

**MONDAY, 12 APRIL 2021**

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

**I HEREBY SUMMON YOU TO ATTEND A VIRTUAL MEETING  
OF THE SOCIAL CARE & HEALTH SCRUTINY COMMITTEE  
WHICH WILL BE HELD AT 10.00 AM ON TUESDAY, 20TH  
APRIL, 2021 FOR THE TRANSACTION OF THE BUSINESS  
OUTLINED ON THE ATTACHED AGENDA.**

*Wendy Walters*

**CHIEF EXECUTIVE**

<b>Democratic Officer:</b>	<b>Emma Bryer</b>
<b>Telephone (Direct Line):</b>	<b>01267 224029</b>
<b>E-Mail:</b>	<b>ebryer@carmarthenshire.gov.uk</b>

Wendy Walters Prif Weithredwr, *Chief Executive*,  
Neuadd y Sir, Caerfyrddin. SA31 1JP  
*County Hall, Carmarthen. SA31 1JP*

# **SOCIAL CARE & HEALTH SCRUTINY COMMITTEE**

## **14 MEMBERS**

### **PLAID CYMRU GROUP – 7 MEMBERS**

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

### **LABOUR GROUP – 4 MEMBERS**

- |    |            |             |
|----|------------|-------------|
| 1. | Councillor | Rob Evans   |
| 2. | Councillor | Amanda Fox  |
| 3. | Councillor | Ken Lloyd   |
| 4. | Councillor | Kevin Madge |

### **INDEPENDENT GROUP – 2 MEMBERS**

- |    |            |                               |
|----|------------|-------------------------------|
| 1. | Councillor | Sue Allen                     |
| 2. | Councillor | Ieuan Wyn Davies [Vice-Chair] |

### **NEW INDEPENDENT GROUP – 1 MEMBER**

- |    |            |                 |
|----|------------|-----------------|
| 1. | Councillor | Louvain Roberts |
|----|------------|-----------------|

# AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF PERSONAL INTERESTS INCLUDING ANY PARTY WHIPS ISSUED IN RELATION TO ANY AGENDA ITEM.
3. PUBLIC QUESTIONS (NONE RECEIVED)
4. REVENUE & CAPITAL BUDGET MONITORING REPORT 2020/21 5 - 24
5. DEPARTMENT FOR COMMUNITIES DEPARTMENTAL BUSINESS PLAN 2021/22 25 - 54
6. LEARNING DISABILITY STRATEGY 2020-2025 55 - 124
7. ADULT SOCIAL CARE COMPLAINTS & COMPLIMENTS REPORT 1ST APRIL 2020 TO 31ST DECEMBER 2020 125 - 136
8. FORTHCOMING ITEMS 137 - 144
9. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 11TH MARCH 2021 145 - 150

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# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 20<sup>th</sup> APRIL 2021

## Revenue & Capital Budget Monitoring Report 2020/21

### 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> December 2020, in respect of 2020/21.

**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)

<b>Directorate:</b> Corporate Services  <b>Name of Director:</b> Chris Moore  <b>Report Author:</b> Chris Moore	<b>Designation:</b>  Director of Corporate Services	<b>Tel No. / E-Mail Address:</b>  01267 224120 <a href="mailto:CMoore@carmarthenshire.gov.uk">CMoore@carmarthenshire.gov.uk</a>
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**EXECUTIVE SUMMARY**

**SOCIAL CARE & HEALTH SCRUTINY  
COMMITTEE  
20<sup>th</sup> APRIL 2021**

**Revenue & Capital Budget  
Monitoring Report 2020/21**

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 £789k overspend.

**Appendix B**

Report on Main Variances on agreed budgets.

**Appendix C**

Detailed variances for information purposes only.

**Capital Budgets**

**Appendix D**

Details the main variances on capital schemes, which shows a forecasted net spend of £270k compared with a working net budget of £419k giving a -£149k variance. The balance will be slipped into future years.

**Appendix E**

Details all social care capital projects.

**Savings Monitoring**

**Appendix F**

The savings monitoring report.

**DETAILED REPORT ATTACHED?**

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

## IMPLICATIONS

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

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

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

### 3. Finance

Revenue – The Social Care & Health Service is projecting that it will be over its approved budget by £789k.

Capital – The capital programme shows a variance of -£149k against the 2020/21 approved budget.

#### Savings Report

The expectation is that at year end £1,051k of Managerial savings against a target of £2,187k are forecast to be delivered. £30k of Policy savings put forward for 2020/21 against a target of £65k are projected to be delivered.

## CONSULTATIONS

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

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

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

**EXECUTIVE BOARD PORTFOLIO  
HOLDERS AWARE/CONSULTED?**  
YES

(Include any observations here)

**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
2020/21 Budget	Corporate Services Department, County Hall, Carmarthen
2020-25 Capital Programme	Online via corporate website – Minutes of County Council Meeting 3 <sup>rd</sup> March 2020

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**Social Care & Health Scrutiny Report**  
**Budget Monitoring as at 31st December 2020 - Summary**

Division	Working Budget				Forecasted				Dec 2020 Forecasted Variance for Year £'000	Oct 2020 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	60,652	-23,254	3,207	40,605	60,141	-23,119	3,207	40,229	-376	-7
Physical Disabilities	8,261	-1,878	253	6,635	8,823	-1,979	253	7,097	462	334
Learning Disabilities	40,026	-11,059	1,283	30,251	39,106	-9,893	1,283	30,496	246	148
Mental Health	9,570	-4,030	255	5,795	10,023	-4,040	255	6,238	443	448
Support	7,051	-5,117	1,123	3,057	7,179	-5,230	1,123	3,072	14	9
<b>GRAND TOTAL</b>	<b>125,560</b>	<b>-45,338</b>	<b>6,121</b>	<b>86,343</b>	<b>125,272</b>	<b>-44,261</b>	<b>6,121</b>	<b>87,132</b>	<b>789</b>	<b>933</b>

## Social Care & Health Scrutiny Report

### Budget Monitoring as at 31st December 2020 - Main Variances

Division	Working Budget		Forecasted		Dec 2020	Notes	Oct 2020
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
<b>Adult Services</b>							
<b>Older People</b>							
Older People - Private/ Vol Homes	24,748	-13,127	24,886	-13,107	158	Projections reducing due to impact of COVID19 on residential placements: outbreak restrictions and death rate	313
Older People - Extra Care	774	0	833	0	60	Cwm Aur contract - savings proposals in previous years only partially delivered	60
Older People - Private Home Care	8,238	-2,523	7,943	-2,523	-295	Welsh Government Hardship Fund claimable at £1 per hour delivered. Demand had fallen due to cancelled care packages early in the year. Activity now increasing. Delays to implement several savings proposals	-344
Older People - Private Day Services	225	0	9	0	-216	No day services due to COVID19	-217
Older People - Other variances					-82		181
<b>Physical Disabilities</b>							
Phys Dis - Commissioning & OT Services	861	-323	639	-215	-115	Senior Practitioner Grade K - £16k postholder started in July therefore post vacant April - June; £38k postholder left June therefore post vacant July - March. Occupational Therapists Grade I - £16k postholder works reduced hours; £15k postholder works reduced hours. Occupational Therapy Assistant Grade F £5k postholder started in late May therefore post vacant at start of year for 7 weeks. Therapy Support Workers Grade D £16k, Travelling £8k. These temporary vacancies have created the underspend this financial year, but now the posts are filled we are confident that we will spend closer to budget next year, as long as further vacancies do not emerge.	-135
Phys Dis - Private/Vol Homes	1,659	-300	1,281	-133	-211	Demand led - Reduced use of respite care due to COVID19	-182
Phys Dis - Group Homes/Supported Living	1,079	-167	1,159	-11	236	Significant changes over recent years as packages reassessed following the transfer of Welsh Independent Living Fund into Revenue Support Grant. Primarily affected Physical Disabilities and Learning Disability clients for Direct Payments, Day Services and Community Support. Budget adjustments to be monitored to check initially virements were accurate	187
Phys Dis - Community Support	198	0	118	0	-80	Reduced use of respite care due to COVID19	-80
Phys Dis - Direct Payments	2,673	-577	3,344	-577	671	Demand for Direct Payments increasing as a consequence of fewer alternatives during COVID19 restrictions e.g. community support and respite	547
Phys Dis - Other variances					-40		-2

**Social Care & Health Scrutiny Report**  
**Budget Monitoring as at 31st December 2020 - Main Variances**

Division	Working Budget		Forecasted		Dec 2020	Notes	Oct 2020
	Expenditure £'000	Income £'000	Expenditure £'000	Income £'000	Forecasted Variance for Year £'000		Forecasted Variance for Year £'000
<b>Learning Disabilities</b>							
Learn Dis - Employment & Training	1,786	-192	1,542	-83	-136	Loss of income received and staff vacancies. Reduced premises and running costs as building based provision is reduced due to social distancing regulations and alternatives provided.	-33
Learn Dis - Commissioning	951	0	878	0	-72	Staff vacancies and travelling	-3
Learn Dis - Private/Vol Homes	10,812	-4,287	11,869	-3,926	1,418	Pressure remains on this budget as alternative provision is unavailable due to COVID19 restrictions. Timelines for achieving savings have slipped from October projections as many of the initiatives require face to face contact with service users and providers.	1,150
Learn Dis - Direct Payments	3,758	-547	4,463	-547	705	Demand remains steady but at a level of overspend in 2019/20	690
Learn Dis - Group Homes/Supported Living	9,829	-2,221	9,622	-1,693	321	More demand in Supported Living as an alternative to residential care. Rightsizing in Supported Living ongoing but delayed due to COVID19. Accommodation and Efficiency project which plans for strategic longer term future accommodation options as well as current client group is now picking up pace.	298
Learn Dis - Adult Respite Care	981	-812	925	-812	-55	Staff vacancies	-39
Learn Dis - Local Authority Day Services	2,482	-410	2,210	-314	-177	Loss of income received, staff vacancies and client taxis not used. Reduced premises and running costs as building based provision is reduced due to social distancing regulations and alternatives provided.	-124
Learn Dis - Private Day Services	1,438	-80	489	-80	-949	Day Services closed from March 2020. Assume closure for whole financial year. Where care has been reassessed and alternative has been provided, the additional cost is shown as an overspend in that budget. However this is not claimable under Welsh Government Hardship Fund where there is no additional cost	-974
Learn Dis - Community Support	3,414	-158	2,787	-158	-627	Community Services provision greatly reduced from March 2020. Activity levels beginning to increase. Where care has been reassessed and alternative has been provided, the additional cost is shown as an overspend in that budget. However this is not claimable under Welsh Government Hardship Fund where there is no additional cost	-681
Learn Dis - Grants	407	0	303	-0	-103	Various grants underspent or not being paid	-0
Learn Dis - Adult Placement/Shared Living	3,031	-2,198	2,877	-2,125	-81	Staff vacancies and reduced payments for day services support	-136
Learn Dis - Other variances					3		1

**Social Care & Health Scrutiny Report**  
**Budget Monitoring as at 31st December 2020 - Main Variances**

Division	Working Budget		Forecasted		Dec 2020	Notes	Oct 2020
	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	6,081	-3,230	6,479	-3,178	450	Pressure remains on this budget as alternative provision is unavailable due to COVID19 restrictions. Timelines for achieving savings have slipped from October projections as many of the initiatives require face to face contact with service users and providers.	435
M Health - Other variances					-7		13
<b>Support</b>							
Support - Other variances					14		9
<b>Grand Total</b>					<b>789</b>		<b>933</b>

**Social Care & Health Scrutiny Report**  
**Budget Monitoring as at 31st December 2020 - Detail Monitoring**

Division	Working Budget				Forecasted				Dec 2020	Notes	Oct 2020
	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>Adult Services</b>											
<b>Older People</b>											
Older People - Commissioning	3,829	-624	674	3,879	3,778	-613	674	3,839	-40		-66
Older People - LA Homes	7,936	-3,814	931	5,053	7,854	-3,759	931	5,026	-26		-13
Older People - Supported Living	97	0	0	97	97	0	0	97	0		0
Older People - Private/ Vol Homes	24,748	-13,127	328	11,949	24,886	-13,107	328	12,107	158	Projections reducing due to impact of COVID19 on residential placements: outbreak restrictions and death rate	313
Older People - Community Support	28	0	0	28	63	0	0	63	35		38
Older People - Extra Care	774	0	10	784	833	0	10	844	60	Cwm Aur contract - savings proposals in previous years only partially delivered	60
Older People - LA Home Care	7,514	0	750	8,264	7,510	-2	750	8,259	-5		211
Older People - MOW's	5	-5	0	-0	0	0	0	0	0		0
Older People - Direct Payments	1,177	-299	6	885	1,136	-299	6	843	-41		-20
Older People - Grants	537	-179	16	374	503	-179	16	340	-34		-4
Older People - Private Home Care	8,238	-2,523	116	5,830	7,943	-2,523	116	5,535	-295	Welsh Government Hardship Fund claimable at £1 per hour delivered. Demand had fallen due to cancelled care packages early in the year. Activity now increasing. Delays to implement several savings proposals	-344
Older People - Ssmms	915	-175	99	839	923	-192	99	830	-9		86
Older People - Careline	1,894	-1,983	4	-85	1,894	-1,983	4	-85	-0		-0
Older People - Enablement	1,874	-444	174	1,604	1,874	-444	174	1,604	-0		-98
Older People - Day Services	861	-81	100	880	837	-18	100	919	39		49
Older People - Private Day Services	225	0	0	225	9	0	0	9	-216	No day services due to COVID19	-217
<b>Older People Total</b>	<b>60,652</b>	<b>-23,254</b>	<b>3,207</b>	<b>40,605</b>	<b>60,141</b>	<b>-23,119</b>	<b>3,207</b>	<b>40,229</b>	<b>-376</b>		-7
<b>Physical Disabilities</b>											
Phys Dis - Commissioning & OT Services	861	-323	42	581	639	-215	42	466	-115	Senior Practitioner Grade K - £16k postholder started in July therefore post vacant April - June; £38k postholder left June therefore post vacant July - March. Occupational Therapists Grade I - £16k postholder works reduced hours; £15k postholder works reduced hours. Occupational Therapy Assistant Grade F £5k postholder started in late May therefore post vacant at start of year for 7 weeks. Therapy Support Workers Grade D £16k, Travelling £8k. These temporary vacancies have created the underspend this financial year, but now the posts are filled we are confident that we will spend closer to budget next year, as long as further vacancies do not emerge.	-135
Phys Dis - Private/Vol Homes	1,659	-300	13	1,373	1,281	-133	13	1,162	-211	Demand led - Reduced use of respite care due to COVID19	-182

**Social Care & Health Scrutiny Report**  
**Budget Monitoring as at 31st December 2020 - Detail Monitoring**

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Phys Dis - Group Homes/Supported Living	1,079	-167	12	924	1,159	-11	12	1,160	236	Significant changes over recent years as packages reassessed following the transfer of Welsh Independent Living Fund into Revenue Support Grant. Primarily affected Physical Disabilities and Learning Disability clients for Direct Payments, Day Services and Community Support. Budget adjustments to be monitored to check initially virements were accurate	187
Phys Dis - Community Support	198	0	1	200	118	0	1	120	-80	Reduced use of respite care due to COVID19	-80
Phys Dis - Private Home Care	321	-88	3	236	321	-88	3	236	0		0
Phys Dis - Aids & Equipment	1,137	-424	166	879	1,646	-955	166	857	-23		-0
Phys Dis - Grants	152	0	0	152	138	0	0	138	-13		-2
Phys Dis - Direct Payments	2,673	-577	14	2,110	3,344	-577	14	2,781	671	Demand for Direct Payments increasing as a consequence of fewer alternatives during COVID19 restrictions e.g. community support and respite	547
Phys Dis - Manual Handling	4	0	0	4	0	0	0	0	-4		0
Phys Dis - Independent Living Fund	177	0	0	177	177	0	0	177	0		-0
<b>Physical Disabilities Total</b>	<b>8,261</b>	<b>-1,878</b>	<b>253</b>	<b>6,635</b>	<b>8,823</b>	<b>-1,979</b>	<b>253</b>	<b>7,097</b>	<b>462</b>		<b>334</b>
<b>Learning Disabilities</b>											
Learn Dis - Employment & Training	1,786	-192	257	1,851	1,542	-83	257	1,716	-136	Loss of income received and staff vacancies. Reduced premises and running costs as building based provision is reduced due to social distancing regulations and alternatives provided.	-33
Learn Dis - Commissioning	951	0	144	1,094	878	0	144	1,022	-72	Staff vacancies and travelling	-3
Learn Dis - Private/Vol Homes	10,812	-4,287	81	6,606	11,869	-3,926	81	8,024	1,418	Pressure remains on this budget as alternative provision is unavailable due to COVID19 restrictions. Timelines for achieving savings have slipped from October projections as many of the initiatives require face to face contact with service users and providers.	1,150
Learn Dis - Direct Payments	3,758	-547	23	3,235	4,463	-547	23	3,940	705	Demand remains steady but at a level of overspend in 2019/20	690
Learn Dis - Group Homes/Supported Living	9,829	-2,221	53	7,661	9,622	-1,693	53	7,982	321	More demand in Supported Living as an alternative to residential care. Rightsizing in Supported Living ongoing but delayed due to COVID19. Accommodation and Efficiency project which plans for strategic longer term future accommodation options as well as current client group is now picking up pace.	298
Learn Dis - Adult Respite Care	981	-812	107	275	925	-812	107	220	-55	Staff vacancies	-39
Learn Dis - Home Care Service	322	-154	4	171	322	-154	4	171	0		-0
Learn Dis - Local Authority Day Services	2,482	-410	356	2,428	2,210	-314	356	2,252	-177	Loss of income received, staff vacancies and client taxis not used. Reduced premises and running costs as building based provision is reduced due to social distancing regulations and alternatives provided.	-124

**Social Care & Health Scrutiny Report**  
**Budget Monitoring as at 31st December 2020 - Detail Monitoring**

Division	Working Budget				Forecasted				Dec 2020	Notes	Oct 2020
	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
Learn Dis - Private Day Services	1,438	-80	11	1,369	489	-80	11	420	-949	Day Services closed from March 2020. Assume closure for whole financial year. Where care has been reassessed and alternative has been provided, the additional cost is shown as an overspend in that budget. However this is not claimable under Welsh Government Hardship Fund where there is no additional cost	-974
Learn Dis - Transition Service	516	0	97	613	523	0	97	620	7		-6
Learn Dis - Community Support	3,414	-158	24	3,280	2,787	-158	24	2,653	-627	Community Services provision greatly reduced from March 2020. Activity levels beginning to increase. Where care has been reassessed and alternative has been provided, the additional cost is shown as an overspend in that budget. However this is not claimable under Welsh Government Hardship Fund where there is no additional cost	-681
Learn Dis - Grants	407	0	5	412	303	-0	5	309	-103	Various grants underspent or not being paid	-0
Learn Dis - Adult Placement/Shared Lives	3,031	-2,198	84	918	2,877	-2,125	84	836	-81	Staff vacancies and reduced payments for day services support	-136
Learn Dis/M Health - Ssmss	344	0	38	381	340	0	38	377	-4		7
Learn Dis - Independent Living Fund	-45	0	0	-45	-45	0	0	-45	0		0
<b>Learning Disabilities Total</b>	<b>40,026</b>	<b>-11,059</b>	<b>1,283</b>	<b>30,251</b>	<b>39,106</b>	<b>-9,893</b>	<b>1,283</b>	<b>30,496</b>	<b>246</b>		<b>148</b>
<b>Mental Health</b>											
M Health - Commissioning	966	-81	83	968	956	-70	83	969	0		0
M Health - Private/Vol Homes	6,081	-3,230	41	2,892	6,479	-3,178	41	3,342	450	Pressure remains on this budget as alternative provision is unavailable due to COVID19 restrictions. Timelines for achieving savings have slipped from October projections as many of the initiatives require face to face contact with service users and providers.	435
M Health - Private/Vol Homes (Substance Misuse)	142	-33	0	109	142	-33	0	109	0		0
M Health - Group Homes/Supported Living	1,240	-406	7	841	1,312	-478	7	841	-0		-0
M Health - Direct Payments	145	-43	1	102	188	-43	1	145	43		49
M Health - Community Support	549	-74	6	481	506	-74	6	438	-43		-0
M Health - Day Services	1	0	27	28	-6	0	27	21	-7		-7
M Health - Private Day Services	0	0	0	0	0	0	0	0	0		0
M Health - Private Home Care	83	-28	1	56	83	-28	1	56	0		-0
M Health - Substance Misuse Team	363	-135	88	316	363	-135	88	316	-0		-28
<b>Mental Health Total</b>	<b>9,570</b>	<b>-4,030</b>	<b>255</b>	<b>5,795</b>	<b>10,023</b>	<b>-4,040</b>	<b>255</b>	<b>6,238</b>	<b>443</b>		<b>448</b>

**Social Care & Health Scrutiny Report**  
**Budget Monitoring as at 31st December 2020 - Detail Monitoring**

Division	Working Budget				Forecasted				Dec 2020	Notes	Oct 2020
	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>Support</b>											
Departmental Support	2,139	-2,123	799	816	2,167	-2,137	799	830	14		-0
Performance, Analysis & Systems	429	-39	44	434	431	-41	44	434	0		8
VAWDASV	326	-313	8	21	326	-313	8	21	0		-0
Adult Safeguarding & Commissioning Team	1,453	-37	100	1,516	1,449	-33	100	1,516	0		2
Regional Collaborative	1,279	-902	73	451	1,279	-902	73	451	-0		0
Holding Acc-Transport	1,424	-1,703	98	-180	1,525	-1,803	98	-180	0		0
<b>Support Total</b>	<b>7,051</b>	<b>-5,117</b>	<b>1,123</b>	<b>3,057</b>	<b>7,179</b>	<b>-5,230</b>	<b>1,123</b>	<b>3,072</b>	<b>14</b>		<b>9</b>
<b>TOTAL FOR SOCIAL CARE &amp; HEALTH SERVICE</b>	<b>125,560</b>	<b>-45,338</b>	<b>6,121</b>	<b>86,343</b>	<b>125,272</b>	<b>-44,261</b>	<b>6,121</b>	<b>87,132</b>	<b>789</b>		<b>933</b>

APPENDIX D

Capital Programme 2020/21							Variance for Year £'000	Comment
Capital Budget Monitoring - Report for December 2020 - Main Variances								
	Working Budget			Forecasted				
DEPARTMENT - Service	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000		
COMMUNITIES								
- Social Care	419	0	419	270	0	270	-149	£100k has been vired to Carmarthen Leisure Centre - Approved in Aug Monitoring. Balance to be slipped.
TOTAL	419	0	419	270	0	270	-149	

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<b>Social Care</b>
<b>Capital Budget Monitoring - Scrutiny Report for December 2020</b>

**APPENDIX E**

		Working Budget			Forecasted		
Scheme	Target Date for Completion	Expenditure £'000	Income £'000	Net £'000	Expenditure £'000	Income £'000	Net £'000
Learning Disabilities Accommodation Developments		179	0	179	22	0	22
Learning Disabilities Developments		179	0	179	22	0	22
Extra Care Schemes		240	0	240	242	0	242
Cartref Cynnes Development Carmarthen		240	0	240	242	0	242
ICF		0	0	0	6	0	6
ICF		0	0	0	6	0	6
NET BUDGET		419	0	419	270	0	270

Variance	Comment
-157	
-157	Balance to be slipped
2	
2	
6	
6	
-149	

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**2020/21 Savings Monitoring Report**  
**Social Care & Health Scrutiny Committee**  
**20th April 2021**

1 Summary position as at : 31st December 2020

£1,171 k variance from delivery target

Community Services	2020/21 Savings monitoring		
	2020/21	2020/21	2020/21
	Target	Delivered	Variance
	£'000	£'000	£'000
	2,252	1,081	1,171
	<b>2,252</b>	<b>1,081</b>	<b>1,171</b>

2 Analysis of delivery against target for managerial and policy decisions:

Managerial

£1,136 k Off delivery target

Policy

£35 k Off delivery target

Community Services	MANAGERIAL			POLICY		
	2020/21	2020/21	2020/21	2020/21	2020/21	2020/21
	Target	Delivered	Variance	Target	Delivered	Variance
	£'000	£'000	£'000	£'000	£'000	£'000
	2,187	1,051	1,136	65	30	35
	<b>2,187</b>	<b>1,051</b>	<b>1,136</b>	<b>65</b>	<b>30</b>	<b>35</b>

3 Appendix F (i) : Savings proposals not on target

Appendix F (ii) : Savings proposals on target (for information)

