

TUESDAY, 28 SEPTEMBER 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, 5TH
OCTOBER, 2021 FOR THE TRANSACTION OF THE BUSINESS
OUTLINED ON THE ATTACHED AGENDA.**

Wendy Walters

CHIEF EXECUTIVE

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

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 | Ken Lloyd |
| 3. | Councillor | Kevin Madge |
| 4. | Councillor | Bill Thomas |

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 2021/22 5 - 22
5. 2021/22 QUARTER 1 PERFORMANCE REPORT (1ST APRIL TO 30TH JUNE 2021) 23 - 30
6. IMPACT OF COVID-19 ON CARMARTHENSHIRE'S ADULT SOCIAL CARE SERVICES 31 - 44
7. DOMICILIARY CARE, SOCIAL WORK WORKFORCE AND MARKET PRESSURES 45 - 56
8. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT 57 - 58
9. FORTHCOMING ITEMS 59 - 72
10. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 7TH JULY, 2021 73 - 78

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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

5th OCTOBER 2021

Revenue & Capital Budget Monitoring Report 2021/22

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 30th June 2021, in respect of 2021/22.

To be referred to the Cabinet for decision: NO

Cabinet Member Portfolio Holders:

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

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

EXECUTIVE SUMMARY

**SOCIAL CARE & HEALTH SCRUTINY
COMMITTEE**

5th OCTOBER 2021

**Revenue & Capital Budget
Monitoring Report 2021/22**

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 £492k 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 £517k compared with a working net budget of £420k giving a £97k variance.

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 |
| NONE | NONE | YES | NONE | NONE | NONE | NONE |

3. Finance

Revenue – The Social Care & Health Service is projecting that it will be over its approved budget by £492k.

Capital – The capital programme shows a variance of £97k against the 2021/22 approved budget.

Savings Report

The expectation is that at year end £775k of Managerial savings against a target of £1,075k are forecast to be delivered. £50k of Policy savings put forward for 2021/22 against a target of £50k 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 |
|---------------------------|---|
| 2021/22 Budget | Corporate Services Department, County Hall, Carmarthen |
| 2021-26 Capital Programme | Online via corporate website – Minutes of County Council Meeting 3 rd March 2021 |

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Social Care & Health Scrutiny Report
Budget Monitoring as at 30th June 2021 - Summary

| Division | Working Budget | | | | Forecasted | | | | Jun 2021 Forecasted Variance for Year £'000 |
|-----------------------|----------------------|-----------------|-----------------------------------|---------------|----------------------|-----------------|-----------------------------------|---------------|---|
| | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | |
| Adult Services | | | | | | | | | |
| Older People | 64,072 | -22,865 | 3,193 | 44,400 | 63,187 | -23,197 | 3,193 | 43,182 | -1,218 |
| Physical Disabilities | 8,147 | -1,875 | 276 | 6,547 | 8,694 | -2,389 | 276 | 6,580 | 33 |
| Learning Disabilities | 40,418 | -10,988 | 1,282 | 30,712 | 41,774 | -10,862 | 1,282 | 32,194 | 1,482 |
| Mental Health | 10,275 | -4,107 | 228 | 6,396 | 10,644 | -4,075 | 228 | 6,797 | 401 |
| Support | 7,799 | -6,593 | 1,133 | 2,339 | 7,672 | -6,673 | 1,133 | 2,132 | -207 |
| GRAND TOTAL | 130,711 | -46,428 | 6,110 | 90,394 | 131,971 | -47,196 | 6,110 | 90,886 | 492 |

