabilities	Cross Divisional	Public Protection	Housing	Leisure
Compliments received	37	6	1	5	23	57

### Analysis of the trends

#### Primary, Community and Social Care

*"Thank you for all the care, attention, help and encouragement... you built up my confidence...thanks for your patience and support"* – convalescence beds

*"superb service... thanks for supplying the form so quickly, checking the progress and confirming the application was successful"* – Blue Badge team

*"Carers were outstanding - excellent and he is sincerely grateful to them"* – Internal Carers

*"It has been a difficult case. You have been very professional"* – Social Work Team

*"My Uncle was very pleased with the care team that you arranged to come in to help him"* – Social Work Team

Thanks were received for the recent help provided by Careline when a lady fell. She appreciated how quickly help was arranged.

#### Mental Health & Learning Disabilities

*"Please compliment the Staff at Llys Arthur...for the Care and diligence in support"*

*"He has helped me so much...kind, supportive & very understanding. Thanks for all that you do"* – Substance Misuse team

*"Thanks you for all your help, compassion & professionalism over the past months"* - Substance Misuse team

### **Cross Divisional**

*"It serves as a wonderful model of how life should be. Never been to a place so well thought out!" - Coleshill Centre Very Well Designed For Disabled*

### **Public Protection**

*"The report is well-structured, comprehensive & an example of best practice" – Welsh Government feedback on Local Air Quality Management Progress Report*

*"I am very grateful for your intervention" – assistance provided with noise pollution matter*

### **Housing**

*'Just wanted to thank you for your help in the beginning and for getting Gwalia Care to contact me' – Housing Officer*

*'Over the moon that we have helped with prevention fund and am grateful for all the Council's help' – Housing Options*

*'I felt you have treated me fairly, with kindness and respect' - Housing Options*

*'Many thanks to you and the team for acting so swiftly to help re-house the family' – Housing Options*

*'Her attitude and pro-active work ethos was fantastic – Homelessness Officer's support to a prison leaver.*

### **Leisure**

*Great customer service, helpful staff, excellent facilities and lovely coffee'- Llanelli Leisure Centre*

*'Thank you for your support leading up to the event, and the day itself' – Mini Olympic Event*

*'What a wonderful day we had in Wales, one of the highlights of our 3 week tour' – South African touring party's visit to Laugharne, and the Boathouse.*

*'Excellent to deal with you and your professionalism, and friendly approach' – Pembrey Country Park*

*'Many thanks. I can see it's been done today, excellent work' – Rights of Way Team*

*'I would like to express our appreciation of the help we received from Carmarthen Museum'*

## 9.5 Environment

Complaints	Planning		Street Scene		Property Services		Transport & Engineering	
<b>Stage 1 Complaints Investigated</b>	9		110		32		16	
Upheld			53	48%	20	62%	5	31%
Partially Upheld	6	66%	24	22%	6	19%	2	13%
Not Upheld	3	33%	33	30%	6	19%	9	56%
<b>Stage 2 Complaints Investigated</b>	2		1				1	
Upheld								
Partially Upheld	1	50%					1	100%
Not Upheld	1	50%	1	100%				

### Analysis of the trends

- **Overview**

Overall there has been a significant increase in complaints received for the department, compared to the same period last year, 171 complaints this half year, compared to 104 a year ago. Street Scene complaints have increase significantly to 111 (65 last year), with Property Services also increasing considerably to 32, from last years' 12. Planning complaints have decreased slightly from 15 this time last year, to 11. There remains a handful of Planning complaints nearing completion, which do overlap the cut-off date for this report.

- **Planning**

Both completed Stage 2 complaints were recorded as not upheld. One related to a residents concerns as to the way an Enforcement case had been handled; it included the advice they were given. The other Stage 2 concern was addressed by the Head of Legal Services.

'*Handling of correspondence*' and '*communication issues*' are highlighted within 5 of the 6 partially upheld complaints. The 3 remaining complaints, one of which concerned the Carmarthenshire LDP, were found to be not upheld.

- **Street Scene - Highways**

The Highways department received a total of 9 complaints, all recorded at stage 1. This figure has fallen from the 20 received during the equivalent period last year.

Two were upheld, one of which concerned the time taken to complete the maintenance of a road, and the inadequate signage which initially was in place. Two were partially upheld, with the remaining 5 recorded as not upheld.

- **Street Scene - Refuse, Recycling & Cleansing**

95 complaints were recorded for the department. 49 were upheld, 21 partially upheld with the remaining 25 recorded as not upheld.

The issues raised addressed various subjects such as the poor quality of garden waste sacks, litter being left behind after the refuse collections and damage caused to green food waste bins. There were a handful of complaints where collections were made early, therefore not abiding to advertised Bank Holiday collection days. The behaviour of individual crew members has also been highlighted in residents' complaints.

- **Street Scene – Remaining Complaints**

There were 6 other Stage 1 complaints. Issues highlighted covered a delay surrounding the removal of an abandoned vehicle and the cleanliness of public toilets. 2 of the 6 were recorded as upheld. Street Scene's only Stage 2 complaint was recorded as not upheld. A complaint re drainage issues.

- **Property Services**

9 of the 32 stage 1 complaints concerned delays with work being undertaken at council properties. Of these, 7 were upheld, and the remaining 2 partially upheld. Damage caused to property by contractors and employees were the focus of 4 complaints. 3 of these were upheld and the other, partially upheld. Lack of contact, or communication from the Authority to tenants is a theme in several complaints. Tenants having to contact the Authority a number of times as to the same concern. Overall 20 complaints were upheld, 6 partially upheld and the remaining 6 were not upheld.