Department	2019/20 Budget	FACT FILE	2020/21 Proposed	2020/21 Delivered	2020/21 Variance	EFFICIENCY DESCRIPTION	REASON FOR VARIANCE
	£'000		£'000	£'000	£'000		
Managerial - off Target							
Community Services							
Integrated Services							
Domiciliary Care	12,274	Domiciliary Care is provided to 1069 individuals in the county in 2019/20 (Older people and people with physical disabilities). On average 11,630 hours per week are delivered by in-house and independent domiciliary care agencies.  - Around 251 individuals receive care from two carers (known as "double handed" care). - In 2019/20, there were 174 individuals who receive a large package of care involving 4 calls per day. - Fulfilled Lives is a model of domiciliary care which has been developed for individuals living with dementia which has demonstrated that the service can maintain people living at home for longer than traditional domiciliary care. In 2019/20 there were 63 individuals receiving this service in some parts of the county, and the plan is to expand the service to cover the entire county. - The Reablement Service provides short term domiciliary care. The number of clients who received Reablement in 2019/20 was 530 and 55% leave the service with no long term care package. - Information, Advice and Assistance (IAA) and the Carmarthenshire United Support Project (CUSP) are both preventative services which support individuals to maintain their independence without the need for statutory social services. By increasing the proportion of referrals that go through IAA or CUSP, it reduces the demand on statutory services. - The specialist Continence service has been established within Community Nursing. By providing the right continence products to meet the individual's continence needs, it is possible to reduce the number of visits per day of domiciliary care.	1,017	390	627	<b>To maximise independence by supporting people effectively at home by</b> -To reduce double handed domiciliary care packages to 18% by the end of 2021-22 from 25.4% in 2018-2019. -To increase the percentage of clients exiting the Reablement Service with no long term care package from 44% to 55% by the end of 2021-22 To extend the Bridging Service across the 3 Community Resource Teams: 75 service users per quarter would receive this service -To reduce the number of clients receiving 4 or more calls a day by 11 per year - approx 1% per year -To increase number of people with dementia receiving Fulfilled Lives service from 39 (March 2019) to 115 (March 2022) To reduce the number of clients receiving domiciliary care packages of less than 5 hours a week by 125 people (50%) in line with recommendations of Prof. Bolton -To increase the proportion of referrals receiving an Information, Assistance & Advice outcome to 20%, currently this equates to an additional 74 people per month). Assume this is achieved by increments of 1% from July to March in Year 1; Maintain in Year 2 -To increase the proportion of referrals receiving a preventative service through CUSP by an additional 5 people per month. Assume this is achieved by increments of 5 people from July to March in Year 1; Maintain in Year 2 - To reduce referrals to Brokerage from an average of 95 per month to 90 per month (5 fewer starters) To provide specialist continence advice for identified service users to reduce the need for the existing level of domiciliary care (i.e. reduce one call per day)	Whilst we are doing everything we can to recover progress against the original PBB targets, progress will be impacted by the following:  •Inability to progress the majority of the PBB activity, due to limited ability to undertake face to face visits in the first half of 2020/21 and the need to deploy staff to support the Covid response. Releasing Time to Care which yields our biggest savings has been on hold; we are now looking to reinstate it on a targeted basis, but progress will be contingent on agreement from families to allow visits to their homes. •Unpredictable/unexpected increase in demand over and above demographic pressures linked to limited support at home to give respite to carers as day services have to remain closed and bed based respite is limited/unattractive to carers due to requirements surrounding isolation/fear of Covid. We have seen a monthly increase since August 2020 of funded residential/nursing placements as well as large packages of care due to carers being unable to manage. This trend is likely to continue whilst we are not able to offer day services and respite in their usual way, and this will likely offset savings achieved.  In light of the above, we are being conservative about our ability to achieve the original PBB targets as we are mindful that progress made will be offset due to the unpredictable and unexpected demand.  We are confident that by 2022/23, our new structure will be in place to better support demand as well as hopefully in position to offer our more usual types of support so support people remaining at home. This will mean that we will be in a position to recover any predicted shortfall identified at this stage.
Total Integrated Services			1,017	390	627		
Adult Social Care							
Shared Lives	706	Shared Lives provides placements for individuals with learning Disability or Mental Health issue with families that have been approved as Shared Lives Carers .	104	52	52	Stepping down three individuals from residential care to a Shared Lives setting will save approx. £50k to £60k per individual	Savings reprofiled to be delivered in later years as as work was delayed due to initial COVID19 period. The Shared Lives Team structure is currently being reviewed to create additional capacity to progress this work . However, the likelihood is that restrictions may still impact on ability to deliver in full. At this stage, the assumption is that 75% of the original 2021-2022 target will be achievable. However the likelihood is that restrictions may still impact on ability to deliver in full. At this stage, the assumption is that 75% of the original 2021-2022 target will be achievable.
Right Sizing Supported Living	7,949	Supported living is provided for those individuals with a Learning Disability or Mental Health who need support with daily living tasks to remain in the community . Support is provided from staff in the setting which can range from a few hours to 24/7 in some circumstances Promoting independence is a key aspect of supported living	105	53	52	Reviewing high cost placements and decreasing levels of support to promote independence and enhance daily living skills will result in cost savings e.g. reduction of 20 individual packages x 5hrs x £20 per hour = £105k	During COVID19 the accommodation projects have been on hold and we have been unable to undertake reviews for rightsizing or progress the deregistration with providers. This work is now being picked up at pace but there will not be a full effect of the year's savings due to the six months lost during COVID19 where essential business and safeguarding was prioritised over strategic work.
Right Sizing Residential	6,411	People may move into a residential home because their health has deteriorated or is so severe they are unable to look after themselves without 24/7 support , they are living with families who no longer able to support them or there are not alternative accommodation options . Some homes offer short term stays ,but generally they provide long term accommodation. Approximately 200 individuals are accommodated in residential accommodation , a key objective for the service is to reduce the numbers in residential care , increase the range of alternatives and promote choice and independence for individuals.	300	150	150	Review packages of care and collaborate with commissioned services to promote independence, facilitate progression pathways and step down options whilst continuing to meet eligible need. To develop a sustainable accommodation market and to maximise collaborative funding opportunities with health partners.	During COVID19 the accommodation projects have been on hold and we have been unable to undertake reviews for rightsizing or progress the deregistration with providers. This work is now being picked up at pace but there will not be a full effect of the year's savings due to the six months lost during COVID19 where essential business and safeguarding was prioritised over strategic work. Savings partially delivered in 2020-2021 as work was delayed due to initial COVID19 period. Work planned for 2021-2022 remains the main focus of our work. However the likelihood is that restrictions may still impact on ability to deliver in full. At this stage, the assumption is that 75% of the original 2021-2022 target will be achievable.
De-registration of Residential	6,411	Over the last year we have been working with several providers to maximise the independence of individuals in residential settings , as a result a number of residential providers are changing their settings to provide supported living which promotes independence and results in improved outcomes for those individuals.	150	75	75	De-registering independent residential settings to supported living, saving approximately £30k per individual per annum.	During COVID19 the accommodation projects have been on hold and we have been unable to progress the deregistration with providers. This work is now being picked up at pace but there will not be a full effect of the year's savings due to the six months lost during COVID19 where essential business and safeguarding was prioritised over strategic work. Work is progressing to de register a number of residential settings although this work was delayed due to Covid -19 so savings partially delivered. However, the likelihood is that restrictions may still impact on ability to deliver in full. At this stage, the assumption is that 75% of the original 2021-2022 target will be achievable.
Releasing Time to care in-house DC		A number of young people in our Learning Disability service are supported by two or three ( in some circumstances) staff in relation to moving and handling activity. Currently independent providers are also commissioned to support this .	30	0	30	Reduction of third party payments by operating Releasing Time to Care approach within day services which trains staff to be able to maximise the use of assistive technology , subsequently reducing the number of staff required to safely undertake moving and handling of individuals . This will reduce costs in relation to this activity.	Saving will be achieved in Day Services as they have been closed since March 2020. The Releasing Time to Care approach will be actioned when Day Services resume Savings partially delivered in 2020-2021 as the suspension of building based services did have a positive impact on expenditure in respect of third party payments .It is anticipated that restrictions will impact on the commissioning of third party payments so at this stage, the assumption is that this target will be achievable.

Department	2019/20 Budget	FACT FILE	2020/21 Proposed	2020/21 Delivered	2020/21 Variance	EFFICIENCY DESCRIPTION	REASON FOR VARIANCE
	£'000		£'000	£'000	£'000		
Domiciliary Care (in-house)	5,474	Domiciliary Care Services, also known as Homecare, provide practical or personal care for someone in their own home. This could be because health or mobility is declining, or a person may have been in hospital or they have a long term health condition. The in-house service currently provides around 35% of the market and provides over 4,000 hours of care every week to 350 service users.	100	50	50	Domiciliary Care - delivering more care hours as a result of better rostering, reduction in sickness rates and ensuring vacancies are filled	Focus during COVID19 has been to sustain the service and keep everyone safe, however performance tasks are now being picked up at pace and we anticipate achieving 50% of our original target. Delivering more care hours remains a focus for the service. Detailed analysis and reporting tools have been developed to progress this. Delivery of 2020-2021 target unlikely to be met in full - pressures due to covering staff absences.
Total Adult Social Care			789	380	409		
Homes & Safer Communities							
OP Residential Homes(in-house)	2,745	We provide seven Council run Care Homes across the County providing 248 beds	100	0	100	Increased occupancy within our Care Homes and quicker turn-around of beds when they do become available	Savings not delivered in 2020-2021 as work was delayed due to initial COVID19 period. Work planned for 2021-2022 remains the main focus. However the likelihood is that restrictions may still impact on ability to deliver in full. At this stage, the assumption is that the original 2021-2022 target will be achievable.
Total Homes & Safer Communities			100	0	100		
Community Services Total			1,906	770	1,136		

Policy - off Target

Community Services

Day Services	3,600	LD & MH day services currently provide support for approximately 300 individuals across the county utilising 9 different sites. The services provide opportunities for individuals to receive therapy, maintain their health and wellbeing, gain skills, socialise whilst also providing respite for carers. The review of day services has highlighted the need to develop community options and specialist services which will see a decline in the use of building based services. This will provide opportunities for us to develop intergenerational services in partnership with adult services within Coleshill and Manor Road and vacate the premises at Cross Hands.	65	30	35	Reduction of one building in 2020/21 and 2021/22 and more efficient use of current estate in community inclusion	Review of day Services will be undertaken as part of Reset process. Day Services currently closed which will result in savings in year for utilities etc
Community Services Total			65	30	35		

Department	2019/20 Budget	FACT FILE	2020/21 Proposed	2020/21 Delivered	2020/21 Variance	EFFICIENCY DESCRIPTION
	£'000		£'000	£'000	£'000	

Managerial - on Target

Community Services

Adult Social Care

College Placement	6,411	A number of young people with a Learning Disability are accommodated in residential colleges where they live and undertake learning programmes and day activities.	52	52	0	Provision of supported living and community options for learning/development /day opportunities as an alternative to residential college will save approx. £52 k per individual
Staffing		In line with the modernisation of services the division has been undertaking a management and staffing restructure to ensure that we have the right number and appropriate skill set to deliver the new models of service	45	45	0	As part of management restructure and reconfiguration of services, reduction in some management posts.
Total Adult Social Care			97	97	0	

Homes & Safer Communities

Divisional wide		Homes and Safer Communities provide a range of services in relation to Housing, Environmental Protection, Business and Consumer Affairs, Residential Care, Housing Options and Tenancy Support and Community Engagement.	25	25	0	5% reduction in travelling expenses across the Division through smarter and more agile working
Divisional wide		Homes and Safer Communities provide a range of services in relation to Housing, Environmental Protection, Business and Consumer Affairs, Residential Care, Housing Options and Tenancy Support and Community Engagement.	40	40	0	Not apply 2% validation across Homes & Safer Communities
OP Residential Homes( in-house)	2,745	We provide seven Council run Care Homes across the County providing 248 beds	50	50	0	More efficient use of residential care home staff by reducing agency costs (net gain)
Total Homes & Safer Communities			115	115	0	

Support Services

Support Services	1,957	The service provides business support for Social Care. The functions include payment of creditors, management of transport and premises; the assessment and collection of income for residential and non residential services; and general business support	34	34	0	Rationalisation of staffing structure with the Business Support Unit
Support Services	1,957	The service provides business support for Social Care. The functions include payment of creditors, management of transport and premises; the assessment and collection of income for residential and non residential services; and general business support	12	12	0	Reduction in Supplies and Services budgets, by reducing postage and printings costs.
Support Services	0	The service provides business support for Social Care. The functions include payment of creditors, management of transport and premises; the assessment and collection of income for residential and non residential services; and general business support	23	23	0	Review of Transport for service users, making better use of the buses available, and increasing contracted in work
Total Support Services			69	69	0	

Community Services Total	281	281	0
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Policy - on Target

NOTHING TO REPORT

# Agenda Item 5

## SOCIAL CARE AND HEALTH SCRUTINY

### 20<sup>TH</sup> APRIL 2021

#### Department for Communities Departmental Business Plan 2021/22

#### **Purpose:**

To give members an opportunity to review the Department's Business Plan.

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

Elements of the business plan relevant to this Scrutiny's remit as identified below:

- Commissioning and Business Support - Page 17
- Integrated Services - Page 20
- Adult Social Care - Page 23
- Homes and Safer Communities (Care Homes element only) - Page 9

#### **Reasons:**

To show how the department, for which this Scrutiny has a remit, supports the Corporate Strategy.

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

#### **EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-**

Cllr Jane Tremlett (Social Care & Health)

Cllr Linda Evans (Housing)

<b>Directorate</b> <b>Department for Communities</b>		<b>Tel Nos.</b> <b>E Mail Addresses:</b>
<b>Name of Head of Service:</b>	<b>Designations:</b>	
Chris Harrison	Head of Strategic Joint Commissioning (Pembrokeshire and Carmarthenshire)	C.Harrison@pembrokeshire.gov.uk
Alex Williams	Head of Integrated Services	AlexWilliams@carmarthenshire.gov.uk 01267 228915
Avril Bracey	Head of Adult Social Care	ABracey@sirgar.gov.uk 01554 899285
Jonathan Morgan	Head of Homes and Safer Communities	JMorgan@sirgar.gov.uk 01554 899285
<b>Report Author:</b> Silvana Sauro	Performance, Analysis & Systems Manager	01267 228897 ssauro@carmarthenshire.gov.uk

# **SOCIAL CARE & HEALTH SCRUTINY COMMITTEE**

## **EXECUTIVE SUMMARY**

### **20<sup>th</sup> April 2021**

#### **Department for Communities Departmental Business Plan 2021/22**

##### **Purpose:**

To give members an opportunity to review the Department's business plan.

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

- This is the Department for Communities Departmental Business Plan, but the following service areas are under the remit of this Scrutiny:
  - Commissioning and Business Support
  - Integrated Services
  - Adult Social Care
  - Homes and Safer Communities (Care Homes element only)
- Due to the Coronavirus COVID-19 pandemic this is an abbreviated plan, usually it would include a review section, but this has been covered in the Service COVID-19 Impact Assessments previously submitted to this Scrutiny.
- The purpose of the business plan is nevertheless to show how this plan will support the delivery of the Corporate Strategy.

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

- The impact of the pandemic and BREXIT create a lot of uncertainty in future planning and this plan is subject to change.

<b>DETAILED REPORT ATTACHED?</b>	<b>YES</b>
----------------------------------	------------

# IMPLICATIONS

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

Signed:

Chris Harrison, Head of Strategic Joint Commissioning  
 Alex Williams, Head of Integrated Services  
 Avril Bracey, Head of Adult Social Care  
 Jonathan Morgan, Head of Homes and Safer Communities

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

## 1. Policy, Crime & Disorder and Equalities

- This departmental business plan shows how the department supports the Corporate Strategy and its Well-being Objectives.
- It will be supported by more detailed divisional business plans.
- The actions that support the Well-being Objectives and the steps taken to achieve them will be monitored throughout the year.
- The COVID-19 pandemic has had a considerable impact on departments and business plans reflect this. There have been many lessons learnt and new ways of working developed that will be maintained.

## 2. Legal

The Well-being Future Generations Act (2015) requires that functions of the council should maximise their contributions to the Well-being Objectives set by the Council. Our Well-being Objectives maximise our contribution to the seven national Goals of the Act and demonstrate the five ways of working.

## 3. Finance

The Well-being Future Generations Act (2015) requires that we ensure that resources are allocated annually to meet our objectives. The budget breakdown has been reported to a previous meeting.

## 4. ICT

The Digital Transformation Strategy sets out the Council's strategic digital priorities and aspirations, and outlines what we plan to do to achieve our vision for a Digital Carmarthenshire.

## 5. Risk Management Issues

Key risks are identified for each department and mitigating actions are outlined.

## 6. Staffing Implications

As identified within the plan.

## 7. Physical Assets

Some projects might be included in the business plan.

# CONSULTATIONS

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

Signed:

Chris Harrison, Head of Strategic Joint Commissioning  
 Alex Williams, Head of Integrated Services  
 Avril Bracey, Head of Adult Social Care  
 Jonathan Morgan, Head of Homes and Safer Communities

(Please specify the outcomes of consultations undertaken where they arise against the following headings)

## 1. Local Member(s)

Name(s) of local member(s) and individual comments, if appropriate

N/A

## 2. Community / Town Council

Name(s) of Town/Community Councils(s) and individual comments to be included, if appropriate

N/A

## 3. Relevant Partners

Name(s) and individual comments to be included, if appropriate

N/A

## 4. Staff Side Representatives and other Organisations

Name(s) and individual comments to be included, if appropriate

N/A

**EXECUTIVE BOARD PORTFOLIO  
 HOLDER(S) AWARE/CONSULTED  
 YES**

Include any observations here

**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
Corporate Strategy		<u>Corporate Strategy 2018-2023</u>

# Department for Communities

## Departmental Business Plan

### 2021 / 2022

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

# DRAFT

March 2021

## How the Department's Services support the Well-being Objectives

Well-Being Objective	Adult Services	Integrated Services	H&SC	Leisure	Commissioning	Specific focus for 2021/22
<b>Start Well</b>						
1. Help to give every child the best start in life and improve their early life experiences						Expansion of Flying Start
2. Help children live healthy lifestyles						Mental health issues post lockdown
3. Support and improve progress, achievement and outcomes for all learners	✓					Re-engage in learning and regain any learning lost due to COVID
<b>Live Well</b>						
4. Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty			✓			Poverty
5. Creating more jobs and growth throughout the county						<ul style="list-style-type: none"> <li>• Focus on SME</li> <li>• Foundational economy</li> <li>• Rural regeneration</li> <li>• Pentre Awel</li> </ul>
6. Increase the availability of rented and affordable homes			✓			Local housing crisis - escalating costs and second homes
7. Help people live healthy lives (tackling risky behaviour and obesity)	✓	✓		✓		
8. Support community cohesion and resilience	✓	✓			✓	Community cohesion and resilience
<b>Age Well</b>						
9. Support older people to age well and maintain dignity and independence in their later years		✓				
<b>In a Healthy and Safe Environment</b>						
10. Looking after the environment now and for the future						<ul style="list-style-type: none"> <li>• Climate change with particular focus on flooding</li> <li>• Net Zero Carbon</li> </ul>
11. Improving the highway and transport infrastructure and connectivity						
12. Promoting Welsh Language and Culture				✓		Supporting national target of a million Welsh speakers
<b>In addition a Corporate Objective</b>						
13. Better Governance and Use of Resources						Embed tackling inequality across all the Council's objectives



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This Departmental Business Plan has been produced to give staff, customers, elected members and partners a guide to the services provided by the department. It translates strategic objectives, to service objectives, to individual staff targets. It provides an open and transparent way of showing what is to be achieved and how we plan to do this.

It shows how resources will be used to achieve objectives and the service implications of budgetary increases or reductions. It shows what we get for what we spend and if we are making the most of what we have. The plan also aims to demonstrate and provide assurance on service standards so that the service can be held to account. We aim to show at a high level what the department will do to support the Corporate Strategy 2018-23 and the Well-being Objectives we have set (see Page 2 below), also taking account of the impact caused by the COVID-19 pandemic.

## Executive Board Member Foreword

We have great pleasure in introducing the new Department for Communities Summary Business Plan for 2021/22. We are satisfied that this Business Plan provides a comprehensive overview of the Departmental performance. It also provides the Department's aims and objectives for 2021/22.



Cllr Jane Tremlett  
Executive Board Member, Social Care



Cllr. Peter Hughes Griffiths  
Executive Board Member for Culture,  
Sport and Tourism



Cllr. Philip Hughes  
Executive Board Member for Public  
Protection



Cllr. Linda Evans  
Executive Board Member for Housing

### Sign Off

Cllr. Jane Tremlett  
Cllr. Linda Evans  
Cllr. Peter Hughes Griffiths  
Cllr. Philip Hughes

Date:

## Introduction by Director for Department for Communities



The Directorate for Communities is a large department employing over 2,000 people with overall spend close to £167 million. It generates nearly £65 million of income. The department is diverse but focussed on supporting vulnerable people and supporting the health and wellbeing of the communities we serve. Amongst its services are Adult Social Care, Integrated services with Health, Public health, Housing, Museums, Country Parks, libraries, and Leisure services.

After a challenging year dealing with COVID 19 we plan for services to develop in a post COVID world. We do so from a position of strength in which the whole local authority has responded well to the unprecedented challenges. Key functions such as reduction in the number of housing voids, meeting growing demand for social care, and returning income and user levels to pre pandemic levels will be central to our work. We will do this alongside playing our part corporately in the recovery of the whole council. To do this successfully we will need to reshape many services, establish a greater emphasis on prevention and public health and ensure our workforce are supported to recover from the pandemic where they have faced personal and professional challenges.

Our vision is strongly linked to the priorities of the whole council and summarises our central purpose- **‘Helping Communities Thrive..... Enabling Healthier Lives’**

The last year has taught us that our communities, staff, and services are strong and resilient, and we will build on our successes moving forward through this optimistic, ambitious and confident business plan.

***Jake Morgan, Director for the Department for Communities***

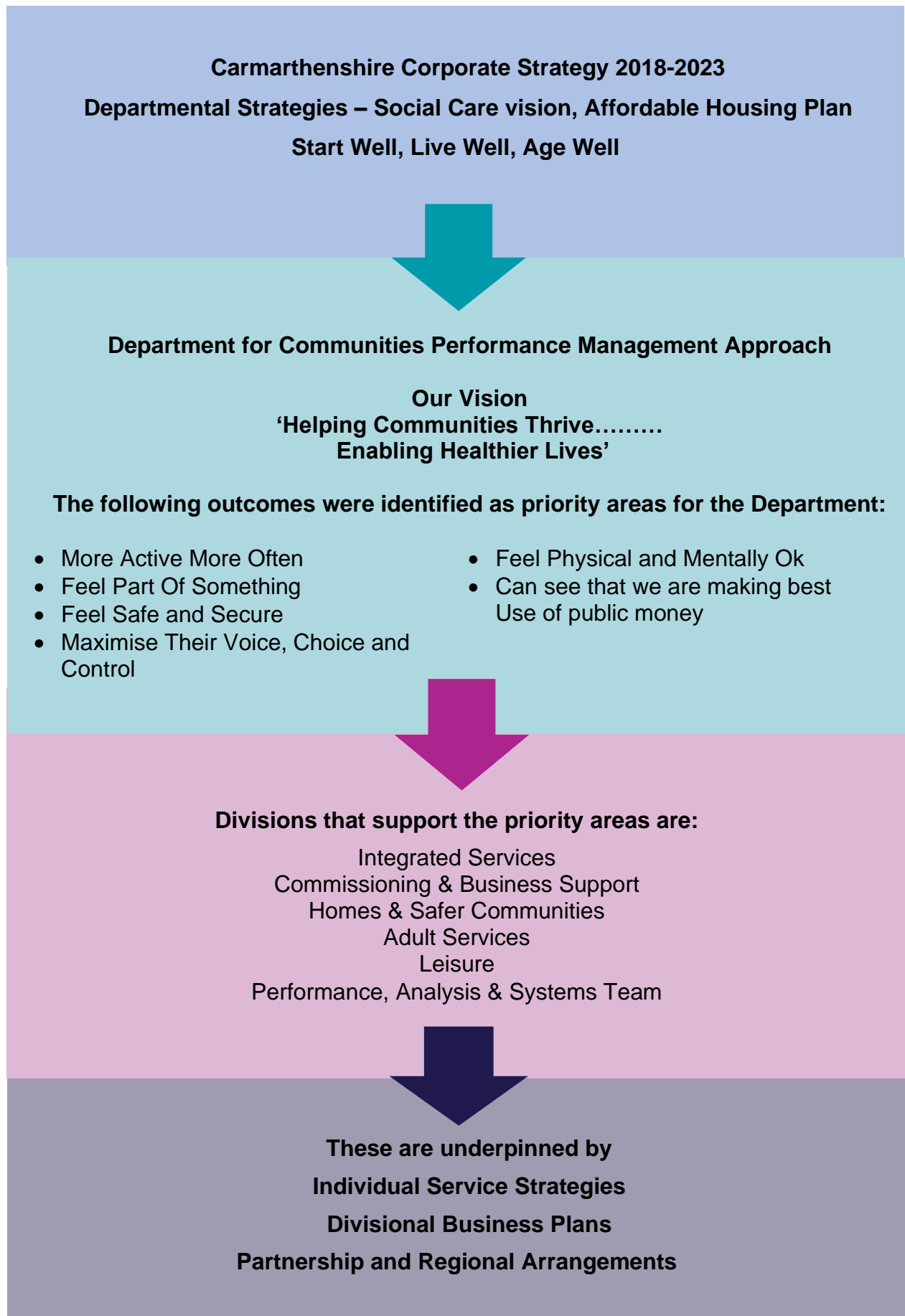
# Management Team Structure

## Management Team - Department for Communities

### Structure Chart 2021



Our approach is to link our Council's (and partners) priorities, through the directorate, to teams and individuals.