Social Care & Health Scrutiny Report

Budget Monitoring as at 30th June 2021 - Main Variances

| Division | Working Budget | | Forecasted | | Jun 2021 Forecasted Variance for Year £'000 | Notes |
|--|----------------------|-----------------|----------------------|-----------------|---|--|
| | Expenditure £'000 | Income £'000 | Expenditure £'000 | Income £'000 | | |
| Adult Services | | | | | | |
| Older People | | | | | | |
| Older People - LA Homes | 8,237 | -3,891 | 8,148 | -4,338 | -536 | Reduced costs associated with fewer beds occupied plus additional income from Hardship Fund |
| Older People - Private/ Vol Homes | 26,705 | -13,479 | 26,281 | -13,479 | -424 | Reduced costs associated with fewer beds occupied plus additional income from Hardship Fund |
| Older People - Extra Care | 788 | 0 | 860 | 0 | 72 | Cwm Aur contract - savings proposals in previous years only partially delivered |
| Older People - Direct Payments | 1,235 | -305 | 1,107 | -305 | -128 | Demand led - fewer requests for Direct Payment for Older People |
| Older People - Private Day Services | 276 | 0 | 76 | 0 | -200 | Reduced provision of day services due to COVID19 restrictions |
| Older People - Other variances | | | | | -2 | |
| | | | | | | |
| Physical Disabilities | | | | | | |
| Phys Dis - Private/Vol Homes | 1,693 | -306 | 1,348 | -306 | -345 | Demand led - Reduced use of residential respite care due to COVID19 |
| Phys Dis - Group Homes/Supported Living | 1,120 | -170 | 1,252 | -170 | 131 | Rightsizing in Supported Living ongoing but delayed due to COVID19. Accommodation and Efficiency project plans for strategic longer term future accommodation options as well as current client group has experienced delays due to COVID19. |
| Phys Dis - Community Support | 204 | 0 | 133 | 0 | -71 | Reduction in provision of community based services due to COVID19 restrictions |
| Phys Dis - Direct Payments | 2,809 | -589 | 3,126 | -589 | 317 | Demand for Direct Payments increasing as a consequence of fewer alternatives during COVID19 restrictions e.g. community support and respite |
| Phys Dis - Other variances | | | | | 1 | |
| | | | | | | |
| Learning Disabilities | | | | | | |
| Learn Dis - Commissioning | 974 | 0 | 900 | 0 | -75 | Staff vacancies and travelling |
| Learn Dis - Private/Vol Homes | 10,767 | -4,373 | 11,636 | -4,373 | 869 | Pressure remains on this budget as alternative provision is unavailable due to COVID19 restrictions. Timelines for achieving savings have slipped as many of the initiatives require face to face contact with service users and providers. |
| Learn Dis - Direct Payments | 3,832 | -558 | 4,704 | -558 | 872 | Direct Payments increasing due to demand |
| Learn Dis - Group Homes/Supported Living | 10,171 | -2,254 | 10,547 | -2,254 | 376 | Rightsizing in Supported Living ongoing but delayed due to COVID19. Accommodation and Efficiency project plans for strategic longer term future accommodation options as well as current client group has experienced delays due to COVID19. |
| Learn Dis - Day Services | 2,515 | -405 | 2,304 | -328 | -134 | 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. |

Social Care & Health Scrutiny Report

Budget Monitoring as at 30th June 2021 - Main Variances

| Division | Working Budget | | Forecasted | | Jun 2021 | Notes |
|---|----------------------|-----------------|----------------------|-----------------|---|--|
| | Expenditure £'000 | Income £'000 | Expenditure £'000 | Income £'000 | Forecasted Variance for Year £'000 | |
| Learn Dis - Private Day Services | 1,351 | -82 | 872 | -82 | -479 | Day Services significantly reduced. Where care has been reassessed and alternative has been provided, the additional cost is shown as an overspend in that budget. |
| Learn Dis - Other variances | | | | | 53 | |
| Mental Health | | | | | | |
| M Health - Private/Vol Homes | 6,203 | -3,294 | 6,401 | -3,294 | 198 | Pressure remains on this budget as alternative provision is unavailable due to COVID19 restrictions. Timelines for achieving savings have slipped as many of the initiatives require face to face contact with service users and providers. |
| M Health - Group Homes/Supported Living | 1,265 | -410 | 1,507 | -410 | 242 | Rightsizing in Supported Living ongoing but delayed due to COVID19. Accommodation and Efficiency project plans for strategic longer term future accommodation options as well as current client group has experienced delays due to COVID19. |
| M Health - Direct Payments | 148 | -44 | 266 | -44 | 118 | Direct Payments increasing due to demand |
| M Health - Community Support | 822 | -76 | 723 | -76 | -99 | No payment to Hafal Dom care grant scheme |
| M Health - Other variances | | | | | -57 | |
| Support | | | | | | |
| Adult Safeguarding & Commissioning Team | 1,454 | -37 | 1,452 | -100 | -66 | Part year vacancies |
| Holding Acc-Transport | 1,462 | -1,735 | 1,326 | -1,741 | -143 | Provision of additional services to support Hywel Dda |
| Support - Other variances | | | | | 1 | |
| Grand Total | | | | | 492 | |

Social Care & Health Scrutiny Report
Budget Monitoring as at 30th June 2021 - Detail Monitoring