- **Transport and Engineering**

2 of the 5 Parking Services complaints were upheld. One concerned the issue of a residents parking badge, and the second was in relation to an appeal for a parking fine. An administration delay, due to staff sickness was found to be at fault.

There were 4 Stage 1 and a single Stage 2 complaint recorded for Traffic Management. The Stage 2, *Traffic Calming Measures*, was recorded as partially upheld. This was due to a minor technicality highlighted by the complainant. One speed ramp was to be reshaped slightly.

None of the 4 School or Public Transport complaints were upheld.

The Engineering Design Team received 3 complaints. 2 were not upheld, with the remaining one, in relation to '*contractors lights on the site of a new school*', recorded as upheld.



Compliments	Planning	Street Scene	Property Services	Transport & Engineering	Cross Division
Compliments received per division	9	46	13	29	1

### Analysis of the trends

- **Planning**

*'Thank you for keeping me informed throughout. I am very grateful to you' – Enforcement*  
*'Thank you for the professional way you gave information about the planning application'*  
*'Rang the planning office, and encountered the most charming, helpful person ever'*  
*'Excellent service that has been provided to us by the Principal Building Control Surveyor'*  
*'Thank you for the very fast response to our request' – In relation to a planning enquiry.*

- **Street Scene - Highways**

*'Compliment the team for their prompt response to my concern regarding the manhole cover'*  
*'I am grateful for the swift attention to the pothole, only reported two days ago'*  
*'Team extremely helpful & obviously knowledgeable in this area, and of the work required'*  
*'Thanks to the inspector who arranged the repair of the paving slab outside my property'*

#### **Refuse, Recycling & Cleansing**

*'Bin men always jolly & helpful. We appreciate all that you do.'*  
*'Very polite & extremely helpful. Please pass on my thanks'*  
*'Thank you for your kindness & thoughtfulness' – Assistance when elderly resident had fallen.*  
*'Thanks to the crew who cleared the litter & black bags this morning from the lane'*

#### **Street Lighting**

*'Say a big thank you to the street lighting department as they have done a great job'*

#### **Environmental Enforcement**

*'Would like to say thank you for getting the abandoned car removed so quickly'*

- **Property Services**

*'They were wonderful. I can only praise the Council' – Roofers' prompt response in bad weather.*  
*'Thank the voids officer for his assistance in resolving my heating problems'.*  
*'He is a professional young man who you should be proud to have in your team'. Building Inspector*  
*'All workmen have been considerate and friendly whilst doing the work'. Tenants new roof*  
*'Impressed with the efficiency, swiftness & excellent quality of work from the team' - The Hub*

- **Transport and Engineering**

*'Installation of the two bollards has made the area around the ditch much safer. Thank you'*  
*'Appreciate personal input managing this project & I sincerely thank you'*  
*'Confident that the Road Safety Works will contribute greatly to the safety of pedestrians'*  
*'Skills learnt during the Dragon Rider Course will lead to safer, and increased riding pleasure'*

## 9.6 Cross Departmental

Complaints	Cross Departmental	
Stage 1 Complaints Investigated	2	
Upheld	0	0%
Partially Upheld	0	0%
Not Upheld	2	100%
Stage 2 Complaints investigated	1	
Upheld	0	0%
Partially Upheld	0	0%
Not Upheld	1	100%
<b>Analysis of the nature of complaints and the trends</b>		
<p>None of the Cross Departmental complaints were upheld / partially upheld.</p> <p>One of the complaints raised related to Planning Enforcement and Legal matters, one concerned missing Blue Badge documents that had been handed in at The Hub and the other referred to correspondence which had been sent to a number of sections within the authority.</p>		
<b>Compliments</b>	4	
<b>Analysis of the trends</b>		
<p>The Freedom of Information, HR and Accountancy teams were praised for the work carried out on a request for data:  <i>"Comprehensive and detailed response to our request - it is very gratefully received"</i></p> <p><i>Thanks for support given by Museum Service &amp; Grounds Staff - very helpful" - Parc Howard Summer Family Event</i></p> <p><i>"Enthusiastic assistance given - staff could not have been more helpful with the preparations - Queen's 90th Birthday Celebrations</i></p> <p>Thank were passed on to a Housing Officer &amp; Building Inspector for their <i>"Courteous manner....constructive efforts to help us whilst adhering to council policies &amp; rules"</i></p>		

**SOCIAL CARE & HEALTH SCRUTINY  
COMMITTEE  
17<sup>th</sup> NOVEMBER 2016**

**Revenue & Capital Budget  
Monitoring Report 2016/17**

**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 31<sup>st</sup> August 2016, in respect of 2016-17.

**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)

<p><b>Directorate:</b> Corporate Services</p> <p><b>Name of Head of Service:</b> Owen Bowen</p> <p><b>Report Author:</b> Owen Bowen</p>	<p><b>Designation:</b></p> <p>Head of Financial Services</p>	<p><b>Tel No. / E-Mail Address:</b></p> <p>01267 224886 <a href="mailto:obowen@carmarthenshire.gov.uk">obowen@carmarthenshire.gov.uk</a></p>
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## EXECUTIVE SUMMARY

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 17<sup>th</sup> NOVEMBER 2016

## Revenue & Capital Budget Monitoring Report 2016/17

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 £688k overspend.

#### Appendix B

Report on Main Variances on agreed budgets.

#### Appendix C

Detail variances for information purposes only.