# Homes and Safer Communities

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
<b>A1</b>	We will deliver a new, ambitious Housing and Regeneration Delivery Plan that will provide at least an additional 900 Council homes over the next 5-10 years, as well as low-cost affordable homes, particularly in rural areas. The plan will also assist in regenerating our town centres and ten towns initiative in rural areas. Our first phase will take us through to March 2022 (14700)	March 2022	Rachel Davies	<b>WBO6/MF5</b>
<b>A2</b>	We will develop, with our tenants and partners, a new Carmarthenshire Homes Standard and decarbonisation plan which will mean greener, more energy efficient homes and ensure we support the local and national decarbonisation agenda (14701).	March 2022	Rachel Davies	<b>WBO6/MF5</b>
<b>A3</b>	We will continue to implement our homelessness strategy, with increased focus on "front of house" universal preventative activities as well as more targeted approaches for those groups at higher risk of homelessness (14699).	March 2022	Jonathan Willis	<b>WBO4/MF5</b>
<b>A4</b>	Through the re-structure we will ensure that we set ourselves up for the post COVID world in terms of housing services, ensuring that we maximise income in terms of rents, and that we continue to deliver high levels of tenant satisfaction.	March 2022	Jonathan Morgan	<b>HSCBP</b>
<b>A5</b>	We will deliver a sustainable plan for Council House Voids that will reduce their number and quicken turnaround times when properties are vacant.	September 2022	Jonathan Willis	<b>HSCBP</b>
<b>A6</b>	We will implement a transformational master plan for the Tyisha ward which will address the concerns of residents and provide a sustainable future from a housing, environment, community safety and economic regeneration perspective (14702).	March 2022	Jonathan Morgan	<b>WBO6/MF5</b>
<b>A7</b>	We will deliver an innovative investment programme for Care Homes and Sheltered Housing Schemes that meets the future needs of older people in the County (14703).	March 2022	Rachel Davies	<b>WBO9/MF5</b>
<b>A8</b>	We will ensure we let Care Homes voids as efficiently as possible in a post COVID world.	March 2022	Heike Clarke	<b>HSCBP</b>
<b>A9</b>	We will develop a new pro-active Public Health and Infection Control Service that will build on what we have learned from the COVID experiences.	Sept 2021	Jonathan Morgan	<b>HSCBP</b>
<b>A10</b>	We will continue to ensure we meet regulatory requirements to high standards in terms of environmental health functions e.g. food standards and hygiene.	March 2022	Sue Watts	<b>HSCBP</b>
<b>A11</b>	We will develop a pro-action Air Quality Delivery Plan, in conjunction with other Council Divisions and key partners.	Sept 2021	Sue Watts	<b>HSCBP</b>
<b>A12</b>	We will continue to be pro-active in the trading standards field (e.g. financial exploitation, licensing, POCA, COVID enforcement) ensuring we do as much as is possible to protect the public.	March 2022	Roger Edmunds	<b>HSCBP</b>
<b>D2</b>	Making best use of resources to improve services to the public, through innovation.	March 2022	Jonathan Morgan	<b>HSCBP</b>

<b>D3</b>	New apprenticeships / upskilling opportunities created link to emerging dept workforce plan measures including Welsh Language.	March 2022	Jonathan Morgan	<b>HSCBP</b>
<b>D4</b>	Departments Digital Infrastructure and connectivity programme.	March 2022	Jonathan Morgan	<b>HSCBP</b>
<b>D5</b>	Ensuring compliance with the external regulated reports recommendations.	March 2022	Jonathan Morgan	<b>HSCBP</b>
	<b>Key overarching measures of success</b>			
<b>B1</b>	How many affordable homes were delivered?.	March 2022	Jonathan Morgan	<b>HSCBP</b>
<b>B2</b>	Percentage of households successfully prevented/relieved from becoming homeless.	March 2022	Jonathan Morgan	<b>HSCBP</b>
<b>B3</b>	Percentage of rent arrears relative to rent debit.	March 2022	Jonathan Morgan	<b>HSCBP</b>
<b>B4</b>	Tenants satisfaction with housing services delivery.	March 2022	Jonathan Morgan	<b>HSCBP</b>
<b>B5</b>	Number and turnaround times for all void council properties.	March 2022	Jonathan Morgan	<b>HSCBP</b>
<b>B6</b>	Number of nights void (Care Homes).	March 2022	Jonathan Morgan	<b>HSCBP</b>
<b>B7</b>	NPS - On a scale of 1-10, how satisfied are you with the care and support service?.	March 2022	Jonathan Morgan	<b>HSCBP</b>
<b>B8</b>	Carmarthenshire Incident rate per 100k – Number of cases over a rolling 7 days, and a comparison to previous 7-day period.	March 2022	Jonathan Morgan	<b>HSCBP</b>
<b>B9</b>	% of Proactive Visits that resulted in improvement, Closure, and Fixed Penalty notices being served.	March 2022	Jonathan Morgan	<b>HSCBP</b>

### Key Divisional Risks

<b>Risk Ref or New?</b>	<b>Risk Score After control measures</b>	<b>Identified Risk</b> All risks can be profiled in the Divisional Plan. In this departmental plan the Division should identify: 1. Any Risks that it has on the Corporate Risk Register 2. Significant Risks (scored 16+)	<b>See row # xx above</b>
SS30033	Medium 8	Maintain the current Carmarthenshire Homes Standard (CHS), and develop a new standard for the future. Failure to maintain and develop the CHS in the future will result in:  A lack of investment in the Council's housing stock as homes fall into disrepair and will not meet tenants needs; and  Tenants not seeing the benefits of decarbonisation and energy efficient measures.	A2
New		Maximise income in council house rents and voids, and mitigate the effects of welfare reform and introduction of universal credit.  Failure to mitigate and plan may result in:  Lower income will have an adverse impact on the well-being of residents and on the 30 year HRA business plan itself	A5
New		Manage changes in environmental health, trading standards and licensing regulatory requirements. Failure to do so will result in:	A10

		Council not meeting its legislative requirements in these key regulatory services	
New		<p>Ensuring we continue to have a robust public health response and infection control measures in place.</p> <p>Failure to have a response and measures in place will result in:</p> <p>COVID rates increasing and the impact this will have on the general population, businesses and schools; and</p> <p>The economic recovery of the County being slowed down</p>	A10/A12
New		<p>Provide a pro-active preventative service and accommodation for homeless people as a result of changes in homeless legislation. Failure to do so will result in:</p> <p>Council not meeting its statutory duty; and</p> <p>Health and well-being issues for homes people</p>	A3
SS300041 (New Wording)		<p>Maximise the supply of affordable homes the County and assist in the regeneration of the County post COVID. Failure to do so will result in:</p> <p>Potential increase in homelessness and impact on residents' health and well being; and</p> <p>Major regeneration programmes e.g. Tyisha/Town Centre's will not be delivered and the impact this will have on economic recovery.</p>	A6

# Leisure Services

## Leisure Services

### Head of Service: Ian Jones

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
<b>A</b>	<b>General</b>			
<b>1</b>	Recovery of memberships and user numbers at facilities to pre-covid levels and beyond by 31/3/22	March 2022	<b>Ian Jones</b>	<b>LSBP</b>
<b>2</b>	Development of online service platforms e.g. membership Apps'; Online fitness classes; broadcasting of Theatre productions to Care Homes	March 2022	<b>Ian Jones</b>	<b>LSBP</b>
<b>3</b>	Contribute towards CCC Economic Recovery plan: capital investment schemes (Pendine, Oril Myrddin and Pentrawel)	March 2022	<b>Ian Jones</b>	<b>LSBP</b>
<b>4</b>	Making best use of resources to improve services to the public, through innovation.	March 2022	<b>Ian Jones</b>	<b>LSBP</b>
<b>5</b>	New apprenticeships / upskilling opportunities created link to emerging dept workforce plan measures including Welsh Language.	March 2022	<b>Ian Jones</b>	<b>LSBP</b>
<b>6</b>	Departments Digital Infrastructure and connectivity programme	March 2022	<b>Ian Jones</b>	<b>LSBP</b>
<b>A</b>	<b>Key Measure of success</b>			
<b>A2</b>	Digital Reach and deliverability of each service	March 2022	<b>Ian Jones</b>	<b>LSBP</b>
<b>A1</b>	Income (new and additional)	March 2022	<b>Ian Jones</b>	<b>LSBP</b>
<b>A4</b>	Quality measures for each service e.g. NPS 'would you recommend us..?' / Accreditations and standards e.g. National Library standards / Green Flag awards	March 2022	<b>Ian Jones</b>	<b>LSBP</b>
<b>A3</b>	Social value indicators to highlight value service brings to areas such as Health, Education, Policing etc	March 2022	<b>Ian Jones</b>	<b>LSBP</b>
<b>B</b>	<b>Culture</b>			
<b>1</b>	Oriel Myrddin Project initiated on site - review governance and deliver re-development options for Oriel Myrddin to improve the provision for residents and visitors (13530)	March 2022	<b>Jane Davies</b>	<b>WBO12 MF5</b>
<b>2</b>	Abergwili Museum refurbishment completed - transformation plan with the delivery of a £1.2 million redevelopment of the County museum at Abergwili (13290)	March 2022	<b>Jane Davies</b>	<b>WBO12 MF5</b>
<b>3</b>	Tywi Gateway Trust scheme to develop gardens at Abergwili Museum completed (13289)	March 2022	<b>Jane Davies</b>	<b>WB12 MF5</b>
<b>4</b>	Deliver a fully functioning archive repository and information hub for Carmarthenshire (13292)	March 2022	<b>Jane Davies</b>	<b>WBO12 MF5</b>
<b>5</b>	Re-furnishment of Parc Howard Museum (13289)	March 2022	<b>Jane Davies</b>	<b>WBO12 MF5</b>
<b>6</b>	Open new Museum of Speed as part of Pendine Attractor project (13289)	March 2022	<b>Jane Davies</b>	<b>WB012 MF5</b>
<b>7</b>	We will promote our Welsh Culture & Heritage supporting annual culture awards and town and village of Culture (14037)	March 2022	<b>Jane Davies</b>	<b>WBO12 MF5</b>

8	Review and re-develop the Council's Theatre Services provision for future resilience i.e. online, outdoor, community and traditional programming and development plan (14706)	March 2022	Sharon Cassey	WBO 12 MF5
9	Develop digital skills of local communities by appointing 2x MakerSpace apprentices;	March 2022	Mark Jewell	LSBP
10	Develop 24/7 access concept for Libraries, including remote locker solutions at rural hubs	March 2022	Mark Jewell	LSBP
B	<b>Key Measure of Success</b>			
B1-8	Visits to Cultural venues	March 2022	Mark Jewell	WBO12
B1-8	Number of library visits per 1,000 population. (LCL/001)	March 2022	Mark Jewell	WBO 7
B1-8	%of Quality Indicators (with targets) achieved by the library service. (PAM/040)	March 2022	Mark Jewell	WBO 7
C	<b>Outdoor Recreation</b>			
1	Pendine Outdoor Education centre – new service delivery model agreed	March 2022	Neil Thomas	LSBP
2	Pendine Attractor operating model is established	March 2022	Neil Thomas	LSBP
3	Continue to deliver the Country park site masterplans at Pembrey Country Park, MCP, Llyn Llech Owain and Mynydd Mawr	March 2022	Neil Thomas	LSBP
4	Protect and manage our coast, working with Environment department	March 2022	Neil Thomas	LSBP
5	Deliver a £2million programme to re-develop Burry Port Harbour (13201) – completion of Harbour wall repairs. Wider elements of BPH masterplan led by Regeneration	October 2022	Neil Thomas	WBO10 MF5
C	<b>Key Measure of success</b>			
C1	Visits to Country Parks	March 2022	Neil Thomas	WBO7
C2	No. of attendances (including residential) for opportunities facilitated by the Outdoor Education Team	March 2022	Neil Thomas	LSBP
C3	Income returning to pre Covid levels.	March 22	Neil Thomas	LSBP
D	<b>Sport &amp; Leisure</b>			
1	Pentre Awel – development of wellness hub (new Leisure Centre). Invest in the County's leisure centre provision with the development of a new facility in Llanelli as part of the Wellness Village (12602)	March 2022	Carl Daniels	WBO7 MF5
2	Review delivery structure as service and customer demand continues to evolve.	March 2022	Carl Daniels	LSBP
3	Development of site masterplans including Amman Valley Leisure Centre, and Llandovery Leisure Centre	March 2022	Carl Daniels	LSBP
4	Increase the range of physical activity opportunities available for children and adults to increase ongoing participation rates	March 2022	Carl Daniels	LSBP
5	Continued support for Community Sport clubs and County-wide plans for focus sports of Athletics; Cycling; Aquatics and Triathlon	March 2022	Carl Daniels	WBO 7 MF5
6	Development of a proposal of town centre Gym offer	March 22	Jan Jones	LSBP

D	Key Measure of success			
D1-5	No of attendances to promote physical activity	March 2022	Carl Daniels	WBO7
D3-4	Visits to Leisure Centres. Number of visits to leisure centres per 1,000 population. (PAM/017)	March 2022	Carl Daniels	WBO7
D3-4	% of children who can swim 25m aged 11 (3.4.2.1)	March 2022	Carl Daniels	WBO2
D3-4	% of people referred to the National Exercise Referral scheme that attend the 1st session of the programme. (3.4.2.6)	March 2022	Carl Daniels	WBO7
D3-5	No. of attendances at Sporting Opportunities facilitated by the Sports Development Unit. (3.4.2.8)	March 2022	Carl Daniels	WBO7
D3-4	% of people referred to the National Exercise Referral scheme that complete the 16 week programme. (PAM/041)	March 2022	Simon Davies	WBO7
D3-4	% of NERS clients whose health had improved on completion of the exercise programme. (PAM/042)	March 2022	Simon Davies	WBO7
D3-4	Income levels to return as pre Covid	March 2022	Carl Daniels	LSBP

LSBP = Leisure Services Business Plan

## Key Divisional Risks

Risk Ref or New?	Risk Score After control measures	Identified Risk All risks can be profiled in the Divisional Plan. In this departmental plan the Division should identify: 1. Any Risks that it has on the Corporate Risk Register 2. Significant Risks (scored 16+)	See row above
New risk	High 12	Inability of service to recover participation, membership, and income levels as a result of Covid-19 pandemic.	A1
SS600018	Low 4	Public, staff and participant safety, especially around water areas is a key consideration for the service.	A4
SS600019	Low 4	Continuing political and public support as to the value and impact of Leisure is essential in order to develop such a critical yet largely non-statutory service such as leisure.	A4
SS600020	Low 3	The service has to deliver what people want. Understanding customer demand and adapting to meet these challenges are a key risk for the service.	A3/A4
SS600021	Low 3	Non-controllable external factors such as poor weather, or unforeseen increases in utility costs are risks to the business that have to be managed quickly and effectively.	A3/A4
SS600022	Low 3	Maintaining a strong and positive public perception of services is essential in income generating areas where there is competition from the private sector.	A3/A4
SS600023	Low 4	Buildings infrastructure and environments must be safe and appropriate in order to manage the service effectively.	A3/A4

# Commissioning & Business Support Service

## Commissioning and Business Support

### Head of Service: Chris Harrison

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
1	Provide support for carers, and young carers in particular, to enable them to continue providing the invaluable care they offer to family and friends in need (14693)	March 2022	Alison Watkins	WBO8/MF5
2	Covid Sector Support-Continued Covid commissioning response team to coordinate support for the care & support sectors, including care home review action plan.	March 2022	Alison Watkins	CBSBP
3	Development of Market Stability Reporting- regulatory requirement under the Social Service and Wellbeing (Wales) Act 2014	March 2022	Alison Watkins	CBSBP
4	Implement the review of Direct Payments, including the decommissioning of contracted service and development of in house service.	March 2022	Alison Watkins	CBSBP
5	Continued implementation of the Accommodation Plan (2019-24) for learning disabilities	March 2022	Alison Watkins	CBSBP
6	Recommissioning of Community Support (Domiciliary Care) - including the service requirements, procurement, contract award and implementation of a new framework contract.	March 2022	Alison Watkins	CBSBP
7	To continue to develop a more strategic approach, to strengthen and develop the preventative network of services & build community resilience, especially in relation to the third sector, housing related support and the wider community, including carers.	March 2022	Alison Watkins	CBSBP
8	Effective and efficient contract management to ensure care & support providers comply with their duty to provide quality, reliable and safe services while securing value for money.	March 2022	Alison Watkins	CBSBP
9	To work with the Eclipse Team to Develop and implement the Fiscal Module for charging.	March 2022	Rhys Page	CBSBP
10	To Review and reduce Debt within Social Care charging, and to work with legal to recover outstanding debt.	March 2022	Rhys Page	CBSBP
11	Review systems and processes across the division and digitalise services, so they can be more accessible to the public	March 2022	Rhys Page	CBSBP
12	To Review the Transport & Facilities services in-line with the alternative offer for Day Care in Carmarthenshire	March 2022	Rhys Page	CBSBP
13	Making best use of resources to improve services to the public, through innovation.	March 2022	HOS	CBSBP
14	New apprenticeships / upskilling opportunities created link to emerging dept workforce plan measures including Welsh Language.	March 2022	HOS	CBSBP
15	Departments Digital Infrastructure and connectivity programme	March 2022	HOS	CBSBP
16	Ensuring compliance with the external regulated reports recommendations.	March 2022	HSO	CBSBP

CBSBP = Commissioning and Business Support Business Plan

## Key Divisional Risks

Risk Ref or New?	Risk Score After control measures	<b>Identified Risk</b> All risks can be profiled in the Divisional Plan. In this departmental plan the Division should identify: 1. Any Risks that it has on the Corporate Risk Register 2. Significant Risks (scored 16+)	See row # xx above
SS700016	Medium 6	Review our structures for commissioning & business support division to ensure that it is fit for purpose to respond to future requirements.	A2
SS700021	Medium 6	To deliver savings through right size packaging and analysis of cost providers in the pan disability service areas as part of the Authority's budget management.	A5
SS700022	Medium 6	Ensuring robust systems remain in place to identify early warning signs of market failure in order to avoid or reduce serious risks to service provision and the impact on service users.	A3
SS700023	High 9	Capacity to delivery against major commissioning projects (namely recommissioning of community/domiciliary care support and Direct Payments - Clarify the risk score	A4

# Integrated Services

## Integrated Services

### Head of Service: Alex Williams

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
A1	We will develop our overall approach to Integrated Services, so we are able to help develop strong communities, help people to help themselves, provide help when people need it and provide long-term support whilst keeping people safe. We will ensure we are in a position to do this through agreement of a vision for Integrated Services between the Local Authority and Health Board, a new Section 33 agreement setting out our collective responsibilities and agreement and of a new structure to support delivery.	August 2021	Alex Williams/ Rhian Dawson	ISBP/ WBO8/ 09
A2	We will implement Phase 1 and Phase 2 of the new structure.	March 2022	Alex Williams/ Rhian Dawson	ISBP/ WBO8/ 09
A3	<p>We will develop our overall vision and strategic plan/pathways for prevention, proactive care including approach dementia, intermediate care and long-term care, to ensure that we can deliver the vision for integrated services and effectively manage demand.</p> <p>As part of this, we will deliver the corporate objectives as follows:</p> <ul style="list-style-type: none"> <li>We will develop the Information Advice and Assistance (IAA) service by enhancing the Multi-Disciplinary Team, to ensure that as many individuals as possible are supported to achieve preventative outcomes. (14694)</li> <li>We will continue to support people living with dementia and the development of more dementia friendly and supportive communities and provisions across the County (14695)</li> <li>We will work with partners to ensure that people remain socially connected, particularly through the use of virtual support such as the Connect project, in order to reduce loneliness, tackle inequalities and poverty (14696)</li> </ul>	March 2022	<p>Alex Williams/R hian Dawson</p> <p>Dean C Jones</p> <p>Neil Morgan</p> <p>Julia Wilkinson</p>	ISBP/ WBO8/ 09
A4	We will reshape our approach to support patient flow and home first by developing the above pathways and ensure that monitoring and escalation processes are in place to ensure effective patient flow.	March 2022	Alex Williams/ Rhian Dawson	ISBP/ WBO9
A5	We will further strengthen the provision and use of the Welsh language within social care services, supporting our staff to learn virtually currently, to be able to provide services in the language of service users' choice and ensure compliance with the 'Active Offer' (14697)	March 2022	Angharad Jenkins	WBO1 2/MF5
A6	We will develop an overall recovery model to redesign support and services during and after the Covid-19 pandemic. This will include how we safely restart day services/develop day opportunities as well as bed-based reablement.	March 2022	Alex Williams	ISBP/ WBO9

<b>A7</b>	Establish Delta Connect as a primary prevented telecare service within the county. Develop with the health boards intervention with telecare/telehealth	March 2022	Rhian Dawson	<b>ISBP</b>
<b>A8</b>	Making best use of resources to improve services to the public, through innovation.	March 2022	Alex Williams	<b>ISBP</b>
<b>A9</b>	New apprenticeships / upskilling opportunities created link to emerging dept workforce plan measures including Welsh Language.	March 2022	Alex Williams	<b>ISBP</b>
<b>A10</b>	Departments Digital Infrastructure and connectivity programme	March 2022	Alex Williams	<b>ISBP</b>
<b>A11</b>	Ensuring compliance with the external regulated reports recommendations.	March 2022	Alex Williams	<b>ISBP</b>
<b>B</b>	<b>Key Measures of Success</b>			
<b>B1</b>	Hospital – Average length of stay – Ready to leave	March 2022	Alex Williams/ Rhian Dawson	WBO9
<b>B2</b>	Number of reviews completed	March 2022	Alex Williams/ Rhian Dawson	WBO9
<b>B3</b>	Number of clients receiving direct payments at month end	March 2022	Alex Williams/ Rhian Dawson	WBO9
<b>B4</b>	Number of Hours commissioned for Domiciliary care	March 2022	Alex Williams/ Rhian Dawson	WBO9
<b>B5</b>	Funded residential care, nursing care and CHC placements	March 2022	Alex Williams/ Rhian Dawson	WBO9
<b>B6</b>	Number of SSWBA forms competed by the Carmarthenshire Access Team outcomes broken down by IAA and Further assessment. Safeguarding ASRF forms also measured.	March 2022	Alex Williams/ Rhian Dawson	WBO9

ISBP= Integrated Services Business Plan

### Key Divisional Risks

<b>Risk Ref or New?</b>	<b>Risk Score After control measures</b>	<b>Identified Risk</b> All risks can be profiled in the Divisional Plan. In this departmental plan the Division should identify: 1. Any Risks that it has on the Corporate Risk Register 2. Significant Risks (scored16+)	<b>See row # xx above</b>
SS100021	High 15	Not delivering on financial efficiencies will compromise our ability to deliver future services and progress the modernisation agenda.	A1
SS100035	High 12	It is likely that the ICF and Transformation funding will end March 2021, with a risk of a number of services being unfunded and/or an impact on core funding.	A2

ISBP= Integrated Services Business Plan

# Adults Services

## Adult Social Care

### Head of Service: Avril Bracey

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
1	We will ensure that we have a through age approach to community support. This will include new models of service delivery to respond to Covid -19. (12540)	March 2022	Sharon Frewin	WBO7/MF5
2	Maintain a strong and sustainable in-house domiciliary provision for Council and support the commissioning team in developing a new framework including the redevelopment of the reablement services (13225)	March 2022	Julie Duggan	WBO7/MF5
3	We will continue to work with partners to transform mental health and learning disability services. We will promote independence, early intervention and prevention and ensure that support and services are accessible (14698)	March 2022	Mark Evans Kelvin Barlow	WBO7/MF5
4	Implement measures to respond to operational and strategic imperatives associated with Safeguarding including Deprivation of Liberty Safeguards (DOLS) Liberty Protection Standards ( LPS ) and Violence Against Women , Domestic Abuse and Sexual Violence Act ( VAWDASV)	March 2022	Cathy Richards	WBO8
5	Collaborate with colleagues in commissioning, housing and the Health Board to develop a range of supported accommodation	March 2022	KB/ME	WB09
6	Making best use of resources to improve services to the public, through innovation.	March 2022	Avril Bracey	ASBP
7	New apprenticeships / upskilling opportunities created link to emerging dept workforce plan measures including Welsh Language.	March 2022	Avril Bracey	ASBP
8	Departments Digital Infrastructure and connectivity programme	March 2022	Avril Bracey	ASBP
9	Ensuring compliance with the external regulated reports recommendations.	March 2022	Avril Bracey	ASBP
<b>B</b>	<b>Key Measures of Success</b>			
<b>B1</b>	Compliance with new All Wales Safeguarding procedures	March 2022	HOS	WB09
<b>B2</b>	Compliance with Implementation of Liberty Protection Safeguards	March 2022	HOS	WB09
<b>B3</b>	Services: Number and percentage of young people aged 16-25 with an LD in employment, education and training.	March 2022	HOS	WB09
<b>B4</b>	Number of service users leaving reablement who don't require a future service	March 2022	HOS	WB09
<b>B5</b>	Number of new units of supported accommodation developed	March 2022	HOS	WB09
<b>B6</b>	Number of individuals accessing community-based alternatives to building based day services	March 2022	HOS	WB09
<b>B7</b>	Number of hours delivered vs capacity and cost (Domiciliary Care)	March 2022	HOS	WB09
<b>B8</b>	Number of Adults in residential care and associated costs	March 2022	HOS	WB09

## Key Divisional Risks

Risk Ref or New?	Risk Score After control measures	Identified Risk	See row # xx above
		All risks can be profiled in the Divisional Plan. In this departmental plan the Division should identify: 1. Any Risks that it has on the Corporate Risk Register 2. Significant Risks (scored 16+)	
SS500022	Medium 8	Failure to fulfil our Statutory Duty for young people if outcomes are compromised if we do not have a seamless pathway from transition into adult care.	A1
SS500024	High 12	Individuals may not be safeguarded, or their human rights upheld and the risk of legal challenge and financial penalty if we do not manage the DoLs referrals.	A4
SS500027	High 12	The number of adults going into residential care will increase and there will be an impact on financial savings if we do not develop alternative community provision.	A5
SS500028	Medium 8	There will be over provision/poor outcomes for individuals, inefficiencies and dependency if care/support plans and service delivery plans are not person centred and outcome focussed.	A2/A1
New		Individuals may not be safeguarded from abuse or neglect if we fail to fulfil our statutory safeguarding duties within the SSWBA.	A4
SS00031	Medium 9	Failure to meet future demands on our workforce.	A7

## Partnership and Collaboration

Ref	Key Actions and Measures	By When?	By Who?	WBO Ref
1a	We will continue to implement a range of programmes within the 'Healthier West Wales' programme, funded through the Welsh Government's Transformation Fund, to improve wellbeing outcomes for older people in the county	March 2022	Martyn Palfreman	WBO9
1b	We will continue to play a key role on the West Wales Regional Partnership Board and support the wider programme of the West Wales Care Partnership to integrate and transform care and support across the region.	March 2022	Martyn Palfreman	WBO9

# Resources

Link to Budget to be added.

## Departments Performance Framework (Draft)



v1Departments



App A Final

Performance FramevPerformance\_Framev

## Workforce report (*Draft*)



Department  
workforce Plan DRA

## Welsh Language report March 21



Welsh Language  
Speaking Levels for

# Appendix 1

## Well-being of Future Generations Act 2015

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

### A. The Sustainable Development Principle of the Act

The new law states that we must carry out sustainable development, improving the economic, social, environmental and cultural well-being of Wales. **The sustainable development principle** is

*‘... the public body must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.’*

### B. The Five Ways of Working required by the Act

To show that we have applied the sustainable development principle we must demonstrate the following 5 ways of working:

1. Looking to the long term so that we do not compromise the ability of future generations to meet their own needs;
2. Taking an integrated approach so that public bodies look at all the well-being goals in deciding on their priorities;
3. Involving a diversity of the population in the decisions that affect them;
4. Working with others in a collaborative way to find shared sustainable solutions;
5. Understanding the root causes of issues to prevent them from occurring.

### C. The Seven Well-being Goals of the Act

There are **7 well-being goals** in the Act. Together they provide a shared vision for public bodies to work towards. We must work towards achieving all of them.

Well-being Goals



# Agenda Item 6

## SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

### 20<sup>TH</sup> APRIL 2021

#### LEARNING DISABILITY STRATEGY 2020-2025

##### **Purpose:**

For Scrutiny to have an opportunity to consider and comment on the Learning Disability Strategy (2020- 2025).

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

On the 19th April, 2018 the Social Care & Health Scrutiny considered the draft Learning Disability Strategy.

In developing the final strategy, a series of engagement events were held in 2019. These were facilitated by both Mencap and Carmarthenshire People First, with support from Council officers. The strategy provides strong service user and parent/carer input into the direction of travel for learning disabilities in Carmarthenshire.