| Division | Working Budget | | | | Forecasted | | | | Jun 2021 Forecasted Variance for Year £'000 | Notes |
|---|----------------------|-----------------|-----------------------------------|---------------|----------------------|-----------------|-----------------------------------|---------------|---|--|
| | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | | |
| Adult Services | | | | | | | | | | |
| Older People | | | | | | | | | | |
| Older People - Commissioning | 3,957 | -608 | 675 | 4,023 | 3,937 | -586 | 675 | 4,027 | 3 | |
| Older People - LA Homes | 8,237 | -3,891 | 907 | 5,253 | 8,148 | -4,338 | 907 | 4,718 | -536 | Reduced costs associated with fewer beds occupied plus additional income from Hardship Fund |
| Older People - Supported Living | 99 | 0 | 0 | 99 | 99 | 0 | 0 | 99 | -0 | |
| Older People - Private/ Vol Homes | 26,705 | -13,479 | 328 | 13,555 | 26,281 | -13,479 | 328 | 13,131 | -424 | Reduced costs associated with fewer beds occupied plus additional income from Hardship Fund |
| Older People -Community Support | 30 | 0 | 0 | 30 | 63 | -0 | 0 | 63 | 33 | |
| Older People - Extra Care | 788 | 0 | 10 | 799 | 860 | 0 | 10 | 871 | 72 | Cwm Aur contract - savings proposals in previous years only partially delivered |
| Older People - LA Home Care | 7,647 | 0 | 750 | 8,397 | 7,605 | -1 | 750 | 8,354 | -43 | |
| Older People - MOW's | 5 | -6 | 0 | -0 | 0 | 0 | 0 | 0 | 0 | |
| Older People - Direct Payments | 1,235 | -305 | 6 | 937 | 1,107 | -305 | 6 | 809 | -128 | Demand led - fewer requests for Direct Payment for Older People |
| Older People - Grants | 523 | -215 | 16 | 324 | 525 | -215 | 16 | 326 | 1 | |
| Older People - Private Home Care | 8,984 | -2,573 | 116 | 6,526 | 8,984 | -2,573 | 116 | 6,526 | -0 | |
| Older People - Ssmms | 977 | -212 | 99 | 863 | 1,015 | -206 | 99 | 908 | 45 | |
| Older People - Careline | 1,816 | -1,051 | 4 | 769 | 1,816 | -1,051 | 4 | 769 | -0 | |
| Older People - Enablement | 1,920 | -444 | 174 | 1,650 | 1,877 | -444 | 174 | 1,607 | -42 | |
| Older People - Day Services | 873 | -82 | 108 | 899 | 791 | -0 | 108 | 900 | 0 | |
| Older People - Private Day Services | 276 | 0 | 0 | 276 | 76 | 0 | 0 | 76 | -200 | Reduced provision of day services due to COVID19 restrictions |
| Older People Total | 64,072 | -22,865 | 3,193 | 44,400 | 63,187 | -23,197 | 3,193 | 43,182 | -1,218 | |
| Physical Disabilities | | | | | | | | | | |
| Phys Dis - Commissioning & OT Services | 827 | -297 | 42 | 573 | 743 | -216 | 42 | 570 | -3 | |
| Phys Dis - Private/Vol Homes | 1,693 | -306 | 13 | 1,400 | 1,348 | -306 | 13 | 1,055 | -345 | Demand led - Reduced use of residential respite care due to COVID19 |
| Phys Dis - Group Homes/Supported Living | 1,120 | -170 | 12 | 962 | 1,252 | -170 | 12 | 1,094 | 131 | Rightsizing in Supported Living ongoing but delayed due to COVID19. Accommodation and Efficiency project plans for strategic longer term future accommodation options as well as current client group has experienced delays due to COVID19. |
| Phys Dis - Community Support | 204 | 0 | 1 | 206 | 133 | 0 | 1 | 135 | -71 | Reduction in provision of community based services due to COVID19 restrictions |
| Phys Dis - Private Home Care | 327 | -90 | 3 | 240 | 327 | -90 | 3 | 240 | 0 | |
| Phys Dis - Aids & Equipment | 821 | -424 | 190 | 586 | 1,417 | -1,019 | 190 | 588 | 2 | |
| Phys Dis - Grants | 161 | 0 | 0 | 161 | 162 | 0 | 0 | 162 | 2 | |
| Phys Dis - Direct Payments | 2,809 | -589 | 14 | 2,235 | 3,126 | -589 | 14 | 2,552 | 317 | Demand for Direct Payments increasing as a consequence of fewer alternatives during COVID19 restrictions e.g. community support and respite |
| Phys Dis - Manual Handling | 4 | 0 | 0 | 4 | 4 | 0 | 0 | 4 | 0 | |
| Phys Dis - Independent Living Fund | 181 | 0 | 0 | 181 | 181 | 0 | 0 | 181 | 0 | |
| Physical Disabilities Total | 8,147 | -1,875 | 276 | 6,547 | 8,694 | -2,389 | 276 | 6,580 | 33 | |