### Capital Budgets

#### Appendix D

Details the main variances, which shows a forecasted net spend of £1,006k compared with a working net budget of £2,564k giving a £-1,558k variance. The variance will be slipped into future years, as the funding will be required to ensure that the schemes are completed.

#### Appendix E

Detail variances on all schemes for information purposes only.

**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: Owen Bowen Head of Financial 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 £688k.

Capital– The capital programme shows a net variance of -£1,558k against the 2016/17 approved budget.

## CONSULTATIONS

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

Signed: Owen Bowen Head of Financial 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
2016/17 Budget	Corporate Services Department, County Hall, Carmarthen

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**Social Care & Health Scrutiny Report**  
**Budget Monitoring as at 31st August 2016 - Summary**

Division	Working Budget				Forecasted				August 2016 Forecasted Variance for Year £'000	June 2016 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		
<b>Adult Services</b>										
Older People	50,355	-17,715	3,124	35,764	51,865	-18,341	3,124	36,649	884	1,184
Physical Disabilities	5,987	-740	92	5,339	5,665	-757	92	5,001	-339	-351
Learning Disabilities	31,164	-8,462	1,349	24,051	31,199	-8,115	1,349	24,433	383	100
Mental Health	9,038	-3,322	130	5,847	8,829	-3,286	130	5,673	-173	-41
Director's Office	966	0	116	1,081	942	0	116	1,058	-24	-14
Support	3,932	-1,705	698	2,925	4,061	-1,877	698	2,882	-43	-33
<b>GRAND TOTAL</b>	<b>101,442</b>	<b>-31,943</b>	<b>5,509</b>	<b>75,008</b>	<b>102,561</b>	<b>-32,375</b>	<b>5,509</b>	<b>75,696</b>	<b>688</b>	<b>845</b>

## Social Care & Health Scrutiny Report

### Budget Monitoring as at 31st August 2016 - Main Variances

Page 88	Division	Working Budget		Forecasted		August 2016 Forecasted Variance for Year £'000	Notes	June 2016 Forecasted Variance for Year £'000
		Expenditure £'000	Income £'000	Expenditure £'000	Income £'000			
	<b>Adult Services</b>							
	<b>Older People</b>							
	Older People - Commissioning	2,858	-19	2,826	-19	-32	Staff vacancies	-81
	Older People - Private/ Vol Homes	17,488	-8,954	18,493	-9,264	695	Net effect of efficiencies slippage and additional placements	671
	Older People - Extra Care	784	0	935	0	152	Lower than anticipated saving from contract renegotiations	152
	Older People - Direct Payments	614	0	696	0	82	Increase in packages	60
	Older People - Grants	268	0	237	0	-31	Reduced grant payments	0
	Older People - Private Home Care	9,320	-2,003	9,725	-2,003	405	Net effect of efficiencies slippage and additional care hours	611
	Older People - Ssmss	1,063	-228	1,040	-275	-69	Staff vacancies and reduced spend on supplies & services	-25
	Older People - Careline	1,060	-1,165	1,211	-1,450	-134	Additional staffing & other costs offset by additional income	-134
	Older People - Enablement	2,077	-800	1,738	-800	-338	Staff vacancies	-303
	Older People - Day Services	1,059	-76	1,215	-65	167	Efficiencies slippage £150k, staff vacancies and additional private day care provision - proposal to CMT to reduce spend with a significant re-shape of the service.	217
	<b>Physical Disabilities</b>							
	Phys Dis - Commissioning & OT Services	598	-71	525	-71	-73	Staff vacancies	-65
	Phys Dis - Private/Vol Homes	561	-111	519	-111	-42	Reduction in packages	-40
	Phys Dis - Group Homes/Supported Living	1,358	-116	1,282	-116	-77	Reduction in packages	-28
	Phys Dis - Community Support	90	0	50	0	-41	Reduction in packages	-53
	Phys Dis - Direct Payments	1,831	0	1,759	0	-72	Reduction in packages	-175
	<b>Learning Disabilities</b>							
	Learn Dis - Employment & Training	2,404	-891	2,371	-733	125	Reduction in grant for Workchoice programme, and sale of meals in cafes.	0
	Learn Dis - Commissioning	891	0	915	0	24	Additional salary costs	53
	Learn Dis - Direct Payments	1,275	0	1,446	0	170	Increase in packages	144
	Learn Dis - Group Homes/Supported Living	6,295	-1,068	6,323	-1,068	27	Increase in packages	-122
	Learn Dis - Adult Respite Care	932	-812	905	-812	-28	Staff vacancy	-20
	Learn Dis - Day Services	3,067	-258	3,113	-246	59	Additional packages of care	-0
	Learn Dis - Transition Service	502	0	469	0	-34	Staff vacancies	5
	Learn Dis - Community Support	2,150	-137	2,121	-137	-29	Reduction in packages	0
	Learn Dis - Grants	156	0	248	0	92	Partial non achievement of efficiencies savings re grants to voluntary organisations	123



**Social Care & Health Scrutiny Report**  
**Budget Monitoring as at 31st August 2016 - Main Variances**

Division	Working Budget		Forecasted		August 2016	Notes	June 2016
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
<b>Mental Health</b>							
M Health - Private/Vol Homes	6,268	-2,874	6,118	-2,840	-116	Reduction in placement costs	-63
M Health - Group Homes/Supported Living	474	-128	440	-128	-35	Reduction in placement costs	-48
M Health - Substance Misuse Team	338	-142	313	-142	-24	Staff vacancy	-10
<b>Director's Office</b>							
Ssmss - Adult Safeguarding & Improvement Team	966	0	942	0	-24	Staff vacancy	-14
<b>Support</b>							
Departmental Support	2,424	-138	2,375	-147	-58	Reduced spend on supplies & services	-39
Other Variances					-53		32
<b>Grand Total</b>					<b>688</b>		<b>845</b>