In March 2020 the strategy was programmed to come back to Scrutiny for endorsement, however, this did not happen due to the pandemic. This report provides a progress update of the work undertaken in the intervening period, together with the final strategy and draft action plan of implementation.

There were a number of reoccurring key themes raised during the engagement sessions which have shaped the strategy and are detailed within the report.

##### **Reasons:**

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

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

##### **EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER: -**

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

##### **Directorate**

##### **Communities**

##### **Name of Head of Service:**

**Avril Bracy**

##### **Report Author:**

**Chris Harrison**

**Avril Bracey**

##### **Designations:**

Head of Joint Strategic Commissioning  
Pembrokeshire & Carmarthenshire  
County Council

Head of Adult Social Care

##### **Tel Nos.**

01267 242485

##### **E Mail Addresses:**

[Chris.harrison@pembrokeshire.gov.uk](mailto:Chris.harrison@pembrokeshire.gov.uk)

[ABracey@carmarthenshire.gov.uk](mailto:ABracey@carmarthenshire.gov.uk)

**EXECUTIVE SUMMARY**  
**SOCIAL CARE & HEALTH SCRUTINY COMMITTEE**  
**DATE: 20<sup>th</sup> April 2021**

**SUBJECT:**  
**LEARNING DISABILITY STRATEGY 2020-2025**

National Context

The Social Services and Well-being (Wales) Act 2014 came into force in April 2016.

It reforms and integrates social services law and emphasises improving wellbeing outcomes for people who need care and support, including carers. It introduces a common set of processes to ensure people receive the right support at the right time, strengthens collaboration and the integration of services, and provides for an increased focus on prevention and early intervention.

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

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

Regional context

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

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

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

### Local Context

However, it is important whilst recognising the importance of the national and regional context the local voice of people who use and need services is captured and the landscape of local services is developed to reflect this.

In developing the final strategy, a series of engagement events were held in 2019. These were facilitated by both Mencap and Carmarthenshire People First, with support from Council officers. The strategy provides strong service user and parent/carer input into the direction of travel for learning disabilities in Carmarthenshire.

There were a number of reoccurring key themes raised during the engagement sessions which have shaped the strategy:

- Adopting a person centred approach is essential, seeing and hearing the person and what matters to them. This was particularly highlighted within the education system. Setting goals and measuring outcomes were particularly emphasised so that young people in the education system are supported to develop their talents and maximise their potential.
- The importance of consistency of communications, especially across all agencies. Easy read approach was particularly welcomed.
- The strategy should include a greater focus on people with complex needs.
- The importance and right to have independent advocacy services, whilst also recognising the importance of other forms of advocacy such as peer advocacy.
- The importance of health checks and people understanding what this entails.
- That the strategy should include a greater focus on transition from children's service to adults, but there was also support for an all age approach-including better awareness of options to support people from childhood to adulthood.
- Direct payments- the importance of consistency of advice regarding direct payments, the value of them when they work, but also recognising the challenges and the need to be more creative was welcomed.
- The importance of carers support and respite to support carers in their caring role.
- Better information regarding options and what services are available, the development of apps, social media and directories were cited as ideas.
- Developing more creative housing options to support people to maintain their independence.
- Development of education and pathways which support meaningful practical and educational support with a view to employment.

The final Learning Disability Strategy for Carmarthenshire embraces the principles of the Act and has been shaped by the feedback from the engagement activity undertaken with service users, carers/ parents and others.

<b>DETAILED REPORT ATTACHED?</b>	<b>YES</b>
----------------------------------	------------

# IMPLICATIONS

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

Signed: Chris Harrison

Head of Joint Strategic Commissioning Pembrokeshire & Carmarthenshire County Council

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

## 1. Policy, Crime & Disorder and Equalities

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

Key outcome areas within the strategy are as follows:

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

## 2. Legal

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

### 3.Finance

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

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

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

### 5. Risk Management Issues

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

## CONSULTATIONS

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

Signed: Chris Harrison

Head of Joint Strategic Commissioning Pembrokeshire &  
Carmarthenshire County Council

1.Local Member(s) - N/A

2.Community / Town Council – N/A

3.Relevant Partners

The strategy has been developed with key partners such as Hywel Dda University Health Board. It has also involved key stakeholders such as the third sector, service providers, service users and carers.

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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# Carmarthenshire Learning Disability Strategy

**2020 - 2025**  
Final

March 2020

[carmarthenshire.gov.uk](http://carmarthenshire.gov.uk)



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## Foreword and Introduction

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

I am delighted to introduce our Learning Disability Strategy which sets out our strategic priorities for learning disability services for the next five years. It has been developed following consultation with all stakeholders, and I would particularly like to thank those who use our services, their families and carers who have made a significant contribution to this work. The strategy will provide new opportunities for children and adults with learning disabilities to live full and independent lives as part of their local communities.



Cllr Jane Tremlett  
Executive Board  
Member, Social Care

## Our Engagement Sessions - finding out what matters

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

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

This final strategy provides a strong service user & parent / carer focused direction of travel for learning disabilities in Carmarthenshire. In developing the final strategy, a series of engagement events were held facilitated by both Mencap and Carmarthenshire People First, with support of Council officers.

During July to October several events were held across the County, in Llanelli, Ammanford and Carmarthen, primarily focused on service users & parent carers. In addition, events were also held within day services, Clynfw Care Farm (at their request) and a separate event targeting service provider feedback.

Attendees were provided with an opportunity to consider the draft strategy, which was also provided in easy read, and welsh.

In groups and following a 'speed dating' style of engagement, attendees were asked to consider – "was there was anything missing from the strategy"? If so, to provide details and comments. Also did they agree or not with the strategy content?

Overall, the evaluation feedback of the engagement events was positive and reinforced support for the strategy.

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

## **From People with a Learning Disability**

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

## **From Service**

- Support workers and key workers want to work closer with Social Services.
- Build relationships with local communities to change attitudes to learning disabilities so communities are supportive and inclusive.
- Support workers want to feel valued and listened to.
- Improve communication between key workers, Health and Social Services.
- Focus needs to be on the individual we’re supporting.

## **From Professionals**

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

We recognise that this strategy is primarily adult focused, however the engagement and listening events have provided an opportunity to strengthen the views of younger people with a learning disability/autistic spectrum disorder and those people in transition, and people with additional learning needs.

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

## Putting the Strategy into Context – National, Regional and Local

### **Social Services & Well-being (Wales) Act 2014**

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

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

Voice and control - putting the individual and their needs, at the centre of their care, and giving them a voice in, and control overreaching the outcomes that help them achieve well-being.

Prevention and early intervention – increasing preventative services within the community to reduce the need for on-going managed care.

Well-being - supporting people to achieve their own well-being and measuring the success of care and support

Co-production - encouraging individuals to become more involved in the design and delivery of services.

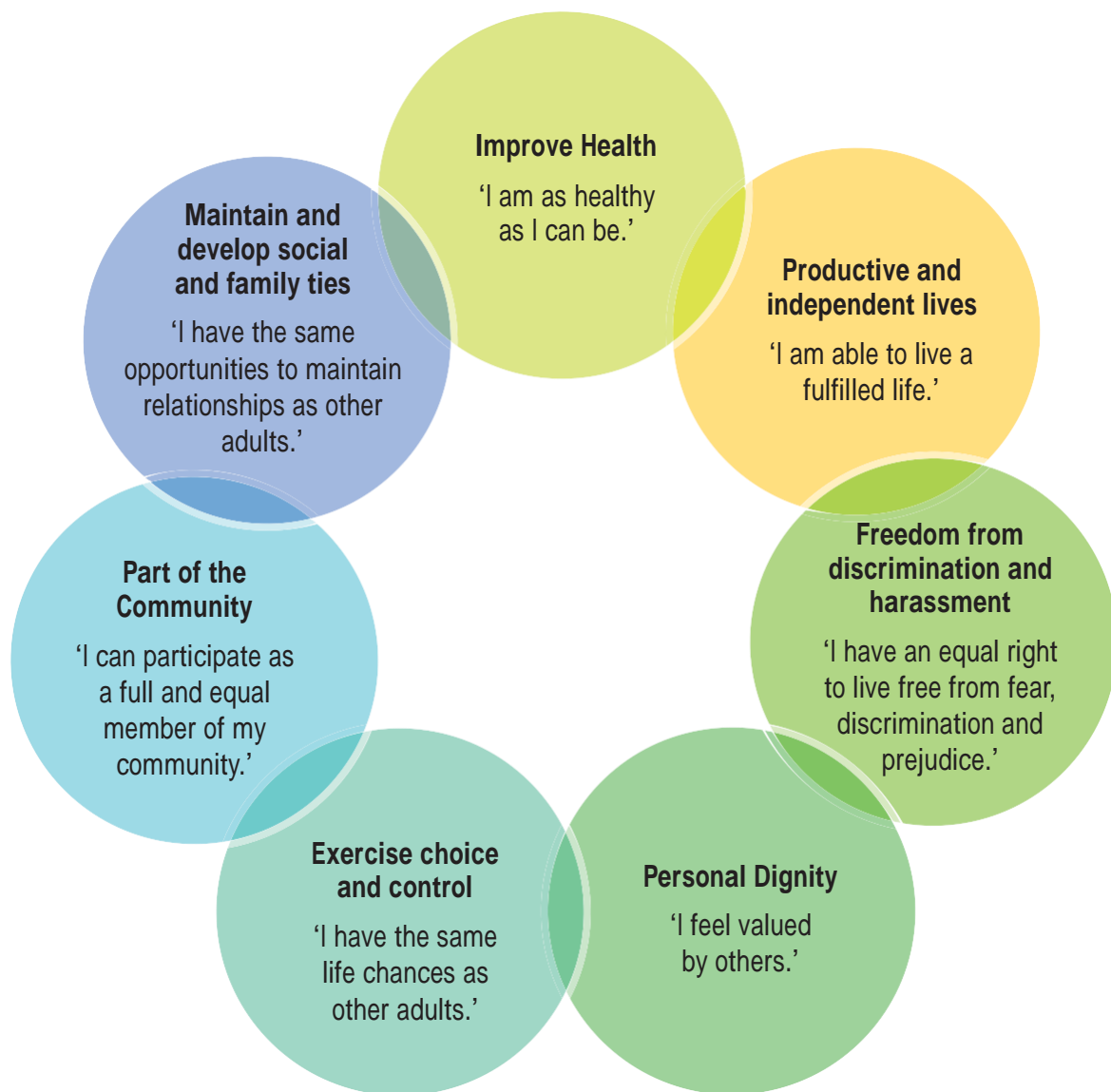
Local Authorities are duty-bound by the Act to promote the well-being of those who need care and support. It also places a duty on local authorities and health boards to work together in new statutory partnerships known as Public Service Boards, to drive integration, innovation, and service change.

Under the Act there is a requirement to develop a **Population Needs Assessment ( PNA)** a copy of which can be found on the West Wales Care Partnership web site. The assessment provides us with information about individual care and support needs, including carers in the area who need support, the range and level of services we currently provide, and the extent to which there are people in the area whose care and support are not being met.

### **Well-being of Future Generations (Wales) Act 2015**

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

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



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

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

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

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

The WWRPB has developed and agreed a 'Statement of Intent for Learning Disability Services.' This document outlines their commitment to improving learning disability services

and describes the joined-up approach needed to positively transform services in West Wales. It places statutory responsibility on Health and Social Care Services, and it outlines how partner organisations plan to commit to a transformation programme, which is supported by all stakeholders.

The Partnership has the strategic lead to ensure the recommendations within the Statement of Intent into are put into action, and has a vision to develop an integrated model of care for people with a learning disability, their families and their carer's right across the region.

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

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

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

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

- A defined model of care and support (care pathways) based upon the principles of the progression model.
- Reduce the number of children and young adults transitioning to residential care
- Reducing health inequalities across a continuum of care (from accessing mainstream health services to specialist care and prevention of crisis and ill health)

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

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

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

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

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

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

In addition, a charter has been produced by people with learning disabilities in West Wales- 'My Charter'-People with Learning disabilities want the same things as everyone does. The Charter underpins this strategy.

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

The relationships between these Boards are set out in [Appendix 1](#).

## Demographic Information

**154,170**

**Number of people aged 18 and over in Carmarthenshire in 2020**

**Predicted number of people with a Learning Disability in Carmarthenshire in 2020**

**3584**



**12% of people with a Learning Disability in Carmarthenshire are Over the age of 75.**



**It is predicted that the number of people with a learning disability will rise to**

**3850**

**by 2035**

## What will this mean for future service provision?

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

**Appendix 2** contains several detailed data charts

Carmarthenshire profile of services



## Key outcomes for people with Learning Disabilities

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

These shared ambitions are:

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

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

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

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

We have mapped the feedback that we gathered and the stories that we heard during our engagement activities against these 4 outcome areas and as a result, we have developed a framework which we have called the Circle of Support for People with Learning Disabilities.

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

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

### The Carmarthenshire Circle of Support for Learning Disability



## Key outcome area 1:

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

### 1.1 Community Connections / Creative Solutions

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

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

- “I don’t know what groups are out there”
- “I don’t have a relationship with people in my community”
- “We need evening and weekend things away from the centre”
- “Learning disability friendly evenings in pubs, restaurants and nightclubs”
- “Ask us what is important to us, we don’t want to fit in with services”
- “We have lots of Learning Disability Groups, but we need to be within our local communities”
- “Parents said that evenings, weekends and holidays are really difficult, especially when the family member has profound and complex additional needs”

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

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

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

### **Proposals:**

- 1.1a** Identify those people with learning disabilities who are willing to be champions in their communities to help raise awareness and understanding of learning disabilities, including the promotion of The Learning Disability Charter.
- 1.1b** Work more collaboratively with the independent and third sector to respond to the needs of people with a learning disability to have greater involvement in their local communities.
- 1.1c** Develop and deliver appropriate learning disability awareness training in communities in partnership with people who have learning disabilities and their support workers.
- 1.1d** Build links between Learning Disability services and the Community Connectors to encourage the development of alternative community opportunities.
- 1.1e** Explore alternatives to day services to create opportunities, especially during the evenings and weekends. Explore opportunities to expand the role of day centres to become “community hubs”.
- 1.1f** Continue to develop good quality and accessible information to enable people and their families to make informed choices.

## **1.2 Communication and Information**

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

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

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

## What people told us:

- “There needs to be consistency of communication across services, for example Makaton is used in children’s services and singalong in adult services”
- “Person centred planning needs to be meaningful”
- “Easy read should not be tokenistic, it should be “a vehicle for conversation”
- “Can there be a directory of events or the development of a leisure app “
- “Communities of interest could be linked together”
- “Awareness of accessible facilities such as changing rooms and accessible bathrooms “

## Proposals:

- 1.2a** Identify those people with learning disabilities who are willing to be champions who will help organisations make their information easier for everyone to read and understand.
- 1.2b** The Total Communications approach to producing easy-read information is to be made part of Carmarthenshire County Council’s and Hywel Dda University Health Board’s communication standards for all directorates.
- 1.2c** Simple Signing and Total Communication training should be provided for relevant staff and people with a learning disability. People with learning disabilities will be involved in delivering training to staff.
- 1.2d** Organisations must think about the people they wish to communicate with and use the most appropriate way of sharing information for example easy read documents that are person centred.
- 1.2e** Development of Apps and use of assistive technologies to support people to communicate more effectively.
- 1.2f** Develop a Learning Disability Partnership Board in Carmarthenshire to build stronger stakeholder relationships including people with a learning disability, their families, and members of staff.

## 1.3 Voices, Choices and Advocacy

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

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

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

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

- “Ask us what is important to us, we don’t want to fit in with services”
- “To be respected, valued and treated like an individual, as we are all different”
- “To talk to us, not about us and to speak in plain language”
- “We have good training CPF re staying safe and social media, but we need more”

We have used this information to make the following recommendations.

### Proposals:

- 1.3a** Ensure independent advocacy services are commissioned in a co-produced way, including advocacy providers and people who use and need advocacy support, whilst recognising the importance of other forms of advocacy such as peer advocacy.
- 1.3b** People who are not able to advocate for themselves or do not have anyone to advocate on their behalf, and who require care and support will be offered an independent advocate.
- 1.3c** People with a learning disability and their carers will be fully involved in their care and support planning, reviewing, and changing packages of support.
- 1.3d** People with a learning disability and their carers will be supported to access, use, and understand appropriate information about the range of services available and such services should be equally available to all people with a learning disability.

# Case Study 1

This is Bethan who is supported via Maeslliedi day service.

Staff supported Bethan to take the lead role in running her review. She was able to tell everyone how things had been going, as well as making decisions about what she wanted to do in the future.

When she was asked after the review how she thought it had gone she said, 'it was brilliant'.

All reviews are now undertaken using Person Centred Approaches. We try to understand what is important to people and use this information to develop opportunities which will ensure they achieve their goals.



## Key outcome area 2:

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

### 2.1 Housing

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

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

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

#### Proposals:

- 2.1a** People with a learning disability will be fully involved in all aspects of care and support planning.
- 2.1b** People with a learning disability should be able to have a choice about where they live and who they live with.
- 2.1c** Provide information and assistance on benefits and housing options to enable individuals to make informed choices about independent living.
- 2.1d** Explore how future housing schemes could include a range of housing options and accommodation suitable for people with a learning disability.
- 2.1e** Partners must work together to develop a market position statement for supported accommodation and housing opportunities, identify gaps based on current and future need and develop a strategic housing plan for people with learning disabilities’
- 2.1f** Improved quality of life through building and improving housing and accommodation choices for people with a learning disability to enable people to live as independently as they are able.
- 2.1g** Work with housing providers to ensure tenancy agreements are more accessible to understand’.

# Case Study 2



We have redeveloped a property to provide accommodation for 4 individuals stepping down from residential care.

The individuals have lived together for many years in a care home in Carmarthenshire which was scheduled for closure. Given their significant and complex needs, the likely outcome was that they would be placed in various other residential establishments. ICF grant funding was utilised this project to find a suitable large residential property with outdoor space to meet their needs and maintain their longstanding relationships.

A property was purchased, and the three individuals moved in in October 2020 with 24/7 support. They have been encouraged to be involved in the decoration and set up of their new home, particularly in the personalisation of living areas and their own rooms. They have also renamed the property.

The local community affords many opportunities for participation, as well as there being many leisure pursuits available within easy travelling distance. Family members have been consulted throughout and are now looking forward to visiting their relatives in their new home, maintaining these important links.

Mr T living in supported living for 7 years but had been expressing a wish to move elsewhere for some time. In the absence of family and close friends in his life he was supported to explore options by support staff, social worker and community LD Nurse. Although Covid presented some challenges in ensuring the chosen option for an alternative accommodation was the right one, Mr T was able to have remote and virtual visits to view the house and his room and to meet his new housemates and staff. There were some barriers on the way due to Covid which delayed the move however communication was maintained throughout in a way that Mr T understood and by those who knew him best.

*Feedback from Mr T via his community nurse- 'I just spoke to Mr T, It was so lovely he is so happy 'Joyo, Joyo', he said. He has been 'everywhere' he says, he has been playing football outside with the staff, he happily shares chores like drying and washing up with X. He is looking forward to the future and talking about returning to all his jobs and clubs, he is also looking forward to going on holiday.'*

## Key outcome area 3:

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

### 3.1 Social Care Support

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

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

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

- We want to deal with a named person"
- "As us what is important to us, we don't want to fit in with services"
- "We need individualised support of varied lengths"

- The need to have continuity of professional staff during the assessment and review processes
- Being fully involved and be at the centre of planning with specific goals and outcomes developed, delivering, and changing packages of care and support.
- Having regular care plan reviews.
- Having enough time for appointments with professionals.
- Partner agencies working together to meet the needs of people with a learning disability through appropriate planning, development, delivery, and evaluation of services.

## Proposals:

- 3.1a** Ensure every individual has a person-centred plan which tells where someone is currently, what their care and support needs are, and where they want to be.
- 3.1b** Ensure adequate time is allocated for appointments for people with a learning disability.
- 3.1c** Care and support plans must be reviewed annually and must involve the person with a learning disability and their families.
- 3.1d** Work with people with a Learning Disability to create person-centred flexible options for activities and services that promote independence.
- 3.1e** Work with service providers and people with a learning disability to develop a more comprehensive understanding of the market and more effective commissioning of services that promote independence.

## 3.2 General Health Care and Treatment

There are a key number of challenges facing Learning Disability services which are detailed more fully in the population needs analysis, some of which are:

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

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

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

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

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

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

### **Proposals:**

- 3.2a** Work with primary care to:
  - Increase the take-up and quality of Annual Health Checks
  - Improve access to GP appointments
- 3.2b** Ensure adequate time is allocated for health appointments for people with a learning disability.
- 3.2c** Statutory services to implement a robust contract and quality assurance framework for all in-house and commissioned services, to ensure effective and measurable outcomes that will ensure services delivered to people with learning disabilities meets agreed standards that are developed in partnership with people who use these services.
- 3.2d** Individuals and their carers will be supported to access, use, and understand appropriate information about the range of services available, and how they can be accessed. (This will include information leaflets, result letters and general communication)
- 3.2e** People with a learning disability will be included and be at the centre of discussions about their care planning and well-being. Review integrated assessment and review processes to ensure they are person centred and accessible.
- 3.2f** Develop draft guidance to support staff in helping people with a learning disability to have safe personal and social relationships including appropriate use of social media and an 'Easy Read' guide to sex and personal relationships.
- 3.2g** General focus upon training, communication and awareness raising across all Healthcare settings, this will be a multi-agency approach and will be supported

- by the developed of Health facilitation nurses for learning disabilities.
- 3.2h** Review the care pathway for people with a learning disability who require palliative and end of life care and support.
- 3.2i** The Health Board will review its specialist Healthcare provision and in-patient services to ensure they are fit for purpose and meet the changing demands of people with more complex and challenging needs.

### 3.3 Transitions and Family Support

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

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

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

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

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

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

- "Why not have cradle to grave service?"
- Life skills should be developed at an early age- simple ideas such as budgeting, cooking, household tasks"
- "More information is needed around Transition options to inform next steps such as college, volunteering, employment and training etc"

## **Proposals:**

- 3.3a** Transition planning to begin much earlier when younger people with learning disabilities reach the age of 14.
- 3.3b** Young people with learning disabilities and their families will be involved in identifying and planning the support they will need as they move into adulthood.
- 3.3c** Young people who have a learning disability will be supported in their choices about education, training, and learning.
- 3.3d** Young people who have a learning disability will be supported to develop essential personal and social skills.
- 3.3e** To develop a more integrated support and pathway to improve effectiveness of services.
- 3.3f** To develop better quality and joining up of information and support to promote early intervention and preventative support.

## **3.4 Support for Carers**

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

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

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

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

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

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

## **Proposals:**

- 3.4a** Support parents and family carers to develop their own peer support networks that encompass all ages of adult carers.
- 3.4b** Support parents and family carers to identify and access resources to enable the carers to continue to undertake their caring roles.
- 3.4c** Ensure appropriate respite provision is available for people with learning disability going through transition.

# Case Study 3

Angie Edwards: Chair of Trustees for Carmarthenshire People First and Health Check Champion for Carmarthenshire at the NHS Awards 2019.

Health Check Champions support people with Learning Disability to access Annual Health Checks making sure they get the care they need at the right time and in a way they understand. They have developed a video about the importance of health checks, auditing current perceptions and development/promotion work on the new Health Profile.

Angie said: " I am very proud to be a Health Check Champion. Over the last couple of years, I was really poorly and had to go into hospital. My work will help me support people on their health issues and to make sure people have good health care in the future."



## Key outcome area 4:

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

### 4.1 Social and Leisure Activities

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

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

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

#### People told us:

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

## Proposals:

- 4.1a** Map current social and leisure opportunities for people with a learning disability to inform a market position statement that will be the foundation of a development plan to support people to access facilities in their own communities.
- 4.1b** Further develop links and opportunities between Leisure Services and Learning Disability service providers to support people to stay fit and healthy.
- 4.1c** Promote and encourage community innovation to develop community-based initiatives and more opportunities for people with a learning disability.
- 4.1d** To promote and enhance our information offer by developing a regional accessible website to let people know what is on offer in their area.

## 4.2 Education, Training, Employment and Volunteering

How people spend their time during the day is of considerable importance and appropriate opportunities will maximise an individual's potential enabling them to develop new academic, work related and life skills. In addition, meaningful opportunities enable individuals to develop relationships, promote self-esteem and make a valuable contribution to society. It is necessary for a range of options to be available for individuals to choose from including employment, education, and leisure and day services. Carmarthenshire offers numerous opportunities for people to develop skills and experience employment. A number of these are provided by third sector organisations or private businesses. The Additional Learning Needs (ALN) Reforms ( 0-25 years) provides a spotlight on improving the planning and delivery of support for learners.

### People told us:

- "Tasters for adult education and work are needed"
- "Shorter courses which are skilled based"
- "Greater employment opportunities for people"

## Proposals:

- 4.2a** Work with partners to find people with learning disabilities to champion this outcome area who will work with a range of organisations to create more volunteering opportunities that will lead to meaningful employment.
- 4.2b** Work with partners to support people with learning disabilities to access and participate in paid employment opportunities.
- 4.2c** Ensure that there are more opportunities for people with a learning disability to access work experience across the county whether in the public, private, or voluntary sector.
- 4.2d** Improve the co-ordination, planning & support for younger people, people in transition and adults with a learning disability to access high quality learning as close to their own communities and families as possible.

## 4.3 Transport

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

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

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

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

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

### Proposals:

- 4.3a** Develop and offer learning disability awareness training, led by people with learning disabilities, for public transport organisations.
- 4.3b** Work with transport providers, voluntary, health and public to address the barriers faced by people to develop more creative solutions.
- 4.3c** Work with transport providers to increase the number of buses with voice over systems which inform passengers of next stops and destinations.
- 4.3d** Review our current day services transport arrangements to promote independent travel when and where possible.

## 4.4 Direct Payments

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

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

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

To receive direct payments, you must be assessed as:

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

It was apparent from the engagement activities we undertook and from the conversations we had with people that the use of Direct Payments is underdeveloped, and we are not capitalising on the personalised opportunities and choices they could present. The issues of inconsistent information and advice was raised and the difficulty in recruiting personal assistants.

### Proposals:

- 4.4a** Relevant staff are to receive direct payments awareness and procedure training to ensure that partners can promote, and grow, the take up of Direct Payments.
- 4.4b** Develop options to make more creative use of direct payments.
- 4.4c** Developing a Direct Payment strategy supported by care to co-operate.

