



Report A

Scrutiny measures & actions full monitoring report

Social Care and Health scrutiny - Quarter 3 2016/17



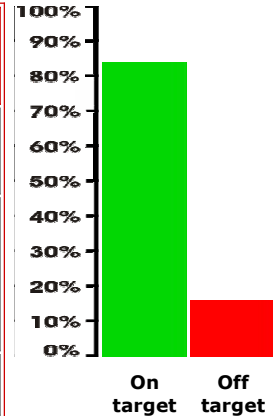
Filtered by:

Organisation - Carmarthenshire County Council
Source document - Improvement Plan 2016/17

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

Performance against Target

		Total	On target	Off target	Not reported	Not available	Annual / Not started	% on target	Overall % on target
C. People in Carmarthenshire are healthier	Actions	17	14	3	0	N/A	0	82%	86%
	Measures	4	4	0	0	0	0	100%	
E. People who live, work and visit Carmarthenshire are safe and feel safer	Actions	3	3	0	0	N/A	0	100%	75%
	Measures	1	0	1	0	0	0	0%	
Overall Performance	Actions and Measures	25	21	4	0	0	0	84%	



OFF TARGET



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ACTIONS - Theme: C. People in Carmarthenshire are healthier			
Sub-theme: C3 Improving the Emotional, Mental Health and Well-being of all people in the County			
Action	12047	Target date	31/03/2017
Action promised	We will develop a commissioning plan for Learning Disability and Mental Health services		
Comment	Considerable needs data has been obtained and analysed to inform the Strategy: the work of the Population Needs Assessment, a series of lockdowns with the Learning Disabilities teams to collate accommodation needs and a recent TIC review in the in house provider services.		
Remedial Action	A revised strategic format is to be developed by December 2017 that will provide a more accessible and relevant document for all stakeholders		
Service Head: Chris Harrison		Performance status: Off target	☹
Action	12049	Target date	31/03/2017
Action promised	We will develop an Information Strategy for Deprivation of Liberty Safeguards to ensure that we meet the needs of staff and the public.		
Comment	Information leaflet already provided to Residential /Nursing Homes for relatives and friends of residents who are referred to Carmarthenshire County Council for assessment under the Deprivation of Safeguards scheme. The MCA & DoLS Manager is currently reviewing this leaflet and is also producing information for the general public so that they are well informed about the Deprivation of Liberty Safeguards scheme.		
Remedial Action	A leaflet for the general public will be created and updated information relating to Deprivation of Liberty Safeguards will be available on the Corporate Website prior to 31st March 2017		
Service Head: Avril Bracey		Performance status: Off target	☹



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ACTIONS - Theme: C. People in Carmarthenshire are healthier			
Sub-theme: C4 Reducing inequities in health			
Action	12055	Target date	30/06/2017 (original target 31/03/2017)
Action promised	We will identify the strengths and resources within communities which can contribute to promoting and supporting the health and wellbeing of their population		
Comment	Asset mapping from a community level has processed well. This action is specifically related to making that asset mapping information available to wider professionals and the public. The first tranche of this work was involved in populating infoengine which included third sector information and has now progressed to include all services public, private and the third sector to be included on the Dewis website. A significant amount of work has been progressed to gather and check this information and now this is being uploaded onto the Dewis website. Some staffing gaps have compromised the progress - but this is being addressed.		
Remedial Action	With 1 officer now back in work they are supporting Dewis work from within IAA. IAA is also resourcing this work and when 2nd post is back in work this action will be identified as a priority and it is envision that this first stage of work will be completed in the next quarter.		
Service Head: Rhian Dawson		Performance status: Off target	



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Theme: E. People who live, work and visit Carmarthenshire are safe and feel safer							
Sub-theme: E5 Safeguarding all people from abuse, victimisation, neglect and exploitation							
Measure Description	2015/16 Comparative Data			2016/17 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of adult protection enquiries completed within 7 days SCA/18	Not applicable		New measure	Target: 75.00 Result: 73.00	Target: 75.00 Result: Not available	Target: 75.00 Result: 72.45 Calculation: (397 ÷ 548) × 100	Target: 75.00
Comment	This is a new performance measure which supports the expectations of the Social Services Wellbeing Act. Of the 548 enquiries undertaken to date, 151 were not completed within the 7 day timescale. This figure was marginally off target in quarter 3 however we have introduced new processes and are working with our partner agencies to ensure that the target is achieved by year end.						
Remedial Action	See above comment						
Service Head: Avril Bracey			Performance status: Off target				☹️

ON TARGET ETC.