**Social Care & Health Scrutiny Report**  
**Budget Monitoring as at 31st August 2016 - Detail Monitoring**

Page 90	Division	Working Budget				Forecasted				August 2016 Forecasted Variance for Year £'000	Notes	June 2016 Forecasted Variance for Year £'000
		Expenditure	Income	Net non- controllable	Net	Expenditure	Income	Net non- controllable	Net			
		£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000			
	<b>Adult Services</b>											
	<b>Older People</b>											
	Older People - Commissioning	2,858	-19	411	3,250	2,826	-19	411	3,219	-32	Staff vacancies	-81
	Older People - LA Homes	6,981	-3,852	1,147	4,276	6,955	-3,848	1,147	4,255	-21		16
	Older People - Private/ Vol Homes	17,488	-8,954	75	8,609	18,493	-9,264	75	9,304	695	Net effect of efficiencies slippage and additional placements	671
	Older People - Private Day Care	14	0	0	14	21	0	0	21	7		0
	Older People - Extra Care	784	0	4	788	935	0	4	940	152	Lower than anticipated saving from contract renegotiations	152
	Older People - LA Home Care	6,475	-419	587	6,644	6,475	-419	587	6,643	-0		0
	Older People - MOW's	295	-198	12	108	297	-197	12	112	4		0
	Older People - Direct Payments	614	0	1	615	696	0	1	697	82	Increase in packages	60
	Older People - Grants	268	0	2	270	237	0	2	239	-31	Reduced grant payments	0
	Older People - Private Home Care	9,320	-2,003	157	7,473	9,725	-2,003	157	7,878	405	Net effect of efficiencies slippage and additional care hours	611
	Older People - Ssmss	1,063	-228	308	1,143	1,040	-275	308	1,074	-69	Staff vacancies and reduced spend on supplies & services	-25
	Older People - Careline	1,060	-1,165	191	86	1,211	-1,450	191	-49	-134	Additional staffing & other costs offset by additional income	-134
	Older People - Enablement	2,077	-800	104	1,381	1,738	-800	104	1,043	-338	Staff vacancies	-303
	Older People - Day Services	1,059	-76	124	1,107	1,215	-65	124	1,274	167	Efficiencies slippage £150k, staff vacancies and additional private day care provision - proposal to CMT to reduce spend with a significant re-shape of the service.	217
	<b>Older People Total</b>	<b>50,355</b>	<b>-17,715</b>	<b>3,124</b>	<b>35,764</b>	<b>51,865</b>	<b>-18,341</b>	<b>3,124</b>	<b>36,649</b>	<b>884</b>		<b>1,184</b>
	<b>Physical Disabilities</b>											
	Phys Dis - Commissioning & OT Services	598	-71	48	575	525	-71	48	502	-73	Staff vacancies	-65
	Phys Dis - Private/Vol Homes	561	-111	1	451	519	-111	1	409	-42	Reduction in packages	-40
	Phys Dis - Group Homes/Supported Living	1,358	-116	6	1,249	1,282	-116	6	1,172	-77	Reduction in packages	-28
	Phys Dis - Community Support	90	0	0	90	50	0	0	50	-41	Reduction in packages	-53
	Phys Dis - Private Home Care	414	0	0	414	414	-10	0	404	-10		0
	Phys Dis - Aids & Equipment	986	-442	35	578	977	-449	35	563	-15		1
	Phys Dis - Grants	140	0	0	140	132	0	0	132	-9		10
	Phys Dis - Direct Payments	1,831	0	3	1,834	1,759	0	3	1,762	-72	Reduction in packages	-175
	Phys Dis - Manual Handling	8	0	0	8	8	0	0	8	0		0
	<b>Physical Disabilities Total</b>	<b>5,987</b>	<b>-740</b>	<b>92</b>	<b>5,339</b>	<b>5,665</b>	<b>-757</b>	<b>92</b>	<b>5,001</b>	<b>-339</b>		<b>-351</b>