# Case Study 4

We have been working more closely with leisure services to ensure that everyone is able to increase their exercise. Sometimes we can use the leisure centres to do activities but sometimes we must find other ways to help people to be more active. The staff at the leisure centres have been able to provide us with some equipment to help people to be more active when the leisure centres are closed, and we have provided Leisure services with equipment to ensure their community offer is accessible for all. This is an example of people in Coleshill centre playing curling with equipment provided and the accessible bikes at Pembrey Country Park.



## **How will we put the strategy into action?**

This Strategy provides a direction of travel and is written in the spirit of Carmarthenshire County Council's commitment to work collaboratively with all stakeholders. The strategy reflects the Carmarthenshire-wide commitment to support people with learning disabilities and incorporates services and activities provided by and delivered through partner organisations including the voluntary sector, community groups and private businesses.

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

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

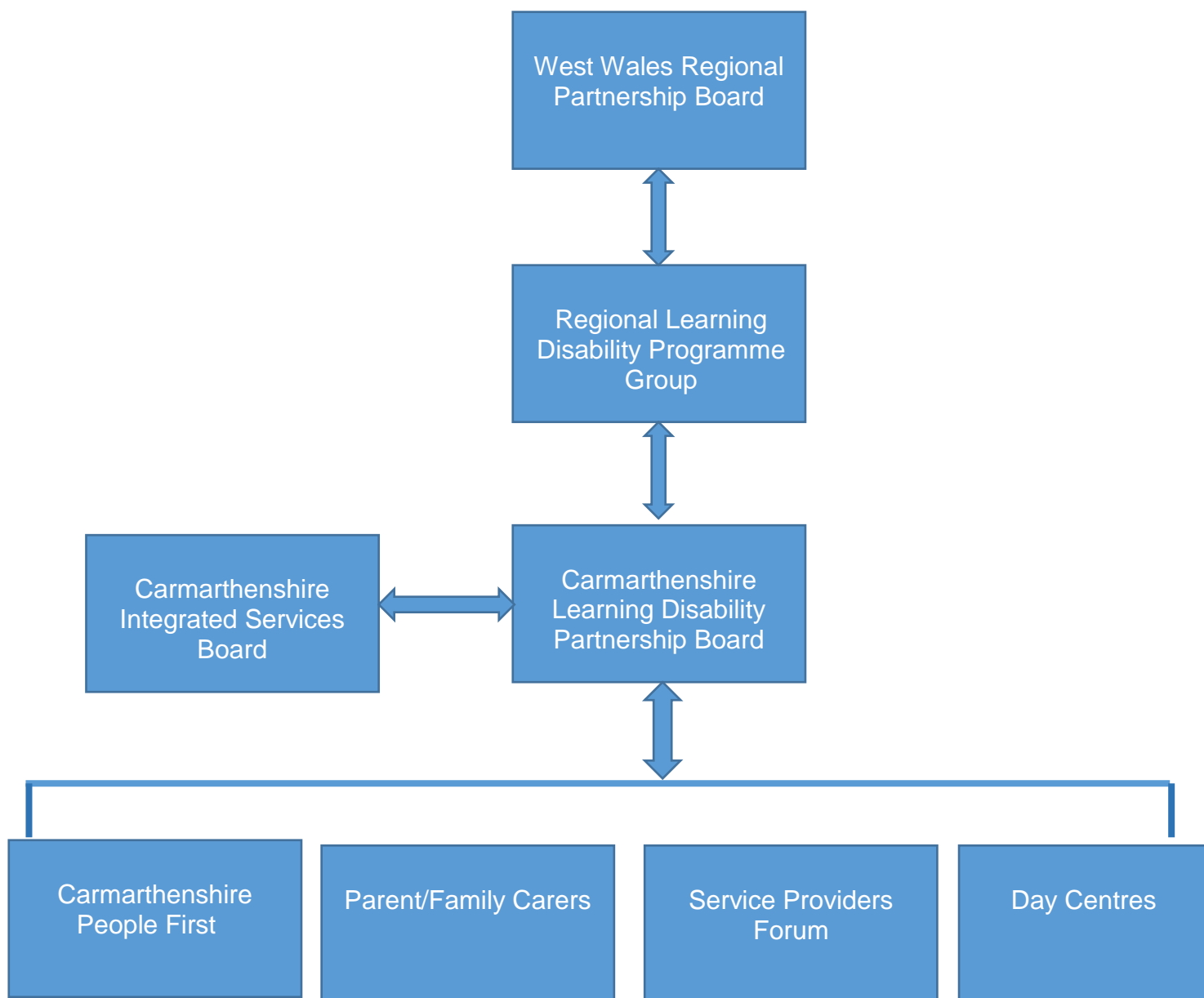
The key outcome areas and recommendations of this strategy will be taken forward by partners across the wider regional Hywel Dda footprint under the direction of the West Wales Regional Partnership.

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

## Appendix 1

### Relationships & Membership of the Learning Disability Partnership Board

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



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

The Regional Learning Disability Programme Group is one of several key priorities of the West Wales Regional Partnership Board.

# Carmarthenshire Learning Disability Strategy

## Population and Prediction Information

### Appendix 2

[carmarthenshire.gov.uk](http://carmarthenshire.gov.uk)



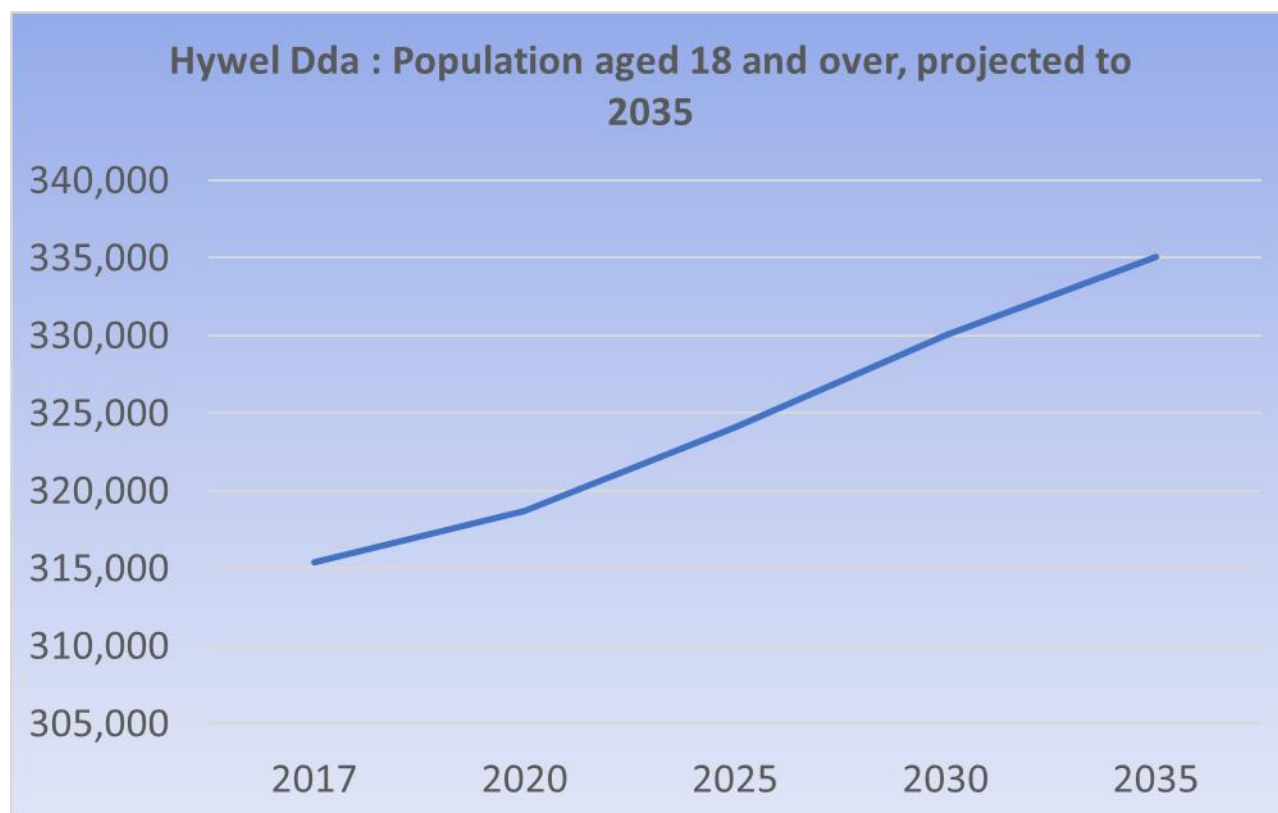
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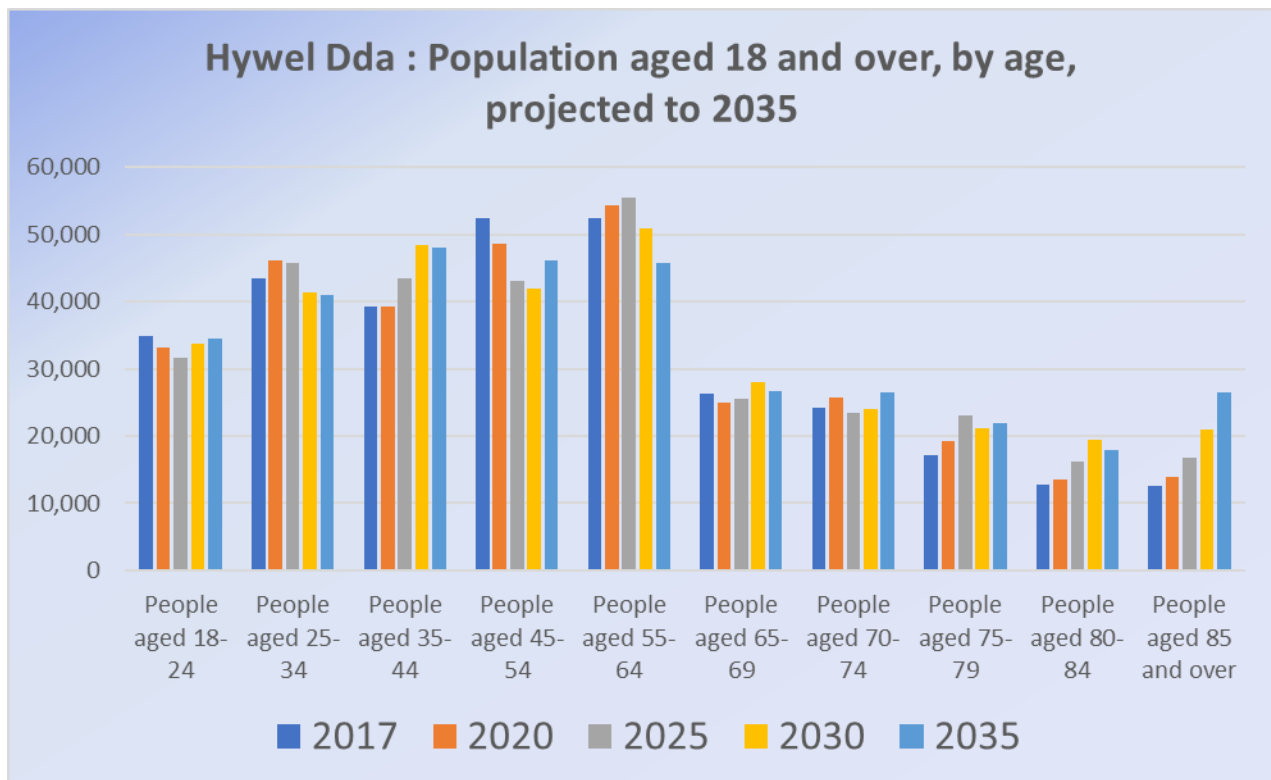
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## Data for Hywel Dda University Health Board

Table produced on 25/02/20 09:17 from [www.daffodilcymru.org.uk](http://www.daffodilcymru.org.uk) version 7.1  
Population aged 18 and over, by age, projected to 2035

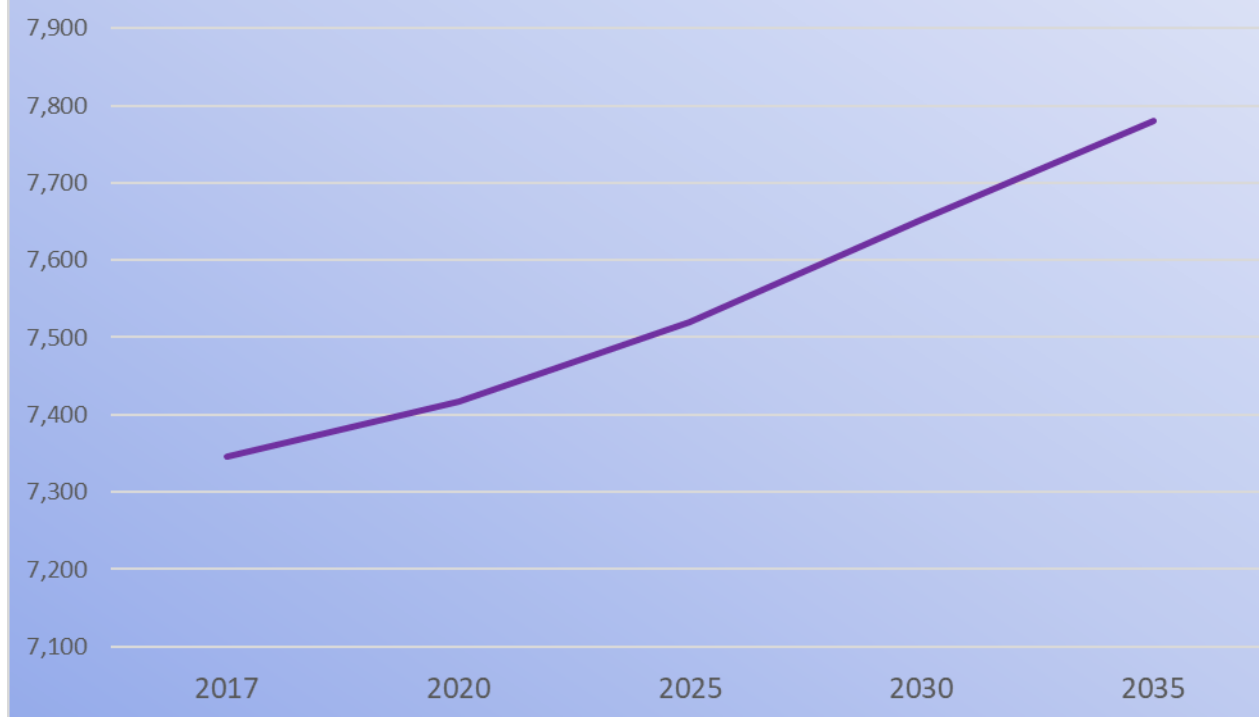


Category	Year				
	2017	2020	2025	2030	2035
People aged 18-24	34,940	33,110	31,700	33,770	34,540
People aged 25-34	43,530	46,070	45,670	41,410	41,030
People aged 35-44	39,360	39,250	43,380	48,420	48,050
People aged 45-54	52,380	48,540	43,120	41,940	46,090
People aged 55-64	52,350	54,420	55,460	50,990	45,840
People aged 65-69	26,370	24,930	25,550	28,020	26,770
People aged 70-74	24,210	25,770	23,370	24,060	26,490
People aged 75-79	17,120	19,290	23,070	21,070	21,850
People aged 80-84	12,680	13,490	16,100	19,490	17,990
People aged 85 and over	12,500	13,860	16,680	20,870	26,410
<b>Total population aged 18 and over</b>	<b>315,430</b>	<b>318,720</b>	<b>324,100</b>	<b>330,050</b>	<b>335,070</b>



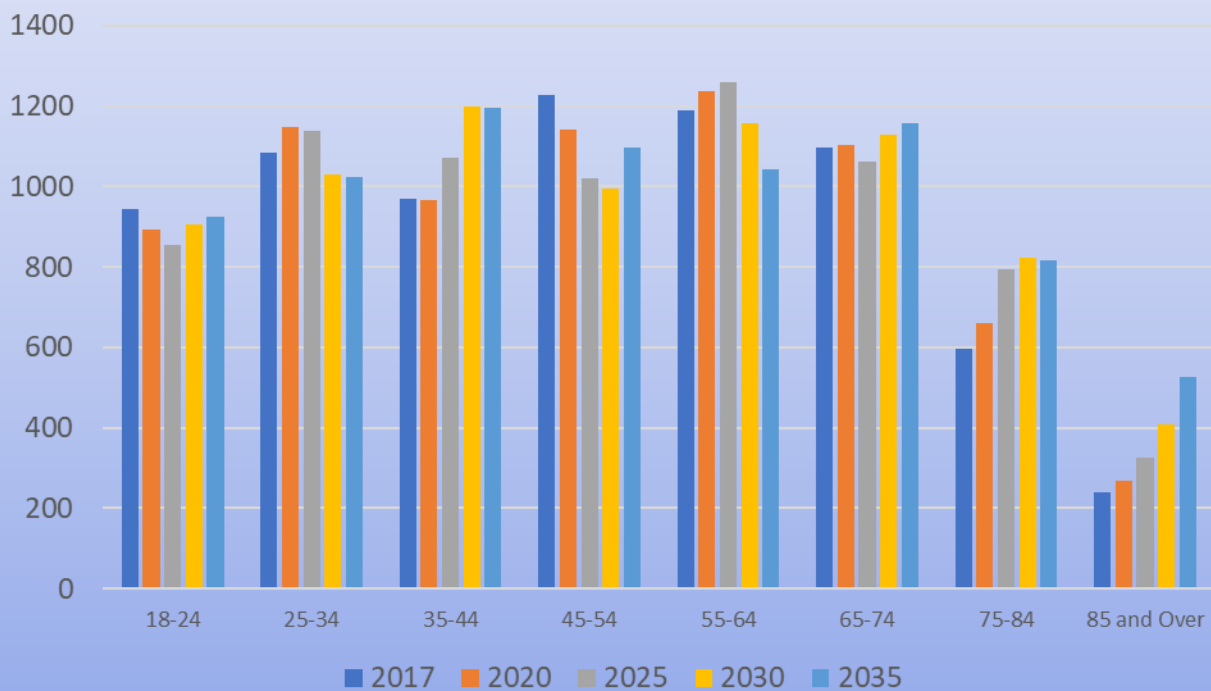
Figures are taken from population projections produced by Knowledge & Analytical Services, Welsh Government. The latest population projections available are the 2011-based local authority population projections for Wales, which take into account the results of the 2011 Census and project forward the population from 2011 to 2036. Figures for Local Health Boards have been calculated from local authority numbers. Population projections provide estimates of the size of the future population, and are based on assumptions about births, deaths and migration. The assumptions are based on past trends. Projections only indicate what may happen should the recent trends continue. Projections done in this way do not make allowances for the effects of local or central government policies on future population levels, distribution and change. As the process of demographic change is cumulative, projections become increasingly uncertain the further they are carried forward.

### Hywel Dda : People aged 18 and over predicted to have a learning disability, projected to 2035



Category	Years				
	2017	2020	2025	2030	2035
People aged 18-24 predicted to have a learning disability	945	894	853	906	925
People aged 25-34 predicted to have a learning disability	1,084	1,147	1,137	1,031	1,022
People aged 35-44 predicted to have a learning disability	968	967	1,072	1,200	1,195
People aged 45-54 predicted to have a learning disability	1,227	1,141	1,019	995	1,098
People aged 55-64 predicted to have a learning disability	1,188	1,236	1,259	1,158	1,043
People aged 65-74 predicted to have a learning disability	1,097	1,104	1,061	1,127	1,158
People aged 75-84 predicted to have a learning disability	598	661	794	823	815
People aged 85 and over predicted to have a learning disability	239	267	325	410	525
<b>Total population aged 18 and over predicted to have a learning disability</b>	<b>7,346</b>	<b>7,417</b>	<b>7,520</b>	<b>7,652</b>	<b>7,780</b>

### Hywel Dda : People aged 18 and over predicted to have a learning disability, by age, projected to 2035



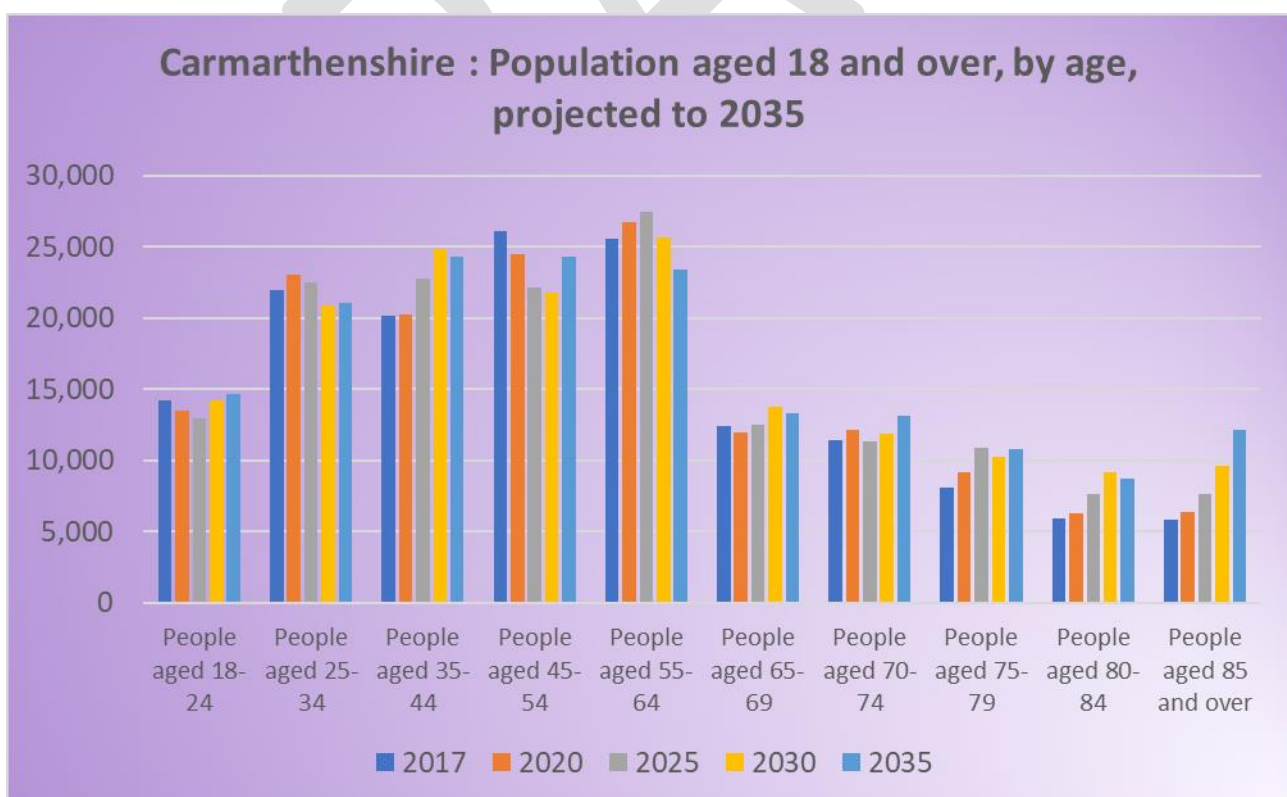
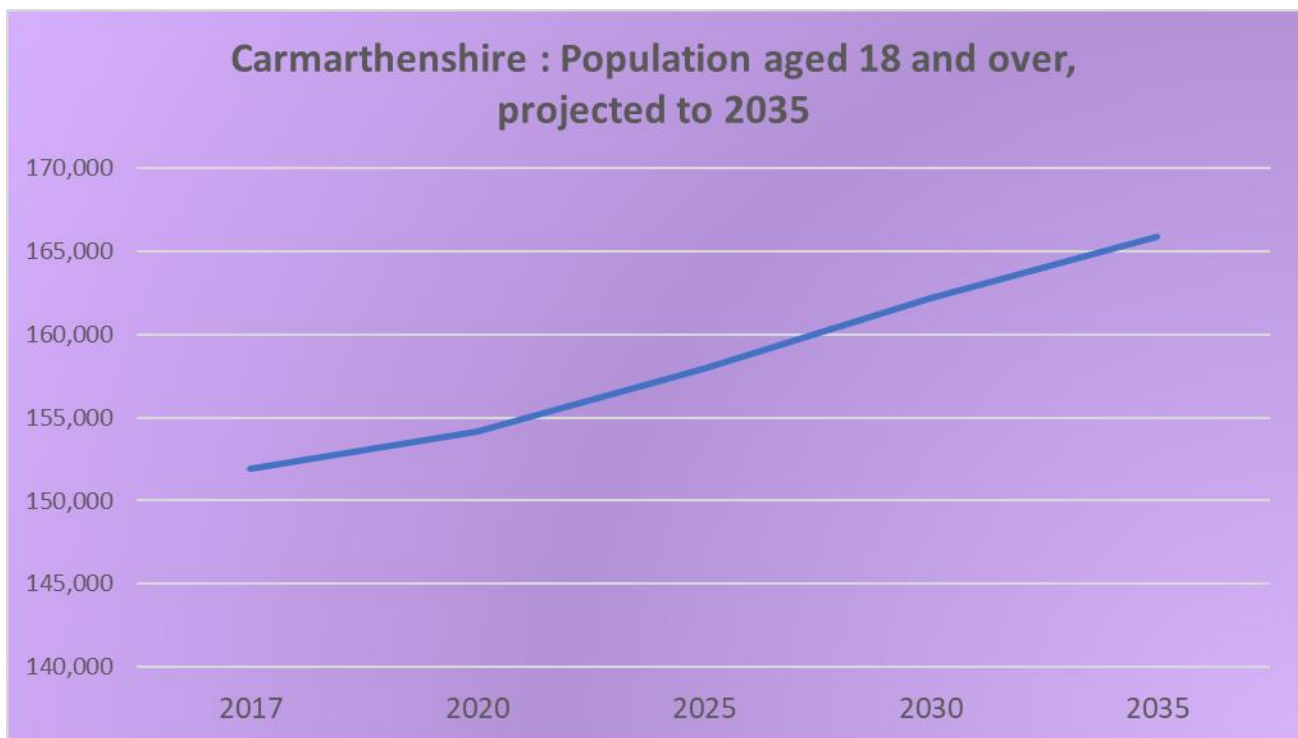
Prediction rates have been applied to population projections in the years 2011 and 2021 and linear trends projected to give estimated numbers predicted to have a mild, moderate or severe learning disability, to 2035.