Social Care & Health Scrutiny Report
Budget Monitoring as at 30th June 2021 - Detail Monitoring

| Division | Working Budget | | | | Forecasted | | | | Jun 2021 | Notes |
|--|----------------------|-----------------|-----------------------------------|---------------|----------------------|-----------------|-----------------------------------|---------------|---|---|
| | 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 | |
| Learning Disabilities | | | | | | | | | | |
| Learn Dis - Employment & Training | 1,758 | -170 | 305 | 1,892 | 1,671 | -65 | 305 | 1,910 | 17 | |
| Learn Dis - Commissioning | 974 | 0 | 144 | 1,118 | 900 | 0 | 144 | 1,043 | -75 | Staff vacancies and travelling |
| Learn Dis - Private/Vol Homes | 10,767 | -4,373 | 81 | 6,475 | 11,636 | -4,373 | 81 | 7,344 | 869 | Pressure remains on this budget as alternative provision is unavailable due to COVID19 restrictions. Timelines for achieving savings have slipped as many of the initiatives require face to face contact with service users and providers. |
| Learn Dis - Direct Payments | 3,832 | -558 | 23 | 3,297 | 4,704 | -558 | 23 | 4,169 | 872 | Direct Payments increasing due to demand |
| Learn Dis - Group Homes/Supported Living | 10,171 | -2,254 | 53 | 7,970 | 10,547 | -2,254 | 53 | 8,346 | 376 | Rightsizing in Supported Living ongoing but delayed due to Covid-19. Accommodation and Efficiency project plans for strategic longer term future accommodation options as well as current client group has experienced delays due to Covid. |
| Learn Dis - Adult Respite Care | 1,005 | -812 | 95 | 289 | 1,018 | -819 | 95 | 295 | 6 | |
| Learn Dis - Home Care Service | 334 | -157 | 4 | 181 | 334 | -157 | 4 | 181 | 0 | |
| Learn Dis - Day Services | 2,515 | -405 | 318 | 2,428 | 2,304 | -328 | 318 | 2,294 | -134 | 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. |
| Learn Dis - Private Day Services | 1,351 | -82 | 11 | 1,280 | 872 | -82 | 11 | 801 | -479 | Day Services significantly reduced. Where care has been reassessed and alternative has been provided, the additional cost is shown as an overspend in that budget. |
| Learn Dis - Transition Service | 529 | 0 | 97 | 626 | 546 | 0 | 97 | 643 | 18 | |
| Learn Dis - Community Support | 3,641 | -160 | 24 | 3,505 | 3,641 | -160 | 24 | 3,505 | 0 | |
| Learn Dis - Grants | 381 | 0 | 5 | 386 | 381 | 0 | 5 | 386 | 0 | |
| Learn Dis - Adult Placement/Shared Lives | 2,826 | -1,960 | 84 | 950 | 2,815 | -1,953 | 84 | 947 | -4 | |
| Learn Dis/M Health - Ssmss | 381 | -59 | 38 | 360 | 451 | -114 | 38 | 375 | 15 | |
| Learn Dis - Independent Living Fund | -46 | 0 | 0 | -46 | -46 | 0 | 0 | -46 | 0 | |
| Learning Disabilities Total | 40,418 | -10,988 | 1,282 | 30,712 | 41,774 | -10,862 | 1,282 | 32,194 | 1,482 | |

Social Care & Health Scrutiny Report
Budget Monitoring as at 30th June 2021 - Detail Monitoring

| Division | Working Budget | | | | Forecasted | | | | Jun 2021 Forecasted Variance for Year £'000 | Notes |
|---|----------------------|-----------------|-----------------------------------|---------------|----------------------|-----------------|-----------------------------------|---------------|---|--|
| | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net non- controllable £'000 | Net £'000 | | |
| Mental Health | | | | | | | | | | |
| M Health - Commissioning | 1,240 | -82 | 83 | 1,240 | 1,198 | -85 | 83 | 1,197 | -44 | |
| M Health - Private/Vol Homes | 6,203 | -3,294 | 41 | 2,949 | 6,401 | -3,294 | 41 | 3,147 | 198 | Pressure remains on this budget as alternative provision is unavailable due to COVID19 restrictions. Timelines for achieving savings have slipped as many of the initiatives require face to face contact with service users and providers. |
| M Health - Private/Vol Homes (Substance Misuse) | 145 | -33 | 0 | 111 | 111 | 1 | 0 | 111 | 0 | |
| M Health - Group Homes/Supported Living | 1,265 | -410 | 7 | 861 | 1,507 | -410 | 7 | 1,103 | 242 | Rightsizing in Supported Living ongoing but delayed due to COVID19. Accommodation and Efficiency project plans for strategic longer term future accommodation options as well as current client group has experienced delays due to COVID19. |
| M Health - Direct Payments | 148 | -44 | 1 | 104 | 266 | -44 | 1 | 222 | 118 | Direct Payments increasing due to demand |
| M Health - Community Support | 822 | -76 | 6 | 753 | 723 | -76 | 6 | 653 | -99 | No payment to Hafal Dom care grant scheme |
| M Health - Day Services | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | |
| M Health - Private Day Services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| M Health - Private Home Care | 84 | -28 | 1 | 58 | 84 | -28 | 1 | 58 | 0 | |
| M Health - Substance Misuse Team | 367 | -138 | 88 | 318 | 354 | -137 | 88 | 304 | -13 | |
| Mental Health Total | 10,275 | -4,107 | 228 | 6,396 | 10,644 | -4,075 | 228 | 6,797 | 401 | |
| Support | | | | | | | | | | |
| Departmental Support | 2,584 | -3,302 | 799 | 81 | 2,585 | -3,302 | 799 | 82 | 1 | |
| Performance, Analysis & Systems | 438 | -43 | 44 | 439 | 448 | -53 | 44 | 439 | -0 | |
| VAWDASV | 892 | -892 | 8 | 8 | 892 | -892 | 8 | 8 | 0 | |
| Adult Safeguarding & Commissioning Team | 1,454 | -37 | 100 | 1,517 | 1,452 | -100 | 100 | 1,451 | -66 | Part year vacancies |
| Regional Collaborative | 969 | -583 | 83 | 469 | 969 | -584 | 83 | 469 | -0 | |
| Holding Acc-Transport | 1,462 | -1,735 | 98 | -175 | 1,326 | -1,741 | 98 | -317 | -143 | Provision of additional services to support Hywel Dda |
| Support Total | 7,799 | -6,593 | 1,133 | 2,339 | 7,672 | -6,673 | 1,133 | 2,132 | -207 | |
| TOTAL FOR SOCIAL CARE & HEALTH SERVICE | 130,711 | -46,428 | 6,110 | 90,394 | 131,971 | -47,196 | 6,110 | 90,886 | 492 | |