**Social Care & Health Scrutiny Report**  
**Budget Monitoring as at 31st August 2016 - Detail Monitoring**

Division	Working Budget				Forecasted				August 2016 Forecasted Variance for Year £'000	Notes	June 2016 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			
<b>Learning Disabilities</b>											
Learn Dis - Employment & Training	2,404	-891	332	1,845	2,371	-733	332	1,969	125	Reduction in grant for Workchoice programme, and sale of meals in cafes.	0
Learn Dis - Commissioning	891	0	74	965	915	0	74	989	24	Additional salary costs	53
Learn Dis - Private/Vol Homes	10,047	-3,157	16	6,907	9,858	-2,979	16	6,895	-12		-66
Learn Dis - Direct Payments	1,275	0	0	1,275	1,446	0	0	1,446	170	Increase in packages	144
Learn Dis - Group Homes/Supported Living	6,295	-1,068	10	5,238	6,323	-1,068	10	5,265	27	Increase in packages	-122
Learn Dis - Adult Respite Care	932	-812	105	226	905	-812	105	198	-28	Staff vacancy	-20
Learn Dis - Home Care Service	141	0	0	141	141	0	0	141	0		0
Learn Dis - Day Services	3,067	-258	316	3,124	3,113	-246	316	3,183	59	Additional packages of care	-0
Learn Dis - Transition Service	502	0	64	567	469	0	64	533	-34	Staff vacancies	5
Learn Dis - Community Support	2,150	-137	5	2,018	2,121	-137	5	1,989	-29	Reduction in packages	0
Learn Dis - Grants	156	0	7	162	248	0	7	254	92	Partial non achievement of efficiencies savings re grants to voluntary organisations	123
Learn Dis - Adult Placement/Shared Lives	2,766	-2,139	76	703	2,766	-2,139	76	703	0		0
Learn Dis/M Health - Ssmss	536	0	344	880	524	0	344	868	-12		-16
<b>Learning Disabilities Total</b>	<b>31,164</b>	<b>-8,462</b>	<b>1,349</b>	<b>24,051</b>	<b>31,199</b>	<b>-8,115</b>	<b>1,349</b>	<b>24,433</b>	<b>383</b>		<b>100</b>
<b>Mental Health</b>											
M Health - Commissioning	837	-69	74	842	842	-69	74	847	5		18
M Health - Private/Vol Homes	6,268	-2,874	9	3,403	6,118	-2,840	9	3,287	-116	Reduction in placement costs	-63
M Health - Group Homes/Supported Living	474	-128	0	346	440	-128	0	312	-35	Reduction in placement costs	-48
M Health - Direct Payments	132	0	0	132	138	0	0	138	5		9
M Health - Community Support	673	-98	2	576	676	-98	2	579	3		58
M Health - Day Services	223	-10	16	228	208	-8	16	216	-13		-5
M Health - Private Home Care	93	0	0	93	93	0	0	93	0		0
M Health - Substance Misuse Team	338	-142	30	225	313	-142	30	201	-24	Staff vacancy	-10
<b>Mental Health Total</b>	<b>9,038</b>	<b>-3,322</b>	<b>130</b>	<b>5,847</b>	<b>8,829</b>	<b>-3,286</b>	<b>130</b>	<b>5,673</b>	<b>-173</b>		<b>-41</b>

**Social Care & Health Scrutiny Report**  
**Budget Monitoring as at 31st August 2016 - Detail Monitoring**

Page 92 Division	Working Budget				Forecasted				August 2016	Notes	June 2016
	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Expenditure £'000	Income £'000	Net non- controllable £'000	Net £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
<b>Director's Office</b>											
Ssmss - Adult Safeguarding & Improvement Team	966	0	116	1,081	942	0	116	1,058	-24	Staff vacancy	-14
<b>Director's Office Total</b>	<b>966</b>	<b>0</b>	<b>116</b>	<b>1,081</b>	<b>942</b>	<b>0</b>	<b>116</b>	<b>1,058</b>	<b>-24</b>		<b>-14</b>
<b>Support</b>											
Departmental Support	2,424	-138	639	2,925	2,375	-147	639	2,867	-58	Reduced spend on supplies & services	-39
Regional Collaborative	0	0	0	0	163	-163	0	0	0		-0
Holding Acc-Transport	1,508	-1,567	59	-0	1,523	-1,567	59	15	15		6
<b>Support Total</b>	<b>3,932</b>	<b>-1,705</b>	<b>698</b>	<b>2,925</b>	<b>4,061</b>	<b>-1,877</b>	<b>698</b>	<b>2,882</b>	<b>-43</b>		<b>-33</b>
<b>TOTAL FOR SOCIAL CARE &amp; HEALTH SERVICE</b>	<b>101,442</b>	<b>-31,943</b>	<b>5,509</b>	<b>75,008</b>	<b>102,561</b>	<b>-32,375</b>	<b>5,509</b>	<b>75,696</b>	<b>688</b>		<b>845</b>

<b>Capital Programme 2016/17</b>						
<b>Capital Budget Monitoring - Report for August 2016 - Main Variances</b>						
	<b>Working Budget</b>			<b>Forecasted</b>		
	<b>Expenditure £'000</b>	<b>Income £'000</b>	<b>Net £'000</b>	<b>Expenditure £'000</b>	<b>Income £'000</b>	<b>Net £'000</b>
<b>DEPARTMENT/SCHEMES</b>						
<b>SOCIAL CARE</b>	<b>2,564</b>	<b>0</b>	<b>2,564</b>	<b>1,006</b>	<b>0</b>	<b>1,006</b>
<b>Learning Disabilities Accomodation Developments</b>	228	0	228	0	0	0
<b>Carmarthen Area Extra Care</b>	576	0	576	346	0	346
<b>Ammanford / Llandybie Extra Care</b>	260	0	260	160	0	160
<b>Extra Care - Llanelli Area</b>	1,500	0	1,500	500	0	500

<b>Variance for Year £'000</b>	<b>Comment</b>
<b>-1,558</b>	
<b>-228</b>	Options are being considered for the location of future learning disability provision as part of a review of council buildings
<b>-230</b>	Contingencies included in contract not fully utilised - final sum yet to be agreed - Savings identified
<b>-100</b>	Contingencies included in contract not fully utilised - final sum yet to be agreed - Savings identified
<b>-1,000</b>	Options/Appraisals being considered for potential scheme

Capital Programme 2016/17							
Social Care Capital Budget Monitoring - Scrutiny Report for August 2016 - Detailed Variances							
		Working Budget			Forecasted		
		Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Scheme	Target Date for Completion						
<b>Learning Disabilities Accomodation Developments</b>		<b>228</b>	<b>0</b>	<b>228</b>	<b>0</b>	<b>0</b>	<b>0</b>
Learning Disabilities Developments	Ongoing	228	0	228	0	0	0
<b>Extra Care Schemes</b>		<b>2,336</b>	<b>0</b>	<b>2,336</b>	<b>1,006</b>	<b>0</b>	<b>1,006</b>
Carmarthen Area Extra Care	Completed	576	0	576	346	0	346
Ammanford / Llandybie Extra Care	Completed	260	0	260	160	0	160
Extra Care - Llanelli Area	Ongoing	1,500	0	1,500	500	0	500
<b>NET BUDGET</b>		<b>2,564</b>	<b>0</b>	<b>2,564</b>	<b>1,006</b>	<b>0</b>	<b>1,006</b>