### Predictions of the number of people with a learning disability for 2011 and 2021

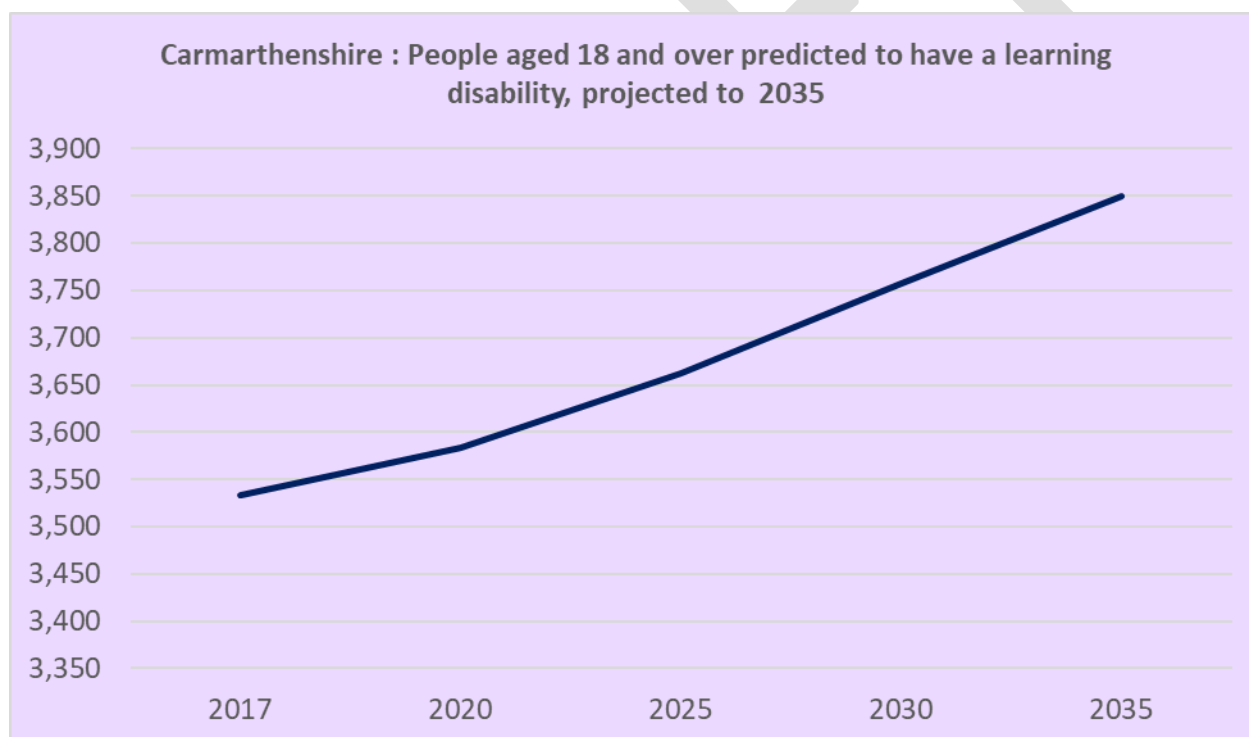


## Carmarthenshire Data

Table produced on 25/02/20 09:15 from [www.daffodilcymru.org.uk](http://www.daffodilcymru.org.uk) version 7.1  
Population aged 18 and over, by age, projected to 2035

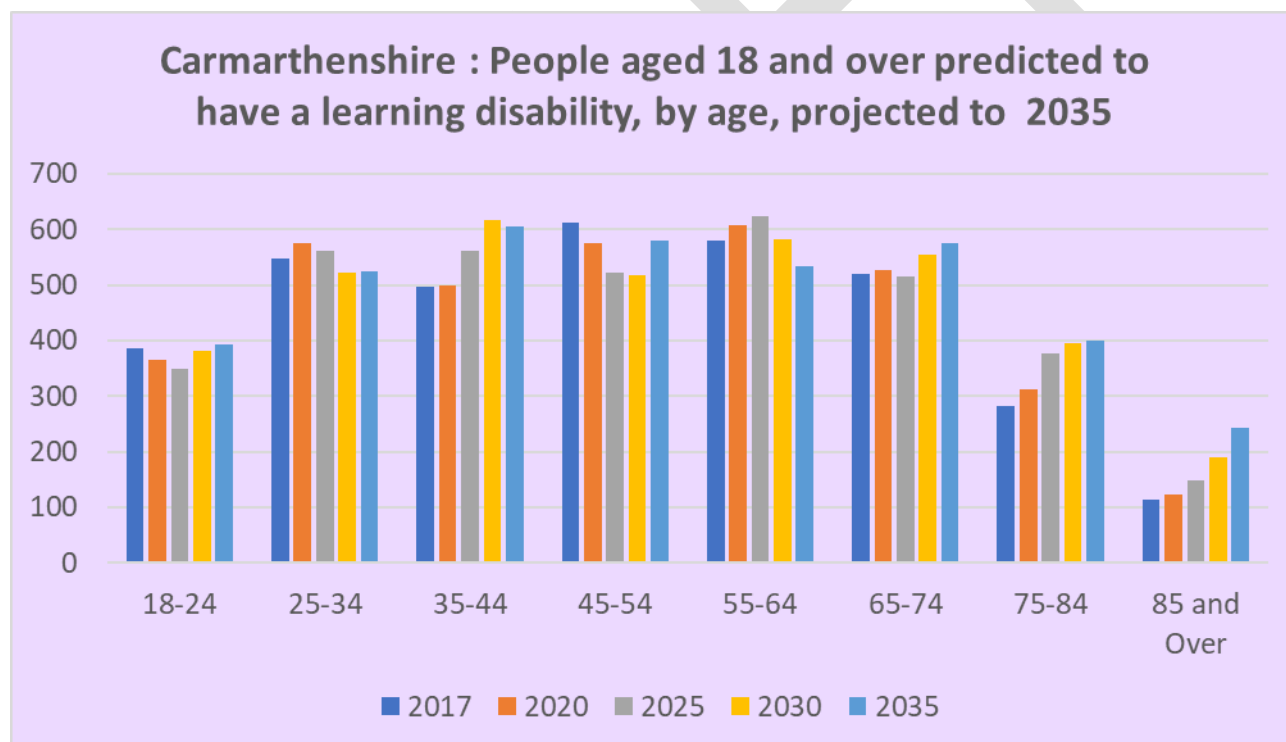


Category	Years				
	2017	2020	2025	2030	2035
People aged 18-24	14,240	13,500	12,980	14,190	14,640
People aged 25-34	21,970	23,050	22,540	20,930	21,050
People aged 35-44	20,160	20,290	22,760	24,850	24,350
People aged 45-54	26,130	24,510	22,160	21,830	24,310
People aged 55-64	25,550	26,720	27,450	25,650	23,430
People aged 65-69	12,460	11,990	12,520	13,790	13,330
People aged 70-74	11,470	12,180	11,310	11,860	13,110
People aged 75-79	8,070	9,210	10,930	10,230	10,800
People aged 80-84	5,970	6,300	7,660	9,200	8,700
People aged 85 and over	5,880	6,430	7,650	9,630	12,160
<b>Total population aged 18 and over</b>	<b>151,900</b>	<b>154,170</b>	<b>157,960</b>	<b>162,150</b>	<b>165,900</b>



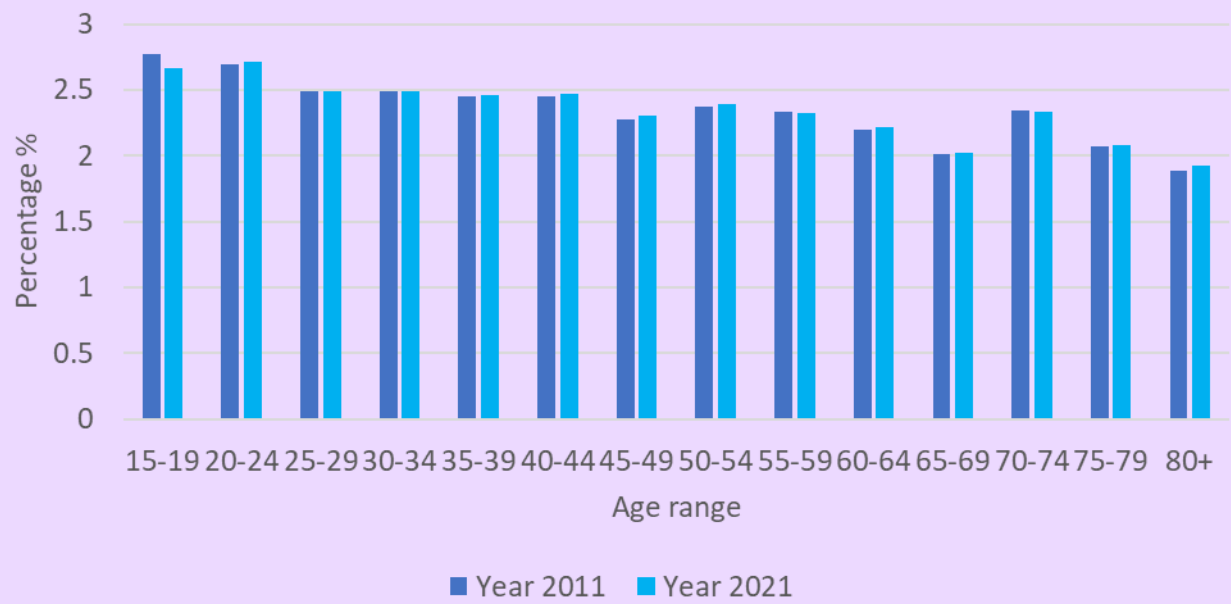
Age Category predicted to have a learning disability	Years				
	2017	2020	2025	2030	2035
18-24	385	365	349	381	392
25-34	547	574	561	521	524
35-44	496	500	562	616	606
45-54	612	576	523	518	579
55-64	580	607	623	583	533
65-74	519	526	516	555	575
75-84	282	313	377	394	399
85 and Over	113	124	149	189	242
<b>Total population aged 18 and over predicted to have a learning disability</b>	<b>3,533</b>	<b>3,584</b>	<b>3,662</b>	<b>3,757</b>	<b>3,850</b>

Prediction rates have been applied to population projections in the years 2011 and 2021 and linear trends projected to give estimated numbers predicted to have a mild, moderate or severe learning disability, to 2035.



Predictions of the number of people with a learning disability for 2011 and 2021 are as follows:

Predictions of the number of people with a learning disability for  
2011 and 2021



DRAFT

# Carmarthenshire Learning Disability Strategy

## Action Plan

Draft Version 1 - Appendix 3  
AA

[carmarthenshire.gov.uk](http://carmarthenshire.gov.uk)



## Key Outcome Area 1:

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



### 1.1 Community Connections / Creative Solutions

	We will...	What we have done...	What do we still need to do...
1.1a	Identify those people with learning disabilities who are willing to be champions in their communities to help raise awareness and understanding of learning disabilities, including the promotion of The Learning Disability Charter.	<p>The “Dream Team” engagement/ accessibility group has been established by the Regional Learning Disability Programme Group (LDPG)</p> <p>The Learning Disability Charter has been launched and signed. The Dream Team has promoted the Charter at a number of events/ meetings.</p> <p>People with learning disabilities are members of West Wales Regional Partnership Board and Learning Disabilities Programme Group. (now called the Regional Improving Lives Partnership-RILP)</p> <p>For 2021-22 – continue to support LD Champions/Dream Team to ensure that they meeting the needs of the strategy and develop links with wider groups.</p>	Continue to raise awareness and promote the Charter. Develop Learning disability champions.
1.1b	Work more collaboratively with the independent and third sector to respond to the needs of people with a	Review of all third sector service level agreements is being undertaken. This will inform future commissioning arrangements	Co-produce future models of service.

	learning disability to have greater involvement in their local communities.		
1.1c	Develop and deliver appropriate learning disability awareness training in communities in partnership with people who have learning disabilities and their support workers.	<p>Training to support the charter is being implemented.</p> <p>People First organisations working together to develop and deliver a programme of training for LD and autism awareness training which will be delivered by people with LD and autism.</p>	Roll and further development of training programmes.
1.1d	Build links between Learning Disability services and the Community Connectors to encourage the development of alternative community opportunities.	<p>A Learning Disability web site has been developed by people with a learning disability and autism in Pembrokeshire. This will be expanded across the region including Carmarthenshire.</p> <p>Links with 'Dewis' and 'Info Engine' made.</p> <p>Community Connectors have been established in the new day service structure.</p>	<p>Develop the Carmarthenshire web site.</p> <p>Web site to include a symbol &amp; picture library.</p>
1.1e	Explore alternatives to day services to create opportunities, especially during the evenings and weekends. Explore opportunities to expand the role of day centres to become "community hubs".	A new management structure has been established in day services which includes Community Connectors. The community Connectors are identifying alternative community opportunities and establishing communities of interest.	Coproduce community model of support and pooled direct payment groups.
1.1f	Continue to develop good quality and accessible information to enable people and their families to make informed choices.		

## 1.2 Communication and Information

	We will...	What we have done...	What do we still need to do...
1.2a	Identify those people with learning disabilities who are willing to be champions	<p>'Planet Easy Read' launched by Carmarthenshire people First</p> <p>The Dream Team has been developed to</p>	Complete audits of services/organisations who have signed up to the LD Charter.

	who will help organisations make their information easier for everyone to read and understand.	support and challenge how we communicate. A Learning Disability champion post has been developed to support easy read communications. The Dream Team is Chaired by an LD champions. People from Carmarthenshire People First are also members of the Dream Team	
1.2b	The Total Communications approach to producing easy-read information is to be made part of Carmarthenshire County Council's and Hywel Dda University Health Board's communication standards for all directorates.	CCC and HDUHB use Total Communication. Guide on easy read using widget symbols for people with LD provided by HDUHB.   Easy Read Checklist Easy Read Guide	Work for 2021-22; continue development of easy read documentation across all partners
1.2c	Simple Signing and Total Communication training should be provided for relevant staff and people with a learning disability. People with learning disabilities will be involved in delivering training to staff.	Some training is being undertaken; however this need to be developed further.	Work for 2021-22: develop training package for people wanting to create easy read documentation.
1.2d	Organisations must think about the people they wish to communicate with and use the most appropriate way of sharing information for example easy read documents that are person centred.	We continue to promote a person-centred approach to communications. There are Total Communication co-Ordinator's in all day services. These services are then audited annually by members of the TC group who have a learning disability.	
1.2e	Development of Apps and use of assistive technologies to support people to communicate more effectively.	Regionally the use of Apps to support people is being progressed. A timetable of virtual activities has been developed to provide engagement and share information whilst day services have had restricted capacity during the pandemic.	

1.2f	Develop a Learning Disability Partnership Board in Carmarthenshire to build stronger stakeholder relationships including people with a learning disability, their families and members of staff.	<p>This has not progressed due to the impact of Covid, however there is a West Wales Regional Partnership Board and Learning Disabilities Programme Group. (now called Regional Improving Lives Partnership-RILP)</p> <p>Every other meeting is actively led by the 'Dream Team'</p>	
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### 1.3 Voices, Choices and Advocacy

	We will...	What we have done...	What do we still need to do...
1.3a	Ensure independent advocacy services are commissioned in a co-produced way, including advocacy providers and people who use and need advocacy support, whilst recognising the importance of other forms of advocacy such as peer advocacy.	<p>We have worked with the West Wales Advocacy Network and Age Cymru Golden Thread to develop an approach to the development of a regional Independent Professional Advocacy (IPA) service. This is being piloted by Ceredigion and the learning will feed into a regional commissioning process for IPA.</p> <p>Work is being undertaken to develop a regional advocacy strategy.</p> <p>Investment has been made to improve quality standards of advocacy services by supporting advocacy organisations to achieve the advocacy quality mark</p>	<p>Revise service specification based on pilot feedback.</p> <p>Prepare tender documentation</p> <p>Evaluate tenders and award contract for the region.</p>
1.3b	People who are not able to advocate for themselves or do not have anyone to advocate on their behalf, and who require care and support will be offered an independent advocate.	<p>We have service level agreements in place to support people who require independent advocacy. We are working with providers to raise advocacy standards.</p> <p>We are speaking with people about their experience of advocacy and identifying where we have advocacy gaps in service provision</p>	
1.3c	People with a learning disability and their	Individuals lead their own day service reviews,	

	carers will be fully involved in their care and support planning, reviewing and changing packages of support.	and they capture what's important to them. This then informs future developments and service delivery.	
1.3d	People with a learning disability and their carers will be supported to access, use and understand appropriate information about the range of services available and such services should be equally available to all people with a learning disability.	All services have a statement of purpose and service user guide in easy read.	

**Key Outcome Area 2:**  
**Improved quality of life through improved choice for housing and accommodation for people with a learning disability, with the majority being the same as for other people in the community.**

**2.1 Housing**

	<b>We will...</b>	<b>What we have done...</b>	<b>What do we still need to do...</b>
2.1a	People with a learning disability will be fully involved in all aspects of care and support planning.		
2.1b	People with a learning disability should be able to have a choice about where they live and who they live with whenever this is possible.		
2.1c	Provide information and assistance on benefits and housing options to enable individuals to make informed choices with regard to independent living.		
2.1d	Explore how future housing schemes could include a range of housing options and accommodation suitable for people with a learning disability.	We have published housing needs analysis, which identifies accommodation needs and supply and forms the basis of our strategic planning. (see West Wales Care Partnership web site). The integrated care fund is funding a service development post for accommodation to progress accommodation developments.	
2.1e	Partners must work together to develop a market position statement for supported accommodation and housing opportunities, identify gaps based on current and future	We have used the housing needs and supply information to develop an accommodation plan for people with learning disabilities. This sets out our plan for developing a range of accommodation needs to support people with	

	need and develop a strategic housing plan for people with learning disabilities.	a learning disability.	
2.1f	Improved quality of life through building and improving housing and accommodation choices for people with a learning disability to enable people to live as independently as they are able.	We have used the Integrated Care Funds and Housing allocations to invest in a number of properties to develop additional high quality supported accommodation units.	
2.1g	Work with housing providers to ensure tenancy agreements are more accessible to understand.		

### Key Outcome Area 3:

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

#### 3.1 Social Care Support

	<b>We will...</b>	<b>What we have done...</b>	<b>What do we still need to do...</b>
3.1a	Ensure every individual has a person centred plan which tells where someone is currently, what their care and support needs are, and where they want to be.	Staff in day services are trained in outcome focussed, person centred reviews. The person facilitates their own review and service delivery plan. All day service timetables are coproduced with individuals attending the service based on the outcomes that are important to them.	Ensure individuals plans are progressive and cover all aspects of their lives.
3.1b	Ensure adequate time is allocated for appointments for people with a learning disability.		
3.1c	Care and support plans must be reviewed annually and must involve the person with a learning disability and		

	their families.		
3.1d	Work with people with a Learning Disability to create person- centred flexible options for activities and services that promote independence.	Mapping of individuals outcome and interests has taken place within day services. More people have been accessing different service's for specific activities rather than having to fit into just one service.	Work for 2021-22: continue with the day service transformation work. Establish communities of interest groups around individual communities.
3.1e	Work with service providers and people with a learning disability to develop a more comprehensive understanding of the market and more effective commissioning of services that promote independence.		

## 3.2 General Health Care and Treatment

	<b>We will...</b>	<b>What we have done...</b>	<b>What do we still need to do...</b>
3.2a	Work with primary care to: <ul style="list-style-type: none"> <li>* Increase the take-up and quality of Annual Health Checks</li> <li>* Improve access to GP appointments.</li> </ul>	Regionally HDUHB have appointed health check champions to help people with Learning Disabilities to have a better experience in their health care. Health Care Champions have been established and health facilitation nurses. They have been working with local primary and secondary care professionals to raise their awareness of health inequalities and reasonable adjustments.	Support the roll out of the Health Profile with Improvement Cymru.
3.2b	Ensure adequate time is allocated for health appointments for people with a learning disability.		
3.2c	Statutory services to implement a robust contract and quality assurance framework for all in-house and commissioned services, to ensure effective and		

	measurable outcomes that will ensure services delivered to people with learning disabilities meets agreed standards that are developed in partnership with people who use these services.		
3.2d	Individuals and their carers will be supported to access, use and understand appropriate information about the range of services available, and how they can be accessed. (This will include information leaflets, result letters and general communication.)		
3.2e	People with a learning disability will be included and be at the centre of discussions about their care planning and well-being. Review integrated assessment and review processes to ensure they are person centred and accessible.		
3.2f	Develop draft guidance to support staff in helping people with a learning disability to have safe personal and social relationships including appropriate use of social media and an 'Easy Read' guide to sex and personal relationships.	RILP has established a working group and are currently reviewing previous guides.  LD charter includes aspirations in relation to relationships.	
3.2g	General focus upon training, communication and awareness raising across all Healthcare settings, this will be a multi-agency approach and will be	HDUHB provides training to its staff. LD resource boxes are available in all Clinical Areas of HDUHB (each ward) Awareness training with receptionists in Emergency department is underway.	

	supported by the developed of Health facilitation nurses for learning disabilities.	A poster has been developed to tell people with learning disability and their carers to let receptionists know about their needs. (H DUHB to provide copy of poster for file) LD awareness to be included H DUHB induction programme. Also providing e-learning. LD liaison nurse role on each hospital site have been appointed. LD champion have	
3.2h	Review the care pathway for people with a learning disability who require palliative and end of life care and support.		
3.2i	The Health Board will review it's specialist Healthcare provision and in-patient services to ensure they are fit for purpose and meet the changing demands of people with more complex and challenging needs.		

### 3.3 Transitions and Family Support

	We will...	What we have done...	What do we still need to do...
3.3a	Transition planning to begin much earlier when younger people with learning disabilities reach the age of 14.	<p>We have remodelled our disability services for children and young people. This has:</p> <ul style="list-style-type: none"> <li>• Brought together the Children's Disability Team and Transition Team into one 0-25 team.</li> <li>• Created an Early Intervention and Prevention Team, working from 0-25.</li> <li>• Increased the role of specialist health staff to work with children up to the age of 18.</li> <li>• Brought Educational Psychology into the supervision and case management of all disabled children and young people.</li> </ul>	<ul style="list-style-type: none"> <li>• The disability service will work closely with other key services within Education, Hywel Dda University Health Board and Adult Social Care to deliver a holistic approach to meeting the needs of disabled people regardless of their age.</li> <li>• Develop a multi-agency transition protocol</li> </ul>
3.3b	Young people with learning disabilities and their families will be involved in identifying and planning the support they will need as they move into adulthood.	<ul style="list-style-type: none"> <li>• We have established a 'Working Together' group with parents of disabled children,</li> <li>• We have held listening events with young people and their families to understand what matters to them.</li> </ul>	<ul style="list-style-type: none"> <li>• Establish a working together group with Young People</li> </ul>
3.3c	Young people who have a learning disability will be supported in their choices about education, training and learning.		<ul style="list-style-type: none"> <li>• Develop a multi-agency transition protocol</li> </ul>
3.3d	Young people who have a learning disability will be supported to develop essential personal and social skills.		
3.3e	To develop a more integrated support and pathway to improve effectiveness	<ul style="list-style-type: none"> <li>• We have developed a single point of contact for referrals from 0-25</li> </ul>	<ul style="list-style-type: none"> <li>• The support pathway needs to be developed to include</li> </ul>

	of services.	<ul style="list-style-type: none"> <li>• A consistent care pathway for through service from 0-25</li> </ul>	adult social care and health.
3.3f	To develop better quality and joining up of information and support to promote early intervention and preventative support.	<ul style="list-style-type: none"> <li>• Created an Early Intervention and Prevention Team, working from 0-25</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a local offer of support</li> </ul>

### 3.4 Support for Carers

	We will...	What we have done...	What do we still need to do...
3.4a	Support parents and family carers to develop their own peer support networks that encompass all ages of adult carers.	<p>Carmarthenshire County Council continues to work closely with Carers Trust Crossroads Sir Gar who provide the Carers Information Service. The Integrated Care Fund and Transformation funding has enabled growth and development of new initiatives.</p> <p>Day services have achieved their Bronze Investors in Carers Award.</p>	<p>To evaluate the progress made through 19/20 and the feedback received through consultation, including that received directly from Carers to determine future commissioning arrangements and priorities for 20/21 whilst maximising opportunities for trial and development of new initiatives via ICF.</p> <p>Gain Silver award.</p>
3.4b	Support parents and family carers to identify and access resources to enable the carers to continue to undertake their caring roles.	Representative Parent and Family Carers attended the Local Carers Engagement event on 10 <sup>th</sup> March 2020, in which Carers shared their voices and views to shape services and strategy for 2020-2023. CCC is working with the Royal Mencap Society to coproduce services with Parent and Family Carers by establishing Working Together Groups. The Working Together Groups include representation from Commissioning, Mencap and a team of Carers who aim to represent all Parent and Family Carers in the County and spend their specific budget on services that Carers want and need.	
3.4c	Ensure appropriate respite provision is available for people with learning disability going through transition.	The West Wales Carers Development Groups action plan 2019-20, has three main themes. Theme one is Supporting Life Alongside Caring. As	

		<p>part of this several actions have taken place on a regional and local level. Carmarthenshire County Council have actively fed into the review of respite provision, working with Swansea University. Carmarthenshire County Council has also developed links with Shared Care Scotland and the Carers Trust to inform the West Wales short breaks model and to share best practice. The Commissioning team work closely with providers of respite provisions to evaluate performance and quality of existing services on a routine basis.</p>	
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## Key Outcome Area 4:

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

### 4.1 Social and Leisure Activities

	We will...	What we have done...	What do we still need to do...
4.1a	Map current social and leisure opportunities for people with a learning disability to inform a market position statement that will be the foundation of a development plan to support people to access facilities in their own communities.	Community Connectors have mapped provision to inform new day opportunities model of support.	Work for 2021-22: continue with day service transformation work including developing locality based communities of interest around social and leisure activities.
4.1b	Further develop links and opportunities between Leisure Services and Learning Disability service providers to support people to stay fit and healthy.	Running groups have been established across the county with several staff trained as Run Leaders. Main individuals completing 5/10k races and one person completing the London Marathon. Integrated netball and football teams have been established. Accessible bikes have been sited at Pembrey Country Park along with beach wheelchairs and a changing place. Staff have been trained in rebound therapy and full sized. trampoline purchased. Exercise Buddies project has developed digital activities that people can get involved with (2020 during Covid)	Identify opportunities to utilise Leisure facilities in communities across the county outside of the main urbanisations. Establish sports teams as constituted groups to ensure sustainability. Integrate online leisure activities into the day service virtual activities offer.