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Theme: C. People in Carmarthenshire are healthier Sub-theme: C2 Preventing ill health and encourage healthy living							
Measure Description	2015/16 Comparative Data			2016/17 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of people referred to the "Vitality Scheme" (NERS – National Exercise Referral Scheme) 3.4.2.5	Not applicable		Q3: 810 End Of Year: 1129	Target: 252 Result: 272	Target: 504 Result: 585	Target: 756 Result: 909	Target: 1008
Comment	On Target						
Remedial Action	Continue to work with referral partners to maintain referral numbers.						
Service Head: Ian Jones			Performance status: On target				
Measure Description	2015/16 Comparative Data			2016/17 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of people referred to the National Exercise Referral scheme that attend the initial consultation of the programme 3.4.2.6	Not applicable		New measure	Target: 56.0 Result: 66.7	Target: 56.0 Result: 60.9	Target: 56.0 Result: 57.4 Calculation: (522÷909) × 100	Target: 56.0
Comment	On target						
Remedial Action	Continue to work hard with the NERS team to improve performance. We are in the process of backfilling NERS hours to further improve performance.						
Service Head: Ian Jones			Performance status: On target				
Measure Description	2015/16 Comparative Data			2016/17 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The percentage of people referred to the National Exercise Referral scheme that complete the 16 week programme 3.4.2.7	Not applicable		New measure	Target: 49.6 Result: 62.1	Target: 49.6 Result: 56.2	Target: 49.6 Result: 54.3 Calculation: (226÷416) × 100	Target: 50.0
Comment	On target						
Remedial Action	Continue to work hard to improve scheme completion rates. We are currently backfilling vacant NERS hours and reviewing referral/customer journey.						
Service Head: Ian Jones			Performance status: On target				



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ACTIONS - Theme: C. People in Carmarthenshire are healthier Sub-theme: C3 Improving the Emotional, Mental Health and Well-being of all people in the County			
Action	12048	Target date	31/03/2017
Action promised	We will review how we meet the needs of young adults who are physically disabled as part of transitional arrangements.		
Comment	We have arranged a meeting with colleagues from children`s services and adult social care in Q4. We will undertake a scoping exercise which will help us to determine whether we need to realign our services or develop care pathways to consistently meet the needs of this user group.		
Service Head: Avril Bracey		Performance status: On target	



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Theme: C. People in Carmarthenshire are healthier Sub-theme: C4 Reducing inequities in health							
Measure Description	2015/16 Comparative Data			2016/17 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over SCA/19	2.44	4.33	Q3: 2.42 End Of Year: 4.69	Target: 1.11 Result: 1.23	Target: 2.23 Result: 2.46	Target: 3.34 Result: 3.32 Calculation: (62 ÷ 18675) × 1000	Target: 4.51
Service Head: Rhian Dawson			Performance status: On target				



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ACTIONS - Theme: C. People in Carmarthenshire are healthier			
Sub-theme: C4 Reducing inequities in health			
Action	12050	Target date	31/03/2017
Action promised	We will develop a robust and efficient Information Advice & Assistance service		
Comment	Training for Careline agents is progressing well with 19 staff being enrolled on the NVQ level 4 qualifications for IAA to enable us to provide a compliant IAA service. A small multi-disciplinary team of social care and health professionals have been working alongside Careline staff on the proof of concept for the new service for the last 10 weeks to deliver an IAA service for integrated services will form the proof of concept for other social services. This is providing excellent learning and is helping shape the new service.		
Service Head: Rhian Dawson		Performance status: On target	
Action	12051	Target date	31/03/2017
Action promised	We will manage the risks associated with outstanding reviews and Deprivation of Liberty Safeguards applications		
Comment	Approval has been sought to train all adult social care workers as BIA's and to make arrangements for a planned allocation of backlog and new assessments to be shared amongst social work teams. This will make significant inroads to the waiting list for Dols		
Service Head: Avril Bracey		Performance status: On target	
Action	12052	Target date	31/03/2017
Action promised	We will conduct a population assessment at locality level to inform population needs assessment and service planning in line with the new SSWB W Act		
Comment	A regional group was established to progress the population assessment defined in themes. this report has now been completed with Carmarthenshire contribution at all levels and leading on the regional older adults report. the intelligence gained from compiling this report was reflected at a locality level in the locality plans which looked at needs specifically in each locality.		
Service Head: Rhian Dawson		Performance status: On target	
Action	12053	Target date	31/03/2017
Action promised	We will modernise our workforce to support implementation of the duties under the Social Services Well-Being Act and the objectives outlined in 'Carmarthenshire's Vision for Sustainable Services for Older People for the Next Decade' and the Health Board's Integrated Medium Term Plan.		
Comment	We continue to progress according to programme timescales.		
Service Head: Rhian Dawson		Performance status: On target	
Action	12054	Target date	31/03/2017
Action promised	We will take forward the Delivery Plan for Ageing Well in Wales and ensure we link to other Council plans and with other relevant partners.		
Comment	An annual report has been produced to show Council performance for the period 2015-16. Work is underway to ensure business plans continue to reflect Ageing Well Plan priorities.		
Service Head: Wendy S Walters		Performance status: On target	
Action	12056	Target date	31/03/2017
Action promised	We will effectively commission short term assessment and interventions to maximise independence and wellbeing outcomes for our population		
Comment	Reablement SLA & specification are in the process of being signed off by Health & Provider services. Rapid Response service to be reviewed. ICF has enabled commissioning of 20 step down beds to facilitate timely discharges from hospital from December to end of March 2017.		
Service Head: Rhian Dawson		Performance status: On target	
Action	12057	Target date	31/03/2017
Action promised	We will implement actions within the Carmarthenshire Dementia Action Board plan across health and social areas in Carmarthenshire		
Comment	Further work has been completed on the realignment of CDAB. A meeting was held on the 1st of December for CDAB to support an identified priority from the action plan. This meeting was about effective commissioning practices for those living with dementia and to ensure an appropriate MDT response. The regional strategic group has now been convened for February and from this the revised structure an aligned action plan for CDAB will be established.		
Service Head: Rhian Dawson		Performance status: On target	