Variance for Year £'000	Comment
<b>-228</b>	
-228	Options are being considered for the location of future learning disability provision as part of a review of council buildings
<b>-1,330</b>	
-230	Contingencies included in contract not fully utilised - final sum yet to be agreed - Savings identified
-100	Contingencies included in contract not fully utilised - final sum yet to be agreed - Savings identified
-1,000	Options/Appraisals being considered for potential scheme
<b>-1,558</b>	

## EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS

**SCRUTINY COMMITTEE :**            **SOCIAL CARE & HEALTH**

**DATE OF MEETING :**            **17<sup>TH</sup> NOVEMBER, 2016**

ITEM	RESPONSIBLE OFFICER	EXPLANATION	REVISED SUBMISSION DATE
<b>Social Care &amp; Health Scrutiny Committee Actions and Referrals Update</b>	Catherine Gadd, Democratic Services Officer	Due to the size of the agenda the Chair agreed that this report be deferred.	12 <sup>th</sup> December, 2016
<b>Safeguarding Adults from Abuse – Annual Report 2015/16</b>	Avril Bracey, Head of Mental Health & Learning Disabilities	Due to the size of the agenda the Chair agreed that this report be deferred.	12 <sup>th</sup> December, 2016
<b>Information, Advice and Assistance (IAA)</b>	Rhian Dawson, Head of Integrated Services	Due to the size of the agenda the Chair agreed that this report be deferred.	TBC
<b>Update on the ARCH Project</b>	Rhian Dawson, Head of Integrated Services	Due to the size of the agenda the Chair agreed that this report be deferred.	TBC
<b>Revised Charging Policy</b>	Lyn Walters, Senior Business Support Manager & Rhys Page Area Business Support Manager	Due to the size of the agenda the Chair agreed that this report be deferred.	TBC
<b>TIC Project Update</b>	Jon Owen, TIC Programme Manager	Due to the size of the agenda the Chair agreed that this report be deferred.	6 <sup>th</sup> March, 2017

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**TUESDAY, 20<sup>TH</sup> SEPTEMBER, 2016**

**PRESENT:** Councillor G. Thomas [Chair]

**Councillors:**

S.M. Allen, S.M. Caiach, I.W. Davies, T.T. Defis, W.T. Evans, H.I. Jones, D.J.R. Llewellyn, K. Madge, E. Morgan, B.A.L. Roberts, E.G. Thomas, J. Williams and J.S. Williams

**Also in attendance:**

Councillor J. Tremlett - Executive Board Member for Social Care & Health

**The following officers were in attendance:**

Ms A. Bracey - Head of Mental Health & Learning Disability  
 Ms Silvana Sauro - Performance Review Officer  
 Ms J. Wood - Service Leader for Occupational Therapy  
 Mr D. Eldred - Group Accountant  
 Mrs A. Thomas - Senior Accountant  
 Mrs M. Evans Thomas - Principal Democratic Services Officer

**Chamber, 3 Spilman Street, Carmarthen : 10.00 a.m. - 12.15 p.m.**

**1. APOLOGIES FOR ABSENCE**

There were no apologies for absence.

**2. DECLARATIONS OF PERSONAL INTERESTS**

<b>Councillor</b>	<b>Minute No(s)</b>	<b>Nature of Interest</b>
Councillor H.I. Jones	Minute Nos. 6 and 7	Granddaughter works in Prince Philip Hospital. Daughter-in-law is a foster carer in Children's Services
Councillor K. Madge	Minute Nos. 6 and 7	Daughter works in Social Services. Wife works in Amman Valley Hospital
Councillor E. Morgan	Minute Nos. 6 and 7	Daughter is a staff nurse
Councillor B.A.L. Roberts	Minute Nos. 6 and 7	Daughter is a health visitor

Councillor J. Williams	Minute Nos. 6 and 7	She is an unpaid carer for her husband
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### 3. DECLARATION OF PROHIBITED PARTY WHIPS

There were no declarations of prohibited party whips.

### 4. PUBLIC QUESTIONS (NONE RECEIVED)

The Chair advised that no public questions had been received.

### 5. FORTHCOMING ITEMS

**RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting to be held on Thursday, 17<sup>th</sup> November, 2016 be noted.**

### 6. DEPRIVATION OF LIBERTY (DoLS)

[NOTE: Councillors H.I. Jones, K. Madge, E. Morgan, B.A.L. Roberts and J. Williams had all earlier declared interests in this item.]

The Committee considered a report providing an update on the implementation of the Deprivation of Liberty Safeguards (DoLS) legislation, the effect of developing case law and the action being taken to mitigate the associated risks.

DoLS form part of the Mental Capacity Act 2005 and were introduced in England and Wales in April 2009. They were introduced in order to provide a legal framework for vulnerable people in care homes and hospitals who lack mental capacity. The safeguards exist to provide a proper legal process and suitable protection in those circumstances where deprivation of liberty appears to be unavoidable, in a person's own best interest. The responsibility for DoLS is held within the Safeguarding Team and a database is held of all applications and authorisations. A statistical return is submitted to the Welsh Government on an annual basis.