4.1c	Promote and encourage community innovation to develop community based initiatives and more opportunities for people with a learning disability.	An Innovation grant has been created to support community innovations across the region. This will be coordinated and administered by the three CVC's	
4.1d	To promote and enhance our information offer by developing a regional accessible website to let people know what is on offer in their area.	A learning disability web site has been developed by people who use services in Pembrokeshire.	Extend and develop the web site to be regional. A photo symbol library to be developed

## 4.2 Education, Training, Employment and Volunteering

	We will...	What we have done...	What do we still need to do...
4.2a	Work with partners to find people with learning disabilities to champion this outcome area who will work with a range of organisations to create more volunteering opportunities that will lead to meaningful employment.	Business development manager, enterprise lead and Employment and volunteer co-ordinator posts established.	Establish employment pathway and employability forum. Work with partners and other departments to create employment and volunteering opportunities around circular economy.
4.2b	Work with partners to support people with learning disabilities to access and participate in paid employment opportunities.	We are working with Workway + to support people to access paid employment opportunities and ensure a person centred support programme which works for them	Establish employment pathway and employability forum.
4.2c	Ensure that there are more opportunities for people with a learning disability to access work experience across the county whether in the public, private or voluntary sector.	We are developing LD champion posts within Carmarthenshire, building on work undertaken across the region.	Include this work in our corporate workforce strategy.
4.2d	Improve the co-ordination, planning & support for younger people, people in transition and adults with a learning disability to access high quality learning as close to their own communities and families as possible.	Developed Cynnydd project with dedicated workers supporting young people with complex needs at risk of becoming NEET.  Post 16 project group has been established.	Develop post 16 pathway which is informed in part by the learning from the Cynnydd project.  Establish an alternative to out of county residential college.

## 4.3 Transport

	We will...	What we have done...	What do we still need to do...
4.3a	Develop and offer learning disability awareness training, led by people with learning disabilities, for public transport organisations.	A Transport Apps is being developed by BAROD ( community interest company which provide training and accessible information) with the LD Champions. The App is currently being tested	
4.3b	Work with transport providers, voluntary,	An Easy read bus time table has been	

	health and public to address the barriers faced by people to develop more creative solutions.	developed by people with a learning disability and launched to support people to more easily access public transport.	
4.3c	Work with transport providers to increase the number of buses with voice over systems which inform passengers of next stops and destinations.	There is a LD Champion with a key focus on transport. Work has been limited due to the impact of Covid , but as restrictions ease work will recommence	
4.3d	Review our current day services transport arrangements to promote independent travel when and where possible.	The impact of Covid on our day services will inevitably change the offer as more creative and alternative solutions are development. We will review our transport arrangements as the service develops	

## 4.4 Direct Payments

	We will...	What we have done...	What do we still need to do...
4.4a	Relevant staff are to receive direct payments awareness and procedure training to ensure that partners are able to promote, and grow, the take up of Direct Payments.	<p>Direct Payment Awareness Sessions have been delivered to staff routinely since the implementation of the Social Services and Wellbeing Act in 2016. Most recent training in 2019 focused on Case Studies, to support Care Management to work through what can be challenging situations and to understand how Carmarthenshire's DP policy is put into practice. Comprehensive 'Just Asc' pages are available to all staff along with the updated and detailed Carmarthenshire Direct Payment Policy.</p> <p>The Commissioning Team lead a Direct Payment Policy and Operational Group on a quarterly basis at which representatives from all relevant teams in the Department are invited and at which training is a standard</p>	

		agenda item to ensure all arising needs are met.	
4.4b	Develop options to make more creative use of direct payments.	<p>During 2019, a detailed review of direct payments was undertaken. The review highlighted opportunities to develop and highlighted new initiatives which have already commenced. The Direct Payment Policy and Operational group has a standard agenda item for initiatives such as cooperatives and pooled DP arrangements to support creative use of DP and to share good practice. Development work has been undertaken to ensure that the financial and contractual arrangements are understood and prepared to ensure compliance alongside development and exploration of new ways of working. It has been agreed following the review that the Direct Payments Service will be brought in house. This will commence 1April'21</p>	Work with Direct Payments recipients and other key stakeholder to further develop the service
4.4c	Developing a Direct Payment strategy supported by care to co-operate.	The review of direct payments undertaken during 2019 has ensured that Carmarthenshire are ready with gathered local knowledge to prepare a Direct Payment Strategy through 20-21.	

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE 20<sup>TH</sup> APRIL, 2021

## ADULT SOCIAL CARE COMPLAINTS & COMPLIMENTS REPORT 1<sup>ST</sup> APRIL 2020 TO 31<sup>ST</sup> DECEMBER 2020

### PURPOSE:

To enable members to exercise their scrutiny role in relation to the complaints and compliments received within Adult Social Care under The Social Services Complaints Procedure (Wales) Regulations 2014 and The Representations Procedure (Wales) Regulations 2014.

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

The nature and number of complaints and compliments received in the Adult Social Care Team for the financial year 2020-21 quarter 3.

### Reasons:

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

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

### EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

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

Directorate

Communities

Name of Head of Service:

Alex Williams

Report Author:

Silvana Sauro

Designations:

Head of Integrated Services

Performance, Analysis & Systems  
Manager

Tel Nos & E Mail Addresses:

[alexwilliams@carmarthenshire.gov.uk](mailto:alexwilliams@carmarthenshire.gov.uk)

01267 228915

[SSauro@carmarthenshire.gov.uk](mailto:SSauro@carmarthenshire.gov.uk)

01267 228897

# **EXECUTIVE SUMMARY SOCIAL CARE & HEALTH SCRUTINY COMMITTEE**

**20<sup>TH</sup> APRIL, 2021**

## **ADULT SOCIAL CARE COMPLAINTS & COMPLIMENTS REPORT 1<sup>ST</sup> APRIL 2020 TO 31<sup>ST</sup> DECEMBER 2020**

The attached report sets out the Adult Social Care complaints and compliments that have been received in quarters 1, 2 & 3 of the 2020/21 financial year. The report summarises the number of complaints and compliments that have been received and provides information on the type of complaint and the service area relating to complaints and compliments.

**DETAILED REPORT ATTACHED ?**

**YES**

# IMPLICATIONS

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

Signed: Alex Williams, 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>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>	<b>YES</b>

## 1. Policy, Crime & Disorder and Equalities

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

## 2. Legal

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

## 3. Finance

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

## 4. ICT

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

## 5. Risk Management Issues

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

## 6. Physical Assets

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

## 7. Staffing Implications

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

# CONSULTATIONS

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

Signed: Alex Williams, Head of Integrated Services

### 1. Local Member(s)

Not applicable

### 2. Community / Town Council

Not applicable

### 3. Relevant Partners

Not applicable

### 4. Staff Side Representatives and other Organisations

The report will be made available to staff

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

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

#### THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Complaints records		Personal information not available for public inspection.

## Department for Communities

# Adult Social Care Complaints & Compliments Report 1<sup>st</sup> April 2020 – 31<sup>st</sup> December 2020

January 2021

[carmarthenshire.gov.uk](http://carmarthenshire.gov.uk)

## Introduction

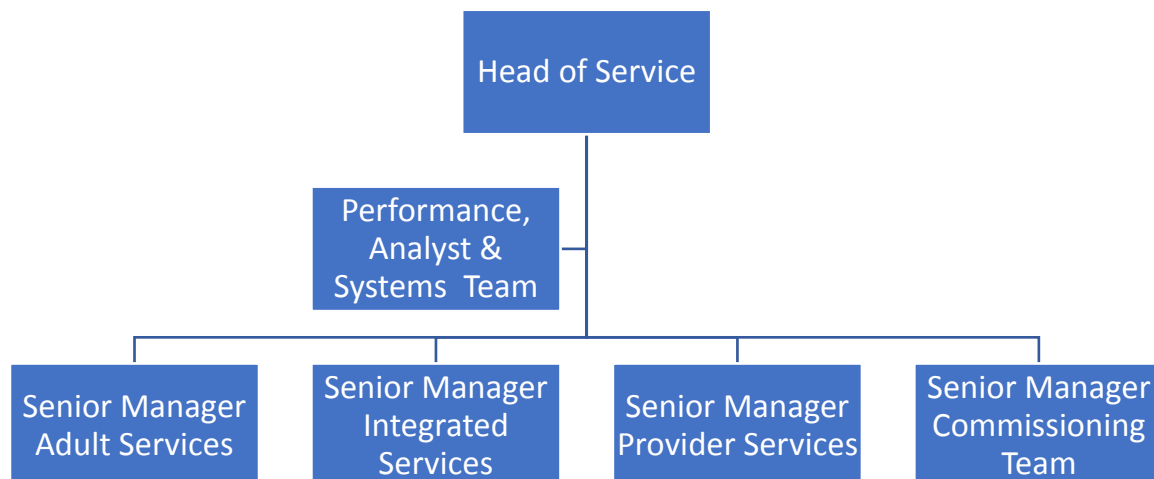
Carmarthenshire County Council welcomes complaints, compliments and comments as a way of improving service delivery. Complaints from customers are important to us and provide a valuable insight into the quality of the services we provide and commission. The report is produced for the department as part of a wider Performance Management agenda.

The Council's Complaints and Compliments Policy was established on 1 August 2014 in accordance with The Social Services Complaints Procedure (Wales) Regulations 2014 and The Representations Procedure (Wales) Regulations 2014. This report provides a summary of the complaints received relating to Adult Social Services for the period 1st April 2020 to the 31<sup>st</sup> December 2020.

## Service Improvement

The Head of Service has the responsibility of the complaints and the co-ordination for Adult Social Care complaints is with the Performance, Analyst & Systems Team within the Department of Communities.

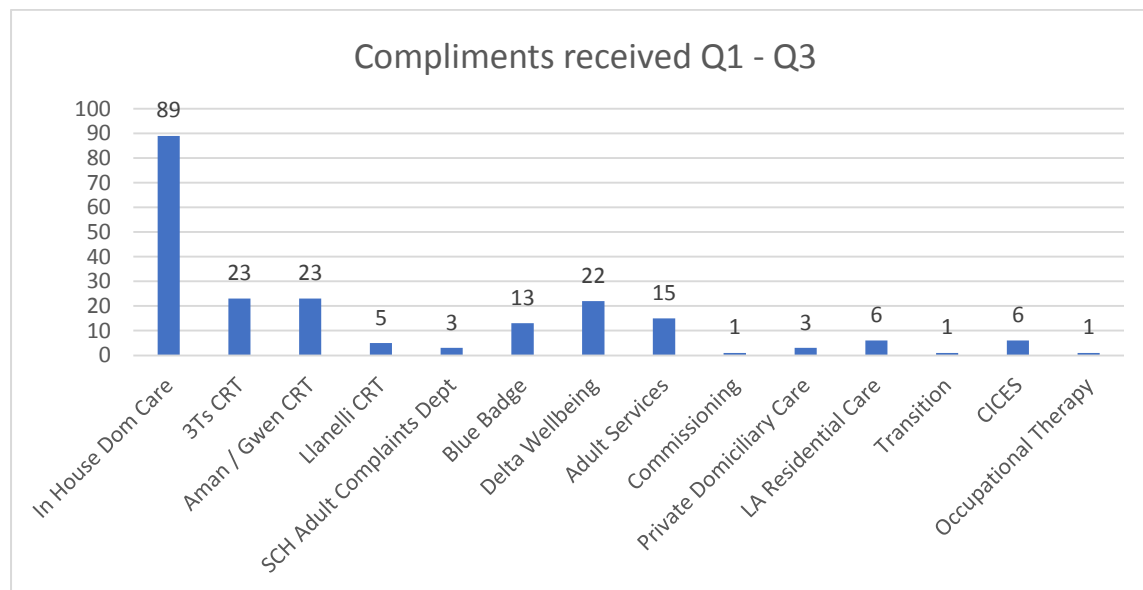
## Governance Arrangements



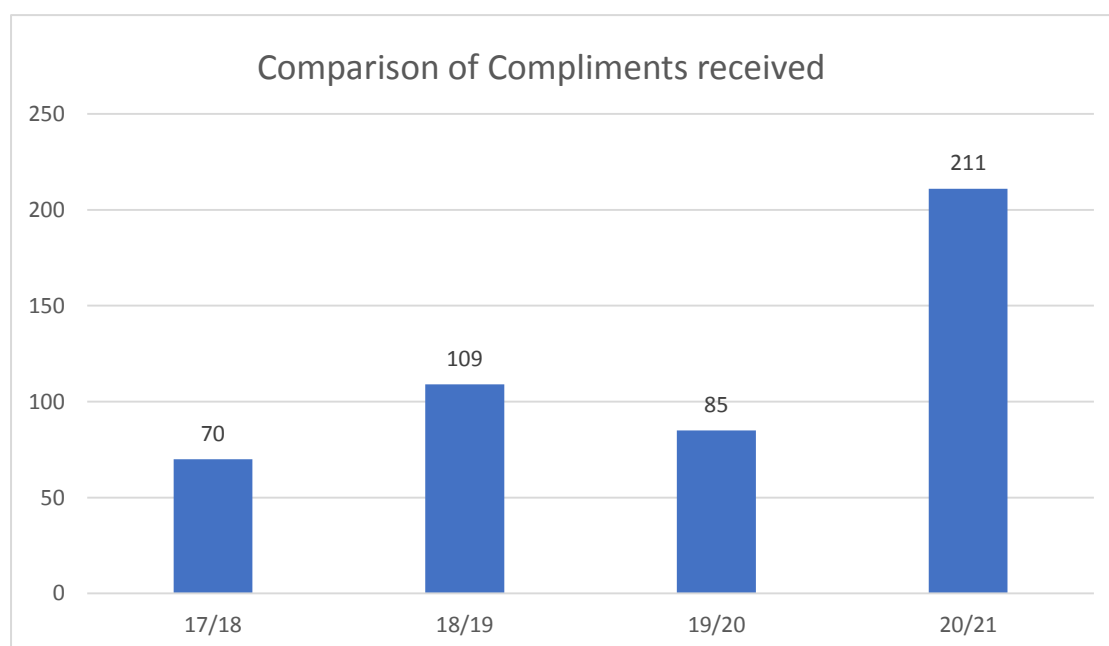
This report provides performance information on Adult Social Care complaints and compliments for Q1, Q2 & Q3 20/21. It provides a positive picture of the department's performance in the context of 4,063 individuals that received a social care service from Carmarthenshire County Council during this period. This means that only 0.62% of individuals formally complained about the service they received.

## Compliments

A total of 211 Adult Social Care compliments were received within Q1, Q2 & Q3 20/21. The highest volume of compliments received are within the In-House Domiciliary Care Team.



There has been a significant increase in the number of compliments received when compared to the same period last year.



### Examples of Compliments

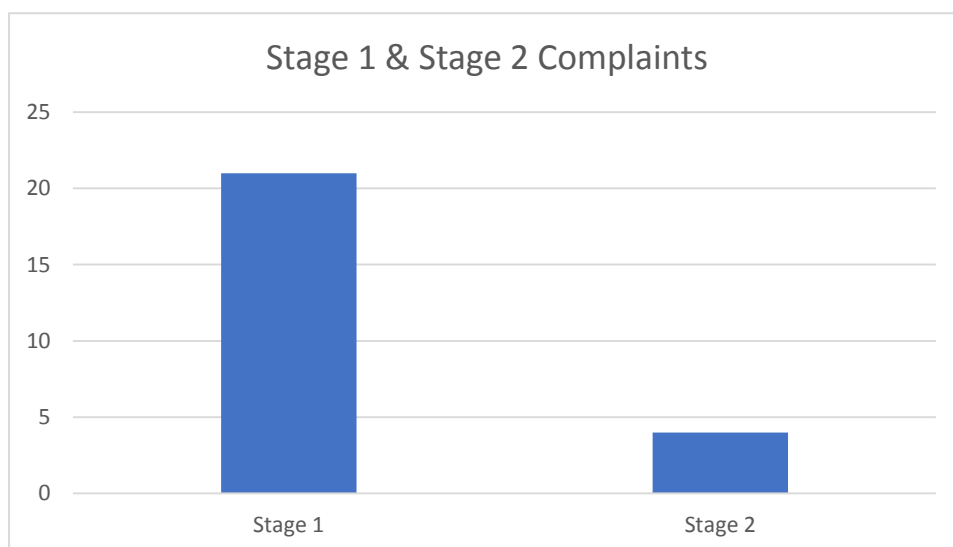
- Ga i ddiolch i ti o waelod calon am dy holl waith i gael Dad adre o'r ysbyty ac am ymateb i fi bob tro gan sicrhau bod e'n gyfforddus ac yn hapus nol gyda'i deulu. Mae hynny wedi golygu lot i ni. Diolch
- Thank you for the care that is making such a huge difference to my mothers quality of life. I can not give enough praise for the impact that you have had especially in the most challenging of times. Thank you
- Can you please tell your boss that you have been invaluable to me over the last few weeks. You have gone the extra mile to help me in this very difficult time with mums dementia worsening by the day. You deserve some form of recognition. I thank you from the bottom of my heart. Diolch yn fawr iawn.
- Many thanks to you and the other support workers involved in her care, you provided the support required in a manner that was best for \* offering her continuity and compassion. Your flexible support and regular accurate feedback aided her remaining at home comfortably as was her firm choice and minimised intrusion at this time.
- All said a massive Thank you for everything you have done for them and complimented on the excellent service that was provided by you all, all also said how sad they were that our service was coming to an end and that they will miss you all very much.
- How very grateful we are for all the referrals you did and how swiftly every person / professional has made contact with us especially in these unprecedented times. They have all been so understanding, kindness and patience with \*\* together with all the PPE etc, and care they have shown when they have been out to assess him.
- Thank you so much for your help. His whole family are really totally grateful for the help and support you provided. I hope you have a lovely restful Christmas break as I realise the work you do is not always appreciated and is not always easy as it may seem to others.

## Complaints

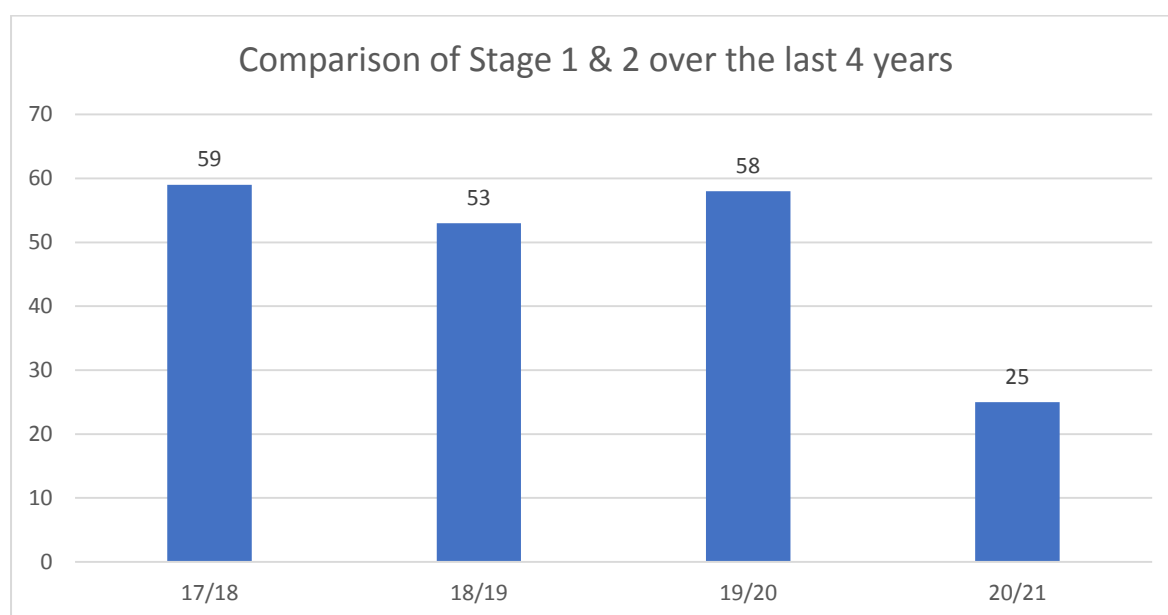
A total of 25 complaints were recorded at either Stage 1 or 2 in relation to Adult Social Care within Q1, Q2 & Q3 20/21.

### Summary

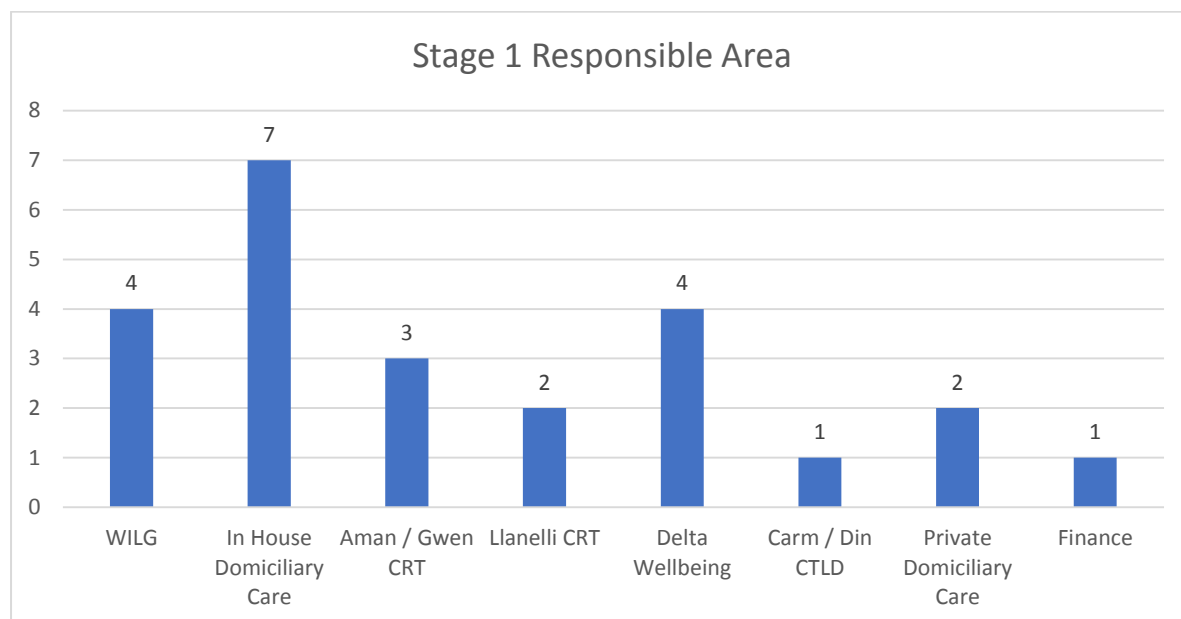
- 21 of the Adult Social Care complaints were investigated at the local resolution Stage 1.
- 4 were recorded under the Formal Investigation of Stage 2
- A further 44 complaints were dealt with by the department and recorded either as Redirects, No Further Action, on hold pending safeguarding or other.



At this stage in the year, the number of Stage 1 & 2 complaints dealt with by the department shows a significant decrease when compared to previous years.



## Complaint by Responsible Team

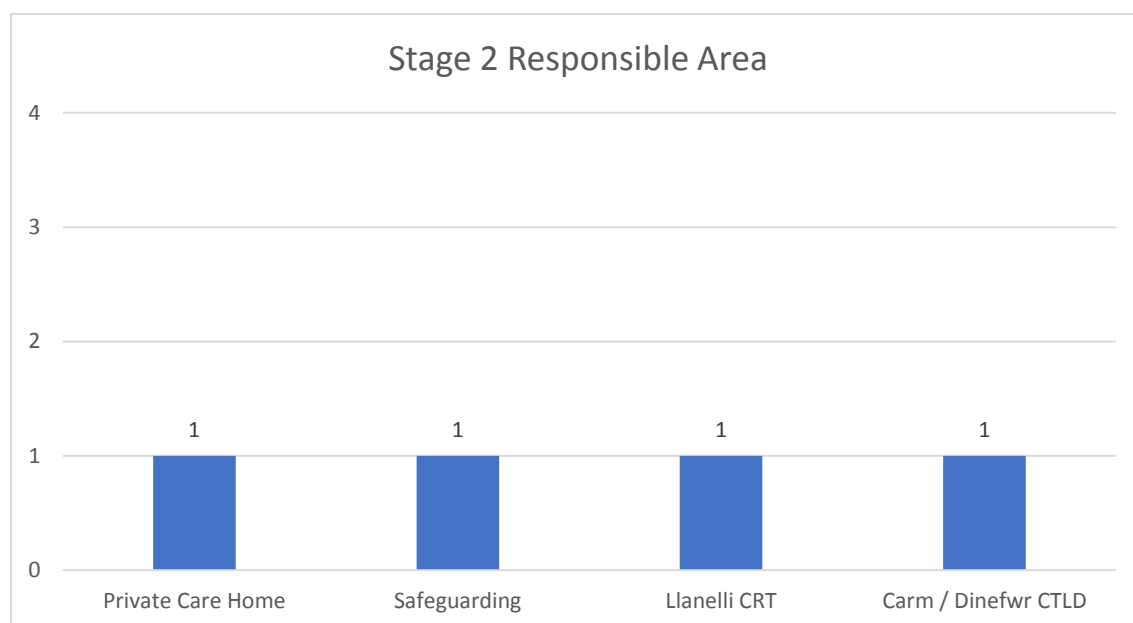


**\*Please note that a complaint could cover more than one area**

### Examples of Stage 1 Complaints

- Alleged early discharge from Hospital resulting in a fall soon after returning home resulting in her being re-admitted to hospital.
- Complaint against a carer for not following the guidelines on social distancing
- Lack of Support and the Provision of Care in the community, enabling mother to live independently at home.
- The charges for services, she advised she was not made aware there would be a financial assessment for a care package 2) Why reablement was not provided, rather than Long Term Carer
- Damage to woodwork and door frame.
- Homecare has been reduced, parents are both elderly and are struggling with the personal care for their daughter, they feel very unsupported. Request for new social worker to be allocated.

## Stage 2 Complaints



### Example of Stage 2 Complaint

- Neglect at Independent/Supporting Living Home, for example Signs of Sepsis were not picked up sooner
- Lack of information/or information not being provided in relation to charging costs for stay at Nursing Home
- Unhappy with the whole process of the SSWBA Assessment

## Complaints budget

The Stage 2 complaints budget for the 20/21 financial year is £13,618. As of the 11<sup>th</sup> of January, there has been a total of £2453.30 spent. There are currently two Stage 2 investigations ongoing.