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ACTIONS - Theme: C. People in Carmarthenshire are healthier			
Sub-theme: C6 Improve access to health and social care for all people including vulnerable groups			
Action	12061	Target date	31/03/2017
Action promised	We will promote the Welsh language and ensure compliance with the 'Active Offer' across all service areas		
Comment	We continue to progress against action plan which is monitored and overseen by Welsh Language Strategic Group		
Service Head: Rhian Dawson		Performance status: On target	
Action	12062	Target date	31/03/2017
Action promised	We will develop a multi agency transition strategy and implement in partnership with disabled young people and their families		
Comment	<p>We have held a development day with the Transition Team to commence this work in Q3.</p> <p>We have commissioned IPC (Institute of Public Care) to undertake a further detailed audit of cases and assist us in developing a multi agency strategy.</p> <p>We have also planned to hold a series of meetings with senior officers to develop a vision for disabled children and their families for the future. This will take into account the requirements of the Social Services and Well-being Act and the forthcoming Additional Learning Needs reforms.</p> <p>We will consult on this vision with key stakeholders before publishing a strategy later this year.</p>		
Service Head: Stefan Smith		Performance status: On target	
Action	12063	Target date	31/03/2017
Action promised	We will ensure that disabled children and young people are supported to access work, education, training and leisure opportunities.		
Comment	<p>We have now recruited to the Cynnydd project and staff have begun working with Education colleagues to ensure that we are identifying disabled children who maybe at risk of becoming 'NEET'.</p> <p>Work is also underway to review our direct service provision within the Community Inclusion division. This will be an opportunity to ensure that services are modernised and focused on the needs of young people.</p>		
Service Head: Stefan Smith		Performance status: On target	



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ACTIONS - Theme: C. People in Carmarthenshire are healthier			
Sub-theme: C7 Reducing drug and alcohol misuse			
Action	12066	Target date	31/03/2017
Action promised	We will evaluate and implement options to integrate Substance Misuse Team & Integrated Family Support Team		
Comment	<p>Proposals will be brought forward to finalise the structure for the substance misuse services in Q4.</p> <p>This will be aligned with the structure in adult social care but with a clear commitment towards a family based approach.</p> <p>The structure will enable us to deliver our obligations under the Social Services and Well-being Act.</p>		
Service Head: Stefan Smith		Performance status: On target	
Action	12067	Target date	31/03/2017
Action promised	We will review the transition arrangements for young people with substance misuse problems to ensure there is a seamless pathway as they move from children to adult services.		
Comment	<p>Audit plan developed in Q3. Report with recommendations to be produced in Q4.</p> <p>Report will be shared with the Area Planning Board.</p>		
Service Head: Stefan Smith		Performance status: On target	
Action	12068	Target date	31/03/2017
Action promised	We will review the impact of substance use upon adults with mental health problems. This includes older people and those with Alcohol Related Brain Damage (ARBD)		
Comment	<p>Training relating to ARBD was commissioned and delivered across the department.</p> <p>There was no attendance from mental health colleagues so we will evaluate how to address this with senior managers. Substance Misuse colleagues scheduled to attend the AHMP (Approved Mental Health Professional) forum in Q4 to discuss.</p> <p>A plan is being developed to led on this are of working by the health board.</p>		
Service Head: Avril Bracey		Performance status: On target	



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ACTIONS - Theme: E. People who live, work and visit Carmarthenshire are safe and feel safer			
Sub-theme: E5 Safeguarding all people from abuse, victimisation, neglect and exploitation			
Action	12147	Target date	31/03/2017
Action promised	We shall embed a quality assurance system within safeguarding, assessment and care management teams		
Comment	A new operational structure has been introduced in Carmarthenshire. Assessing performance is a standing agenda item for that group and a culture of "challenge" has been accepted by all partners. Additionally a regional quality assurance framework is being developed		
Service Head: Avril Bracey		Performance status: On target	
Action	12148	Target date	31/03/2017
Action promised	We shall establish regular forums for Investigating officers and Adult Services Managers to learn lessons and share best practice		
Comment	The majority of investigations (non criminal) are undertaken by the co-ordinators within the safeguarding team who regularly share and feedback on practice and improvement opportunities including cases in common with Dyfed Powys Police. As we establish a larger pool of Investigators this will form part of an ongoing dialogue in department and external organisations		
Service Head: Avril Bracey		Performance status: On target	
Action	12149	Target date	31/03/2017
Action promised	We shall undertake a review of existing processes to ensure they are streamlined effectively		
Comment	A comprehensive review of our current safeguarding arrangements has been undertaken to ensure an effective response through all stages of the process and ensures that the service users voice is heard.		
Service Head: Avril Bracey		Performance status: On target	