Appendix D

| Capital Programme 2021/22 | | | | | | | Variance for Year £'000 | Comment |
|--|----------------------|-----------------|--------------|----------------------|-----------------|--------------|----------------------------|------------------------------------|
| Capital Budget Monitoring Report for the Three Months Ended June 2021 - Main Variances | | | | | | | | |
| | Working Budget | | | Forecasted | | | | |
| DEPARTMENT/SCHEMES | Expenditure £'000 | Income £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net £'000 | | |
| COMMUNITIES | | | | | | | | |
| - Social Care | 420 | 0 | 420 | 517 | 0 | 517 | 97 | Overspend on ICF 2021/22 projects. |
| | | | | | | | | |
| TOTAL | 420 | 0 | 420 | 517 | 0 | 517 | 97 | |

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Social Care

Capital Budget Monitoring - Scrutiny Report For June 2021

Appendix E

| Scheme | Target Date for Completion | Working Budget | | | Forecasted | | |
|---|----------------------------|-------------------|--------------|-----------|-------------------|--------------|-----------|
| | | Expenditure £'000 | Income £'000 | Net £'000 | Expenditure £'000 | Income £'000 | Net £'000 |
| Learning Disabilities Accommodation Developments | | 157 | 0 | 157 | 157 | 0 | 157 |
| Learning Disabilities Developments | Mar '22 | 157 | 0 | 157 | 157 | 0 | 157 |
| | | | | | | | |
| Extra Care Schemes | | 240 | 0 | 240 | 242 | 0 | 242 |
| Cartref Cynnes Development Carmarthen | Mar '22 | 240 | 0 | 240 | 242 | 0 | 242 |
| | | | | | | | |
| Intermediate Care Fund (ICF) - Discretionary Capital Programme | | 0 | 0 | 0 | 21 | 0 | 21 |
| ICF - CA CAP10 - Garreglwyd | | 0 | 0 | 0 | 8 | 0 | 8 |
| ICF - Digital Transformation & Record Management | | 0 | 0 | 0 | 1 | 0 | 1 |
| ICF - Learning Disabilities Equipment | | 0 | 0 | 0 | 12 | 0 | 12 |
| | | | | | | | |
| ICF Main Capital Programme | | 23 | 0 | 23 | 97 | 0 | 97 |
| ICF Care Homes Grant Fund | Mar '22 | 23 | 0 | 23 | 97 | 0 | 97 |
| | | | | | | | |
| NET BUDGET | | 420 | 0 | 420 | 517 | 0 | 517 |

| Variance | Comment |
|----------|-----------------------------|
| 0 | |
| 0 | |
| | |
| 2 | |
| 2 | Additional Fees. |
| | |
| 21 | Awaiting 2022/23 ICF Award. |
| 8 | |
| 1 | |
| 12 | |
| | |
| 74 | |
| 74 | Awaiting 2022/23 Award. |
| | |
| 97 | |

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2021/22 Savings Monitoring Report
Social Care & Health Scrutiny Committee
5th October 2021

1 Summary position as at : 30th June 2021

£300 k variance from delivery target

| Communities | 2021/22 Savings monitoring | | |
|-------------|----------------------------|------------|------------|
| | 2021/22 | 2021/22 | 2021/22 |
| | Target | Delivered | Variance |
| | £'000 | £'000 | £'000 |
| | 1,125 | 825 | 300 |
| | 1,125 | 825 | 300 |