The following issues were raised on the report:-

- Concern was expressed over the fact that the Authority currently has 483 referrals in the red category and an assurance was sought that this figure will decrease. The Head of Mental Health and Learning Disability explained that the number of front line staff has been increased and other proactive measures have been introduced to try to reduce the waiting list;
- Concern was expressed regarding the small amount of money allocated to Local Authorities to undertake the requirements of this new legislation and officers were asked if it would be possible for Local Authorities to get together to lobby the Welsh Government in this regard. The Head of Mental Health and Learning Disability informed the Committee that Local Authorities have provided feedback to the WG. All Welsh Local Authorities are implementing the legislation in the same way and there is ongoing dialogue between Authorities with regard to the implementation of the legislation.

## **RESOLVED**

- 6.1 that the report be received;**
- 6.2 that the Committee receive an update report on DoLS in the new year;**
- 6.3 that the Executive Board Member for Social Care and Health be requested to write to the Welsh Government expressing the Committee's concerns over the financial implications of the new legislation and the insufficient funding provided;**
- 6.4 that the Executive Board Member for Social Care and Health be requested to raise the Committee's concerns over the financial implications of the new legislation and the insufficient funding provided at the W.L.G.A. Social Services Policy Group.**

## **7. PERFORMANCE MONITORING 2016-17 - QUARTER 1**

[NOTE: Councillors H.I. Jones, K. Madge, E. Morgan, B.A.L. Roberts and J. Williams had all earlier declared interests in this item.]

The Committee considered the 2016/17 Improvement Plan Performance Monitoring Report, which detailed progress made against the actions and measures contained therein relevant to the Committee's remit, as at 30<sup>th</sup> June, 2016 in respect of Quarter 1.

The following issues were raised on the report:-

- Concern was expressed that a lack of carers was to blame for the problems being experienced with bed blocking. The Service Leader for Occupational Therapy advised the Committee that a lot of work is being done with our providers looking at capacity issues. She added that there are challenges, however, with the new framework in place, things are improving. The Head of Mental Health and Learning Disability advised the Committee that there is a plan in place to look at the recruitment of carers, which she agreed to circulate to the Committee for information;
- In response to a question as to whether the service is ready for the approaching winter season, the Committee was advised that winter pressures are already being discussed at weekly meetings.

**RESOLVED that the report be received.**

## **8. REVENUE & CAPITAL BUDGET MONITORING REPORT**

The Committee considered the Revenue & Capital Budget Monitoring Report in relation to the Social Care & Health Service which provided an update on the latest budgetary position as at 30<sup>th</sup> June, 2016, in respect of the 2016/17 financial year.

The Social Care & Health Service was projecting an overspend of £845k on the Revenue Budget and a net variance of -£2,360k against the 2016/17 approved Capital Budget.

The following issues were raised on the report:-

- Reference was made to the projected overspend and concern was expressed that winter pressures had yet to be taken into account. Officers were asked how confident they are of being able to reduce the overspend by the end of the year. The Group Accountant explained that work is ongoing in terms of trying to reduce the overspend. With regard to the winter pressure he conceded that it was very difficult to gauge the demand;
- Concern was expressed that the £230k underspend from the Ammanford Extra Care Scheme was used to purchase the Guildhall in Carmarthen and it was felt that, as this money was allocated for the Ammanford area, any slippage should have been spent on social care in the Ammanford area. The Committee was advised that the money was not a general allocation for Social Care within the Ammanford area but a specific allocation for the Ty Dyffryn Extra Care Scheme within the Authority's capital programme. The scheme was completed within budget. An element of contingency is built into such schemes to cover any unforeseen costs and it was from this contingency fund that the money was used;
- Reference was made to the fact that Extra Care Schemes have been completed in Carmarthen and Ammanford and officers were asked for an update on the Llanelli scheme.

## **RESOLVED**

**8.1 that the report be received;**

**8.2 that arrangements be made for the Committee to visit the Extra Care Scheme in Ammanford;**

**8.3 that the Committee receive an update on the Arch project, including the Extra Care Scheme in the Llanelli area, at the next meeting.**

## **9. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS**

The Committee noted the reasons for the non-submission of four reports, which would be presented to the next meeting instead.

**RESOLVED that the explanation for the non-submissions be noted.**

## **10. SOCIAL CARE & HEALTH SCRUTINY COMMITTEE ANNUAL REPORT 2015/16**

The Committee received an Annual Report detailing its work during the 2015/16 municipal year. The report had been prepared in accordance with Article 6.2 of the Council's Constitution.

The report provided an overview of the Committee's work programme and the key issues considered including those issues referred to/from the Executive Board and

other Scrutiny Committees. The report also provided details of development sessions and site visits arranged for the Committee as well as attendance data.

The following issues were raised on the report:-

- Reference was made to page 66 and the use of the phrase “in-place” in relation to the Local Ageing Well Plans and it was felt that the phrase “at home and within their community” would be more appropriate. Officers agreed to amend the wording accordingly;
- Concern was expressed at the problems being experienced at the Cwm Aur Residential Home in Llanybydder. The Committee was informed that regular meetings about Cwm Aur are being held between the Executive Board Member for Social Care & Health, the Local Member and officers and the Committee would receive an update at the earliest opportunity.