## Lessons Learnt

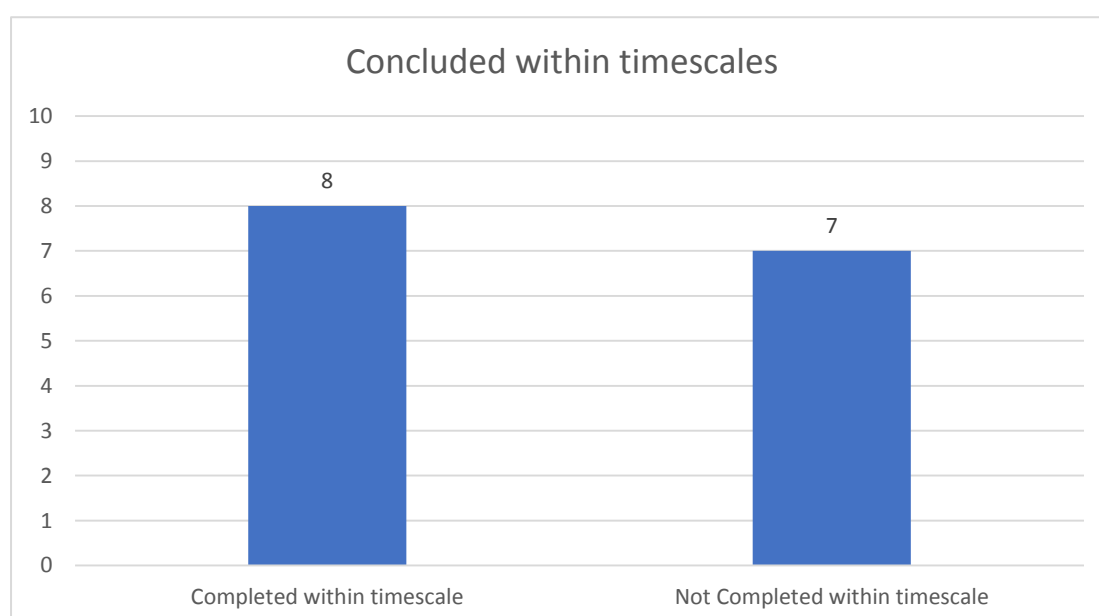
The department log all the recommendations from a Stage 2 report and devise an action plan which is sent out to the Head of Service to complete. Following completion of a Stage 2 complaint, if there are issues that need addressing, we will hold a lesson learned event which is chaired by the Head of Service. This is for best practice and to ensure the teams learn from the complaint. Currently there has been one lessons learned event held following the completion of a complex Stage 2 complaint.

## Response to complaints within statutory time-scales

The statutory timescales for all Stage 1 complaints (local resolution stage) is 15 working days from the date that the complaint is acknowledged. The discussion must take place within 10 working days and if there is a mutually acceptable resolution of the matter, the local authority must write to the complainant with details of the terms of the resolution within 5 working days. This timescale may only be extended in exceptional circumstances with the agreement of the complainant.

## Complaints that have been concluded

At the end of Q3 we have closed a total of 15 Stage 1 complaints. Of these 15 complaints, the number concluded on time was 8 and the number not concluded on time was 7.



Complaints can often be complex and require multi-agency co-operation, they can regularly require lengthy investigations including information gathering, setting up of meetings and action plan agreements. Due to the coronavirus pandemic, there has been increased pressures in the social care teams during this unprecedented time which has resulted in complaints taking longer than normal to complete.

## Ongoing complaints

There are currently 17 Complaints / Concerns open to the Adult Social Care complaints team. These complaints are either on hold due to Safeguarding investigations, awaiting legal advice or further correspondence from the complainant.

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

## 20<sup>TH</sup> APRIL 2021

### FORTHCOMING ITEMS TO BE HELD ON 21<sup>ST</sup> MAY 2021 [10.00 A.M.]

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

Discussion Topic	Background	Reason for report
Covid-19 Position Statement	To provide Scrutiny Committee with a position statement regarding the Covid-19 pandemic's impact on Adult Social Care and includes Integrated Services, and Commissioning.	To highlight to the Committee how the Authority has managed services during the pandemic.
Services & Support for Children & Young People (Multi Agency Forum Update)	To provide an overview of services currently available for young people with emotional and mental health issues and outline progress made on the services provided.	The Committee requested an update following presentation of the report at the Scrutiny meeting on the 17 <sup>th</sup> April, 2019.
Mental Health of Carers and Young People	The Committee requested an update due to concerns regarding the mental health of carers and young people during the Pandemic.	As requested by the Committee.
Draft Forward Work Programme 2021/22	In accordance with the Council's Constitution: <b>6.2 Generic Terms of Reference for all Scrutiny Committees</b> The Committee is required to develop and publish an annual forward work programme, identifying issues and reports to be considered during the course of a municipal year, taking into account the Council's Forward Work Programme.	The Committee is required to formally endorse its Forward Work Programme 2021/2022.

Budget Monitoring Report (To be circulated via email)	This item enables members to undertake their monitoring role of the Health & Social Care revenue and capital budgets.	The Committee is being requested to scrutinise the budget information as part of their scrutiny role.
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Items circulated to the Committee under separate cover since the last meeting
<ol style="list-style-type: none"> <li>1. Details of the £300 carers grant funding (22/03/21)</li> <li>2. Information regarding Hafan Glyd (22/03/21)</li> </ol>

Briefings provided to the Committee since the last meeting
<p>17<sup>th</sup> March</p> <ul style="list-style-type: none"> <li>• Befriending Service</li> <li>• DEWIS</li> <li>• Connect to Kindness</li> </ul>

The following document(s) attached for information
<ol style="list-style-type: none"> <li>1. The latest version of the Executive Board Forward Work Programme 2020/21.</li> </ol>

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21**  
**–as at 23/03/2021** (For the period March 21 – February 22)

**Introduction**

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

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

WORKING DRAFT

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21**  
**–as at 23/03/2021** (For the period March 21 – February 22)

<b>CHIEF EXECUTIVES</b>				
<b>Subject area and brief description of nature of report</b>	<b>Responsible Officer</b>	<b>Executive Portfolio</b>	<b>Scrutiny Committee to be consulted</b>	<b>Date of expected decision by Executive Board</b>
INTEGRATED IMPACT ASSESSMENT AND COVER SHEET	Wendy Walters, Chief Executive/Gwyneth Ayres	Deputy Leader	No	May 2021
ANNUAL REPORT	Noelwyn Daniel -Head of ICT & Corporate Policy	Deputy Leader	VARIOUS IN JULY	27/09/21
WELLBEING OBJECTIVES	Wendy Walters Chief Executive	Communities and Rural Affairs		
WELSH GOVERNMENT CONSULTATION DOCUMENTS	Wendy Walters Chief Executive	Deputy Leader	If applicable	If applicable
REVIEW OF COMMUNITY COUNCIL BOUNDARIES & ELECTORAL ARRANGEMENTS	Wendy Walters, Chief Executive	Resources		As and when required
REVIEW OF THE CONSTITUTION (LEGISLATION CHANGES) - CRWG	Linda Rees Jones Head of Administration & Law	N/A CRWG - FEB	N/A	As And When Required
CITY DEAL UPDATE (INCLUDING PENTRE AWEL)	Wendy Walters Chief Executive	Leader		As & When Required
CARMARTHEN WEST RESIDENTIAL	Jason Jones Head of Regeneration	Regeneration / Property	Not applicable	26/04/21
BURRY PORT RELEASE OF LAND	Jason Jones Head of Regeneration	Regeneration / Property	Not applicable	26/04/21
8/12 VAUGHAN STREET, LLANELLI	Jason Jones Head of Regeneration	Regeneration / Property	Not applicable	26/04/21
WELSH LANGUAGE ANNUAL REPORT	Wendy Walters, Chief Executive/Gwyneth Ayres	Culture, Sport & Tourism	Yes	March 2022
CORPORATE STRATEGY	Noelwyn Daniel -Head of ICT & Corporate Policy	Deputy Leader	Yes	March 2022
STRATEGIC EQUALITY REPORT	Noelwyn Daniel -Head of ICT & Corporate Policy	Deputy Leader	Yes	March 2022
NET ZERO ACTION PLAN - REVIEW	Jason Jones, Head of Regeneration	Communities and Rural Affairs	Date to be confirmed	March 2022

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21**  
**–as at 23/03/2021** (For the period March 21 – February 22)

<b>COMMUNITY SERVICES</b>				
Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
DEVELOPMENT OF A NEW TENANT TYPE CHALLENGE PANEL	Jonathan Morgan – Head of Homes and SCr/Les James	Housing		24 <sup>TH</sup> May 2021
UNIVERSAL CREDIT AND RENTS UPDATE RENT ARREARS POSITION STATEMENT	Jonathan Morgan – Head of Homes and Safer Communities/ Jonathan Willis	Housing		26 <sup>th</sup> April 2021
ANTI SOCIAL BEHAVIOUR POLICY	Jonathan Morgan – Head of Homes and Safer Communities /Les James / Sue Watts/Robert David Williams	Culture, Sports & Tourism	E&PP Scrutiny 18/05/2021	07/06/21
CHS+ DELIVERING WHAT MATTERS BUSINESS PLAN	Jonathan Morgan – Head of Homes and Safer Communities/ Rachel Davies/ Gareth Williams	Housing	January 2022	February 2022 (Budget)
DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2019/20	Jake Morgan – Director of Communities/Silvana Sauro	Social Care & Health		TBC
DOG BREEDERS LICENCE UPDATE (Change of Policy / Legislation – awaiting WG confirmation)	Jonathan Morgan – Head of Homes and Safer Communities/ Roger Edmunds	Public Protection		TBC

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21**  
**–as at 23/03/2021** (For the period March 21 – February 22)

**CORPORATE SERVICES**

Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
BI-MONTHLY REVENUE AND CAPITAL BUDGET MONITORING REPORTS	Chris Moore Director of Corporate Services	Resources	N/A	SEPT NOV JAN MARCH
QUARTERLY TREASURY MANAGEMENT AND PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	Resources	N/A	SEPT/OCT JAN APR
ANNUAL TREASURY MANAGEMENT & PRUDENTIAL INDICATOR REPORT	Chris Moore Director of Corporate Services	Resources	N/A	JULY
5 YEAR CAPITAL PROGRAMME	Chris Moore Director of Corporate Services	Resources	ALL JAN/ FEB	JAN
COUNCIL TAX BASE	Chris Moore / Helen Pugh	Resources	N/A	DEC
Council Tax Reduction Scheme	Chris Moore / Helen Pugh	Resources	N/A	FEB
BUDGET STRATEGY (Revenue and Capital)	Chris Moore Director of Corporate Services	Resources	ALL JAN/ FEB	JAN
HIGH STREET RATE RELIEF	Chris Moore Director of Corporate Services /Helen Pugh	Resources	N/A	March
CORPORATE RISK REGISTER	Chris Moore Director of Corporate Services / Helen Pugh	Resources	– Audit Committee March & SEPT	
TREASURY MANAGEMENT POLICY AND STRATEGY	Chris Moore Director of Corporate Services	Resources	N/A	FEBRUARY – BUDGET MEETING
FINAL BUDGET Revenue & Capital	Chris Moore Director of Corporate Services	Resources	N/A	FEBRUARY – BUDGET MEETING
HOUSING REVENUE ACCOUNT BUDGET AND RENT SETTING REPORT	Chris Moore Director of Corporate Services	Resources	HOUSING	FEBRUARY BUDGET MEETING
BUDGET OUTLOOK	Chris Moore Director of Corporate Services	Resources	N/A	NOV

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21**  
**–as at 23/03/2021** (For the period March 21 – February 22)

<b>EDUCATION &amp; CHILDREN</b>				
<b>Subject area and brief description of nature of report</b>	<b>Responsible Officer</b>	<b>Executive Portfolio</b>	<b>Scrutiny Committee to be consulted</b>	<b>Date of expected decision by Executive Board</b>
<b>PROPOSAL TO RELOCATE YSGOL HEOL GOFFA AND TO INCREASE ITS CAPACITY (STAGE 2 AND 3)</b>	<b>Simon Davies – Head of Access to Education</b>	<b>Education &amp; Children</b>	<b>17/03/21 (stage 3)</b>	<b>12<sup>th</sup> April 2021</b>
<b>PROPOSAL TO DISCONTINUE YSGOL GYNRADD BLAENAU AND TO INCREASE THE CAPACITY AND CHANGE THE NATURE OF PROVISION AT YSGOL GYNRADD LLANDYBIE (STAGE 1, 2 AND 3)</b>	<b>Simon Davies – Head of Access to Education</b>	<b>Education &amp; Children</b>	<b>N/A</b>	<b>TBC (Stage 2) TBC (Stage 3)</b>
<b>PROPOSAL TO DISCONTINUE YSGOL RHYDYGORS (STAGE 1, 2 AND 3)</b>	<b>Simon Davies – Head of Access to Education</b>	<b>Education &amp; Children</b>	<b>N/A)</b>	<b>TBC (Stage 2) TBC (Stage 3)</b>
<b>PROPOSAL TO CHANGE THE AGE RANGE AT YSGOL SWISS VALLEY (TBC) (STAGE 1, 2 AND 3)</b>	<b>Simon Davies – Head of Access to Education</b>	<b>Education &amp; Children</b>	<b>N/A</b>	<b>TBC (Stage 2) TBC (Stage 3)</b>
<b>PROPOSAL TO DISCONTINUE YSGOL GYNRADD MYNYDD Y GARREG (STAGE 1, 2 AND 3)</b>	<b>Simon Davies – Head of Access to Education</b>	<b>Education &amp; Children</b>	<b>N/A</b>	<b>TBC (Stage 2) TBC (Stage 3)</b>
<b>PROPOSAL TO CHANGE THE NATURE OF PROVISION AT YSGOL Y FELIN (STAGE 2 AND 3)</b>	<b>Simon Davies – Head of Access to Education</b>	<b>Education &amp; Children</b>		<b>TBC (Stage 2) TBC (Stage 3)</b>
<b>PROPOSAL TO CHANGE THE NATURE OF PROVISION AT MODEL VA PRIMARY SCHOOL (STAGE 2 AND 3)</b>	<b>Simon Davies – Head of Access to Education</b>	<b>Education &amp; Children</b>		<b>TBC (Stage 2) TBC (Stage 3)</b>
<b>SCHOOL UPDATE REPORT- COVID 19, SCHOOLS CAUSING CONCERN AND FINANCE</b>	<b>Gareth Morgans – Director of Education and Children</b>	<b>Education &amp; Children</b>	<b>N/A</b>	
<b>LA EDUCATION SERVICES SELF EVALUATION</b>	<b>Aneirin Thomas – Head of Education and Inclusion</b>	<b>Education &amp; Children</b>	<b>tbc</b>	<b>TBC</b>
<b>POST 16 EDUCATION</b>	<b>Aeron Rees – Head of Curriculum and Wellbeing</b>	<b>Education &amp; Children</b>	<b>tbc</b>	<b>TBC</b>
<b>RESULTS OF 2021 EXAMINATIONS”</b>	<b>Aneirin Thomas – Head of Education and Inclusion</b>	<b>Education &amp; Children</b>	<b>tbc</b>	<b>N/A</b>
<b>CHILDREN’S SERVICES PAPER- TBC</b>	<b>Stefan Smith - Head of Children’s Services</b>	<b>Education &amp; Children</b>	<b>N/A</b>	<b>tbc</b>
<b>CARMARTHENSHIRE 10 YEAR STRATEGY FOR EDUCATION</b>	<b>Gareth Morgans – Director of Education and Children</b>	<b>Education &amp; Children</b>	<b>tbc</b>	<b>TBC</b>
<b>NEW 10 YEAR WELSH IN EDUCATION STRATEGY</b>	<b>Aeron Rees – Head of Curriculum and Wellbeing</b>	<b>Education &amp; Children</b>	<b>tbc</b>	<b>TBC</b>

**EXECUTIVE BOARD FORWARD WORK PROGRAMME 20/21**  
**–as at 23/03/2021** (For the period March 21 – February 22)

<b>ENVIRONMENT</b>				
Subject area and brief description of nature of report	Responsible Officer	Executive Portfolio	Scrutiny Committee to be consulted	Date of expected decision by Executive Board
PUBLIC REALM	Steve Pilliner / Richard waters	Environment		26/4/21
LDO	Llinos Quelch / Ian R Llewellyn	Environment		10/5/21
BUS REFORM	Steve Pilliner	Environment		24/5/21
PACE MAKING CHARTER	Llinos Quelch / Ian R Llewellyn	Environment		24/5/21
HIGHWAYS MAINTENANCE MANUAL	Steve Pilliner - Head of Transportation & Highways/ Chris Nelson/ Richard Waters	Environment	EPP 4/10/21	25/10/21
EQUESTRIAN STRATEGY	Steve Pilliner - Head of Transportation & Highways /Caroline Ferguson	Environment	EPP 4/10/21	25/10/21
GRAFFITI POLICY	Ainsley Williams	Environment	EPP 4/10/21	25/10/21
FLOOD RESPONSE	Ainsley Williams	Environment	4/10/21	25/10/21
LEQ	Ainsley Williams	Environment	EPP 4/10/21	25/10/21
ELECTRIC VEHICLE STRATEGY	Steve Pilliner / Simon Charles	Environment	EPP 12/11/21	6/12/21
PUBLIC CONVENIENCES	Ainsley Williams. Head of Waste & Environmental Services Rhys Davies	Environment	EPP 16/12/21	January 22

## SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

Thursday, 11 March 2021

**PRESENT:** Councillor G. Thomas (Chair)

**Councillors:**

S.M. Allen, K.V. Broom, D.M. Cundy (In place of A.L. Fox), K. Davies, R.E. Evans, W.T. Evans, M.J.A. Lewis, K. Lloyd, K. Madge, B.A.L. Roberts, E.M.J.G. Schiavone and D.T. Williams

**Also in attendance Councillors:**

L.M. Stephens, Deputy Leader of the Council  
J. Tremlett, Executive Board Member for Social Care and Health

**The following Officers were in attendance:**

A. Williams, Head of Integrated Services  
C. Harrison, Head of Strategic Joint Commissioning  
R. Page, Senior Business Support Manager  
M. Evans Thomas, Principal Democratic Services Officer  
S. Sauro, Performance, Analysis & Systems Manager  
S. Rees, Simultaneous Translator  
J. Corner, Technical Officer  
R. Lloyd, Democratic Services Officer  
E. Bryer, Democratic Services Officer

**Virtual Meeting - 10.00 am - 12.20 pm**

**1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors I. W Davies and A.L Fox.

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

Councillor	Minute No (s)	Nature of Interest
Kevin Madge	4. Corporate Strategy 2018/23 - Update April 2021 5.Impact of Covid-19 on Carmarthenshire's Adult Social Care Services	Daughter works in Social Care.

There were no declarations of prohibited party whips.

**3. PUBLIC QUESTIONS (NONE RECEIVED)**

The Chair advised that no public questions had been received.

#### 4. CORPORATE STRATEGY 2018/23 - UPDATE APRIL 2021

Members considered sections of the updated Corporate Strategy 2018-23 relevant to the remit of the Social Care & Health Scrutiny Committee.

The revised Corporate Strategy (adopted in June 2018) reflected the developing priorities and the impact of COVID-19, Brexit and climate change.

It was noted that previously there was 15 Wellbeing Objectives and that these had now been reduced to 13.

The Deputy Leader highlighted the sixteen key challenges facing the Council.

A number of questions/observations were raised on the report. The main matters were as follows:

- Concern was raised that only half of Carmarthenshire residents felt they lived in cohesive communities. Carmarthenshire was 5th in Wales but is now 14th out of the 22 local authorities. The Deputy Leader advised that the figures were the result of the National Survey of Wales 2018/19. The Committee was advised that significant work had been done in engaging with communities including the work with Community Connectors and it was hoped that the more recent survey results would reflect this.
- It was asked how would residents be empowered - "Encourage communities to be empowered to improve their circumstances". It was felt that this step to improve community cohesion was vague. The Deputy Leader advised that it was key that residents had the knowledge and understanding to enable them to work with the Authority. It was suggested that the wording be changed to "Encourage communities to improve their circumstances by providing constant encouragement and support." The Committee was reminded that this was a strategy document and that the business plans would contain more detail.
- With reference to Wellbeing Objective 9, it was noted that current projections suggested that the population of people over 65 living in Carmarthenshire was growing and that by 2030 this would increase by 60%. It was asked what the actual figures were (not %) and what were the obvious factors that contributed to these figures. The Head of Integrated Services advised that figures would be available from Daffodil (population prediction tool). Due to advances in medical science, there is an aging population, however this would result in the increased demand for managing chronic conditions including dementia.
- With reference to Wellbeing Objective 7, concern was raised regarding the impact of covid on mental health, alcohol dependency and substance misuse. The Executive Board Member for Health and Social Care advised that the Authority was concerned about the impact on mental health and increase in service demand. The budget setting preparations would account for this demand. The Head of Integrated Services confirmed that joint arrangements were in place with the Health Board and that there was a dedicated team in place to manage, raise awareness and undertake preventative work.
- It was asked how the Authority was progressing with the need to continue

to integrate health and social care. The Head of Integrated Services confirmed that her post and the Head of Social Care post were very much integrated with the work of the Health Board. It was stated that while both organisations were committed to working in an integrated way it was acknowledged that there were still areas for improvement.

**RESOLVED to recommend to the Executive Board that the Corporate Strategy 2018-23 update April 2021 be endorsed.**

## **5. IMPACT OF COVID-19 ON CARMARTHENSHIRE'S ADULT SOCIAL CARE SERVICES**

The Committee received a report providing a position statement regarding how adult social care services had continued to be managed during the second wave of the pandemic and highlighting the service priorities going forward.

The report described how the Authority managed the second wave of the pandemic, lessons learnt and how this informed service priorities going forward.

The Executive Board Member for Social Care and Health confirmed that from an Integrated Services and Adult Social Care perspective, the Authority had continued to as far as possible maintain business as usual. The Authority had continued to offer Information Advice and Assistance (IAA) in line with the requirements of the Social Services and Wellbeing (Wales) Act and carried out social care assessments where required.

The Committee was advised that in the second wave, significantly more care home outbreaks had been experienced. There had been an increase in safeguarding activity and an increase in the complexity of referrals.

The Executive Board Member for Social Care and Health highlighted that during the second wave, the workforce has continued to amaze her with their flexibility and resilience. In-house residential staff had been deployed to support independent sector care homes where needed at times of Covid outbreaks. Both the Executive Board Member for Social Care and Health and the committee expressed their thanks for their commitment and outstanding work.

It was noted that the pandemic had a huge emotional and psychological impact on staff, and that the impact should not be underestimated. Reassurance was provided that everything possible was being done to support staff through these challenging times.

A number of questions / observations were raised on the report. The main matters were as follows:

- Concern was raised regarding the number of vacant beds in care homes and the viability of care home providers. The Head of Integrated service acknowledged that this was a very real concern to both in-house and external care homes as they continue to face challenges. Currently there was dedicated funding in place to alleviate the economic impact on care homes. It was also stated that the current situation had presented an opportunity for the Authority to consider the potential to offer a dedicated step up and step down service provision.

- It was asked what plans were in place to re-open Day Centres and if the waiting list for the service was high. The Head of Integrated Services advised that the Authority was waiting the publication of national guidance before re-opening the service. It was also highlighted that social distancing would impact on the level of service that the Authority would be able to provide. It was stated that there was no waiting list as the service wasn't being provided and that alternative support packages had been provided instead.
- Concern was raised regarding the mental health and wellbeing of children and younger people. The Committee was advised that the Education and Children Department were mindful of the impact and were working through options of support.
- Concern was expressed regarding the effect of working through the pandemic had had on front-line staff. The Committee was assured that the wellbeing of staff was important and that it was recognised how difficult it had been. The department had been working with Occupational Health in developing support mechanisms and various solutions had been put in place.
- Concern was expressed regarding the suspension of the respite service. The Head of Integrated Service said that due to covid families were reluctant to take up the service, however the Authority had looked at alternative ways to support families which included 1 to 1 support at home.

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

## **6. UNPAID CARERS IN CARMARTHENSHIRE- STRATEGIC , LOCAL AND COVID RELATED DEVELOPMENTS**

The Committee received a report providing an overview of the work that had been progressed by both the Regional West Wales Carers Development Group (WWCDG) and by the Carmarthenshire Strategic Partnership Board for Carers during 2020/21. The report detailed the range of initiatives in place to support unpaid carers, including Covid related services.

It was noted that during 2020 the WWCDG, in consultation with carers published a West Wales Carers Strategy, which was structured around four key priorities:

- Improve the early identification and self-identification of Carers, including Young Carers and Young Adult Carers
- Ensure a range of services is available to support the wellbeing of carers of all ages, in their life alongside caring
- Support carers to access and maintain education, training and employment opportunities
- Support carers to become digitally included

The report stated that during the Covid pandemic the role and importance of unpaid carers had become more evident. The West Wales Carers Development Group had worked together to ensure carers continued to be supported with information and advice.

The Executive Board Member for Social Care and Health highlighted that according to data from the last Census there were approximately 47,000 unpaid carers within West Wales, representing 12.5% of residents. In addition to

those figures it was known there were a number of 'hidden' carers.

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

- It was asked how many carers in Carmarthenshire had benefitted from the £300 hardship grant available from Welsh Government. The Head of Strategic Commissioning confirmed that a considerable number had received the grant. The exact figures were not to hand but would be circulated to the committee following the meeting.
- Concern was raised regarding the potential disparity of carers receiving the vaccination. The Head of Integrated Services confirmed that carers were priority 6 in the vaccination programme. Reassurance was provided that the Health Board was in the process of identifying unpaid carers and that carers would be offered appointments in the next month or so.
- Clarification was sought on the term 'respite'. The Committee was advised that this was the term used where hospitality providers were willing to gift or provide discounted rates to unpaid carers and their families. This could include hotels; holiday lets or meals out.
- The Committee stated that they had not heard of 'Hafan Glyd' and asked for clarification on where they were based and how carers could access the service. The Head of Integrated Services advised that the Head of Adult Social Care would be able to provide further details.

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

## **7. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT**

The Committee received an explanation for the non-submission of the following scrutiny reports:

- Learning Disability Strategy
- Dementia Action Plan

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

## **8. FORTHCOMING ITEMS**

**RESOLVED that the list of forthcoming items to be considered at the next scheduled meeting on the 20th April, 2021 be noted.**

## **9. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 27TH JANUARY, 2021**

**UNANIMOUSLY RESOLVED that the minutes of the meeting of the Committee held on the 27th January, 2021 be signed as a correct record.**

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**CHAIR**

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**DATE**

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