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

Managerial
Policy

£300 k Off delivery target
£0 k ahead of target

| Communities | MANAGERIAL | | | POLICY | | |
|-------------|--------------|------------|------------|-----------|-----------|----------|
| | 2021/22 | 2021/22 | 2021/22 | 2021/22 | 2021/22 | 2021/22 |
| | Target | Delivered | Variance | Target | Delivered | Variance |
| | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 |
| | 1,075 | 775 | 300 | 50 | 50 | 0 |
| | 1,075 | 775 | 300 | 50 | 50 | 0 |

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

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

| DEPARTMENT | 2020/21 Budget | FACT FILE | 2021/22 Proposed | 2021/22 Delivered | 2021/22 Variance | EFFICIENCY DESCRIPTION | REASON FOR VARIANCE |
|------------|----------------|-----------|------------------|-------------------|------------------|------------------------|---------------------|
| | £'000 | | £'000 | £'000 | £'000 | | |

Managerial - Off Target

Communities

Adult Social Care

| | | | | | | | |
|--------------------------------|-------|---|-----|-----|-----|--|--|
| Shared Lives | 834 | Shared Lives provides placements for individuals with Learning Disability or Mental Health issues with families that have been approved as Shared Lives Carers . | 82 | 30 | 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 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. However the likelihood is that restrictions may still impact on ability to deliver in full. |
| Right Sizing Supported Living | 7,608 | 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 | 23 | 15 | 8 | 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 will be picked up at pace but there will not be a full effect of the year's savings due to the months lost during COVID19 where essential business and safeguarding was prioritised over strategic work. |
| Right Sizing Residential | 6,525 | 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. | 200 | 100 | 100 | 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 months lost during COVID19 where essential business and safeguarding was prioritised over strategic work. Work planned for 2021/22 remains the main focus of our work. However the likelihood is that restrictions may still impact on ability to deliver in full. |
| De-registration of Residential | 6,525 | 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. | 60 | 30 | 30 | 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 will be picked up at pace but there will not be a full effect of the year's savings due to the 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. |
| Direct Payments - Remodel | 3,211 | If individuals have been assessed as needing social services support they have the option of asking for a Direct Payment to purchase the care and support instead of receiving the support arranged by the local council. | 75 | 10 | 65 | The service is exploring potential innovative models for Direct Payments such as citizen directed cooperatives which could result in a more cost effective use of DP. | Focus during COVID19 has been to sustain the service and keep everyone safe, however tasks are now being picked up at pace to progress this. . |
| Staffing | 344 | 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 | 15 | 30 | As part of management restructure and reconfiguration of services, reduction in some management posts. | Focus during COVID19 has been to sustain the service and keep everyone safe, however tasks are now being picked up at pace to progress this. . |
| Domiciliary Care (in-house) | 7,514 | 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 4,500 hours of care every week to over 400 service users. | 50 | 35 | 15 | 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. Delivering more care hours remains a focus for the service. Detailed analysis and reporting tools have been developed to progress this. . |
| Total Adult Social Care | | | 535 | 235 | 300 | | |

| | | | |
|-------------------|-----|-----|-----|
| Communities Total | 535 | 235 | 300 |
|-------------------|-----|-----|-----|

Policy - Off Target

NOTHING TO REPORT

| DEPARTMENT | 2020/21 Budget | FACT FILE | 2021/22 Proposed | 2021/22 Delivered | 2021/22 Variance | EFFICIENCY DESCRIPTION |
|---|----------------|--|------------------|-------------------|------------------|---|
| | £'000 | | £'000 | £'000 | £'000 | |
| Managerial - On Target | | | | | | |
| Communities | | | | | | |
| Integrated Services | | | | | | |
| Domiciliary Care | 13,329 | 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. | 218 | 218 | 0 | -To reduce double handed domiciliary care packages to 18% by the end of 2021/22 from 25.4% in 2018/19. -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) |
| Residential Placement - increased Extra Care tenancies | 774 | Extra Care facilities provide supported accommodation as an alternative to a residential care home placement. There are 4 extra care facilities (Cartref Cynnes, Ty Dyffryn, Plas y Môr and Cwm Aur) for older people. A domiciliary care service is provided to those tenants living in the Extra Care facilities who require care and support. The aim of Extra Care is to avoid or delay the need for a residential care placement. Residential care is provided in local authority and private sector care homes for individuals who can no longer live independently in the community. Depending on the nature of their needs, their placement may be made by the local authority or jointly with the health board, or entirely by the health board if they qualify for free continuing health care (CHC). | 100 | 100 | 0 | Reduce residential placements by increasing the number of extra care new tenancies |
| Total Integrated Services | | | 318 | 318 | 0 | |
| Adult Social Care | | | | | | |
| Releasing Time to care in-house DC | 5,025 | 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 | 30 | 0 | 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. |
| Reduce reliance on external providers of complex Respite | 6,525 | Respite care is provided for individuals with a Learning Disability by a number of external providers. A priority for the division is to increase the in-house options for respite which will be more cost effective and provide individuals and carers with more choice and control in relation to respite options. | 50 | 50 | 0 | Reviewing models of in house respite, staffing structures and collaboration with health to increase the respite offer, thus avoiding high cost independent provision |
| Reduce reliance on external providers of complex Day Care | 5,025 | Day services are provided for individuals with a Learning Disability by a number of external providers, particularly those with the most complex needs. The vision for the in-house day service is that our building based service will cater for those with the most complex needs, thus reducing the reliance on external provisions. | 50 | 50 | 0 | As part of day service provision, the buildings will provide for those with most complex needs , thus reducing the reliance on external providers for day provision for those with complex needs. |
| Total Adult Social Care | | | 130 | 130 | 0 | |