**UNANIMOUSLY RESOLVED that the Social Care & Health Scrutiny Committee’s Annual Report 2015/16 be endorsed.**

**11. MINUTES - JOINT EDUCATION & CHILDREN AND SOCIAL CARE & HEALTH SCRUTINY COMMITTEE - 23RD MAY, 2016**

**RESOLVED that the minutes of the Joint Education & Children and Social Care & Health Scrutiny Committee held on 23<sup>rd</sup> May, 2016 be received.**

**12. MINUTES - 16TH MAY, 2016**

**RESOLVED that the minutes of the meeting of the Committee held on 16<sup>th</sup> May, 2016 be signed as a correct record.**

**13. MINUTES - 15TH JUNE, 2016**

**RESOLVED that the minutes of the meeting of the Committee held on 15<sup>th</sup> June 2016 be signed as a correct record.**

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**CHAIR**

\_\_\_\_\_  
**DATE**

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## JOINT ENVIRONMENTAL & PUBLIC PROTECTION AND SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

Monday, 26th September 2016

**PRESENT:** Councillor A.P. Cooper (Chair)

**Environment & Public Protection:**

Councillors A. Davies, D.B. Davies, I.W. Davies, J.A. Davies, P.M. Edwards, D.C. Evans, I.J. Jackson, A. James, J.D. James (In place of W.G. Thomas), W.J. Lemon, A.D.T. Speake, S.E. Thomas, D.E. Williams

**Social Care & Health:**

Councillors S.M. Allen, I.W. Davies, W.T. Evans, H.I. Jones, D.J.R. Llewellyn, K. Madge, E. Morgan, B.A.L. Roberts, E.G. Thomas, G. Thomas and J.S. Williams;

**Also in attendance:**

Councillor P.A. Palmer – Executive Board Member [Communities] / Deputy Leader

**The following Officers were in attendance:**

K. Thomas, Community Safety Manager;  
M.S. Davies, Democratic Services Officer.

**Chamber, County Hall, Carmarthen - 10.00 a.m. - 11.20 a.m.**

**1. CHAIR**

It was **UNANIMOUSLY RESOLVED** to appoint Councillor A.P. Cooper as Chair for the meeting.

**2. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors W.G. Thomas, J. Williams, J. Tremlett [EBM Social Care and Health], and T.J. Jones [EBM Environmental and Public Protection].

**3. DECLARATIONS OF PERSONAL INTEREST**

There were no declarations of interest.

**4. DECLARATIONS OF PROHIBITED PARTY WHIPS**

There were no declarations of party whips.

## 5. PUBLIC QUESTIONS (NONE RECEIVED)

No public questions had been received.

## 6. AREA PLANNING BOARD DRUG & ALCOHOL MISUSE STRATEGY ANNUAL REPORT 2015/16

The Chair welcomed Caroline Phipps [Drugaid Cymru] and Supt. Claire Parmenter (Dyfed-Powys Police) to the meeting. [Members had earlier availed themselves of the opportunity to visit the Drug-aid bus.]

The Committee considered the Area Planning Board report on Drug and Alcohol Misuse Strategy and Development 2015/16 which covered a range of areas, serving to inform members and update them on current commissioning arrangements and the provision of substance misuse services. Information was included on

- the strategic objectives regarding the provision of such services, the funding arrangements and services/projects commissioned;
- local developments and confirmation of the governance and planning arrangements in place on a regional basis.

The Community Safety Manager, in response to a question, confirmed that there were dedicated officers responsible for monitoring contracts with all service agencies. The use of the Drug-aid Bus was welcomed, particularly as a means of extending the service it offered to the more rural parts of the county.

It was commented that people with alcohol-related problems needed support to help them find work if that was a contributory issue and that there needed to be an anti-drink and drug campaign in licenced establishments.

The representative from Drug-Aid advised that people with drink or drug related issues were able to access counselling services and that European funding had recently been secured to look at ways of getting such individuals back to work. She added that she would be happy to involve the service in any pub or club drink/drugs campaign.

The Dyfed Powys Police representative emphasised the importance of local intelligence in tackling drug and drink related problems in communities particularly as the general decline in the night time economy meant that the Police were seeing an increase in alcohol related violence in domestic settings.

In response to a question relating to drug issues in schools the Committee was informed that the Police Force had 5 full time officers based across the schools in Carmarthenshire and that in 2015/16 officers had attended approximately 1900 on drugs, alcohol and cyberbullying etc. In addition the Drug-Aid bus visited schools.

**UNANIMOUSLY RESOLVED that the report be received.**



## **7. ENVIRONMENTAL & PUBLIC PROTECTION SCRUTINY COMMITTEE TASK AND FINISH GROUP ACTION PLAN MONITORING – REVIEW OF SUBSTANCE MISUSE TREATMENT SERVICES**

Consideration was given to a report detailing the progress made in relation to the recommendations made by the Committee's Task & Finish Group following the review of substance misuse treatment services in 2013/14. It was noted that some of the actions were still on-going and were being taken forward with the appropriate agencies. In response to a question the representative from Drug-aid stated that the increase in referrals to the substance misuse team indicated that more individuals were accessing the service. She also assured members, following expressed concerns, that the importance of ensuring that there was proper governance of sub contracted services was recognised. The Police representative added that her officers would visit any premises there were concerns about and any criminality would be dealt with accordingly. It was suggested that all Councillors could benefit from receiving training on awareness around substance misuse and ways to assist the Police with local intelligence on drug and alcohol abuse.

### **RESOLVED**

**7.1 To note the progress made and sign-off the action plan in relation to the recommendations made by the Committee's Task & Finish Group following the review of substance misuse treatment services in 2013/14;**

**7.2 the Community Safety Manager be requested to arrange a seminar for members on drug and alcohol abuse.**

\_\_\_\_\_  
**CHAIR**

\_\_\_\_\_  
**DATE**

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