| DEPARTMENT | 2020/21 Budget | FACT FILE | 2021/22 Proposed | 2021/22 Delivered | 2021/22 Variance | EFFICIENCY DESCRIPTION |
|--------------------------------------|----------------|---|------------------|-------------------|------------------|---|
| | £'000 | | £'000 | £'000 | £'000 | |
| Support Services | | | | | | |
| Support Services | 2,127 | 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 | 2,127 | 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 | 6 | 6 | 0 | Reduction in Supplies and Services budgets, by reducing postage and printing costs. |
| Support Services - additional saving | 2,127 | 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 | 9 | 9 | 0 | Reduction in Supplies and Services budgets, by reducing postage and printing costs. Additional £9k saving above original target |
| Support Services | 1,424 | 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 | 18 | 18 | 0 | Review of Transport for service users, making better use of the buses available, and increasing contracted-in work |
| Support Services - additional saving | 1,424 | 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 | 25 | 25 | 0 | Review of Transport for service users, making better use of the buses available, and increasing contracted-in work Additional £25k saving above original target |
| Total Support Services | | | 92 | 92 | 0 | |
| Communities Total | | | | | | |
| | | | 540 | 540 | 0 | |

Policy - On Target

Communities

| | | | | | | |
|--------------------------|-------|---|-----------|-----------|----------|---|
| Day Services | 3,667 | 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. | 50 | 50 | 0 | Reduction of one building and more efficient use of current estate in community inclusion |
| Communities Total | | | 50 | 50 | 0 | |

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

5 OCTOBER 2021

Subject:

**2021/22 Quarter 1 Performance Report (1st April to 30th June 2021)
relevant to this Scrutiny**

Purpose:

To examine the report for monitoring purposes.

To consider and comment on the following issues:

1. To consider the information contained within the report.

Reasons:

- Authorities are under a general duty to make arrangements to monitor performance
- We need to demonstrate to citizens, members and regulators how performance is managed, and appropriate interventions implemented

To be referred to the Cabinet / Council for decision: NO

CABINET MEMBER PORTFOLIO HOLDER:-

Cllr. Jane Tremlett (Social Care & Health) / **Cllr. Peter Hughes Griffiths** (Culture, Sport and Tourism) / **Cllr. Linda Evans** (Housing)

| Directorate Communities / Chief Executive | Designations: | Tel Nos./ E Mail Addresses: |
|---|--|--|
| Name of Head of Service: Ian Jones | Head of Leisure | 01267 228309 IJones@carmarthenshire.gov.uk |
| Alex Williams | Head of Integrated Services | 01267 228952 alexwilliams@carmarthenshire.gov.uk |
| Avril Bracey | Head of Adult Social Care | 01267 242492 abracey@carmarthenshire.gov.uk |
| Chris Harrison | Head of Commissioning | Chris.harrison@pembrokeshire.gov.uk |
| Jonathan Morgan | Head of Homes & Safer Communities | 01267 228960 JMorgan@carmarthenshire.gov.uk |
| Martyn Palfreman | Head of Regional Collaboration | mjpalfreman@sirgar.gov.uk |
| Noelwyn Daniel | Head of ICT & Corporate Policy & Interim Head of Planning | 01267 246270 ndaniel@carmarthenshire.gov.uk |
| Report Author: Silvana Sauro | Performance, Analysis & Systems Manager | 01267 228897 ssauro@carmarthenshire.gov.uk |

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

5 October 2021

2020/21 Quarter 1 Performance Report (1st April to 30th June 2021) relevant to this Scrutiny

BRIEF SUMMARY OF PURPOSE OF REPORT

This report shows progress as at the end of Quarter 1 - 2021/22 of our deliverables (Actions and Measures) linked to the Corporate Strategy and our 13 Well-being Objectives.

| | No. | 13 Well-being Objectives for 2021-22 |
|--|-----|---|
| Start Well | 1 | Help to give every child the best start in life and improve their early life experiences |
| | 2 | Help children live healthy lifestyles (Childhood Obesity) |
| | 3 | Support and improve progress, achievement, and outcomes for all learners |
| Live Well | 4 | Tackle poverty by doing all we can to prevent it, helping people into work and improving the lives of those living in poverty |
| | 5 | Create more jobs and growth throughout the county |
| | 6 | Increase the availability of rented and affordable homes |
| | 7 | Help people live healthy lives (Tackling risky behaviour and Adult obesity) |
| | 8 | Support community cohesion, resilience, and safety |
| Age Well | 9 | Support older people to age well and maintain dignity and independence in their later years |
| In a healthy and safe environment | 10 | Look after the environment now and for the future |
| | 11 | Improve the highway and transport infrastructure and connectivity |
| | 12 | Promoting Welsh Language and Culture |
| Corporate Governance & Better use of Resources | 13 | Better Governance and use of Resources |

Note

- 2021/2022 is the first year that we will self-evaluate and report on, under the terms of the new Local Government and Elections (Wales) Act 2021, especially Part 6 of the Act on Performance and Governance.
- All quarterly reports will also be shared with relevant Scrutiny committees (not just quarters 1 and 3 as is the current arrangement)

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:

Ian Jones - Head of Leisure
 Alex Williams - Head of Integrated Services
 Avril Bracey - Head of Adult Social Care
 Chris Harrison - Head of Commissioning
 Jonathan Morgan - Head of Homes & Safer Communities
 Martin Palfreman - Head of Regional Collaboration
 Noelwyn Daniel - Head of ICY & Corporate Policy

| | | | | | | |
|---|------------|-----------|-----------|------------------------|-----------------------|-----------------|
| Policy, Crime & Disorder and Equalities | Legal | Finance | ICT | Risk Management Issues | Staffing Implications | Physical Assets |
| YES | YES | NO | NO | NO | NO | NO |

1. Policy, Crime & Disorder and Equalities

The Well-being of Future Generations (Wales) Act 2015 requires public bodies *to take all reasonable steps to meet their Well-being Objectives*.

The **Local Government and Elections Wales Act 2021** provides for the establishment of a new and reformed legislative framework for local government elections, democracy, governance and performance. It replaces the Local Government Measure 2009. [Part 6 of the Act, Performance and Governance of Principal Council's statutory guidance](#) is the most relevant and includes specific duties for the Council:

| Duty | Response |
|---|--|
| Duty to keep performance under review | We will maintain quarterly performance monitoring throughout the year. This Quarter 1 report addresses this duty. |
| Duty to consult on performance | We will undertake a self-assessment and undertake consultation on 2021/22 performance and publish an Annual Report. |
| Duty to report on performance – based on self-assessment approach | |

2. Legal

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

CONSULTATIONS

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

Signed:

Ian Jones - Head of Leisure
 Alex Williams - Head of Integrated Services
 Avril Bracey - Head of Adult Social Care
 Chris Harrison - Head of Commissioning
 Jonathan Morgan - Head of Homes & Safer Communities
 Martin Palfreman - Head of Regional Collaboration
 Noelwyn Daniel - Head of ICY & Corporate Policy

1. Scrutiny Committee – N/A

2. Local Member(s) – N/A

3. Community / Town Council – N/A

4. Relevant Partners – N/A

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

**CABINET 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:**

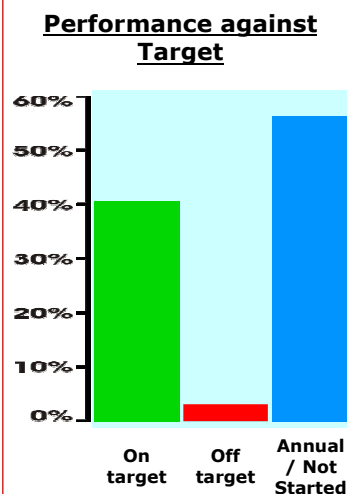
| Title of Document | Locations that the papers are available for public inspection |
|---|---|
| Corporate Strategy 2018-2023 (refreshed April 2021) | Corporate Strategy 2018-23 - updated April 2021 |



PIMS Quarter 1 2021-22 Performance Report of measures & actions relevant to Social Care and Health Scrutiny


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

| | | Total | On target | Off target | Not reported | Not available | Annual / Not started | % on target | Overall % on target |
|--|-----------------------------|-----------|-----------|------------|--------------|---------------|----------------------|-------------|---------------------|
| WBO7.Help people live healthy lives (Tackling risky behaviour and obesity) | Actions | 1 | 1 | 0 | 0 | N/A | 0 | 100% | 50% |
| | Measures | 3 | 1 | 1 | 0 | 0 | 1 | 33% | |
| WBO8.Support community cohesion, resilience, and safety | Actions | 8 | 2 | 0 | 0 | N/A | 6 | 25% | 25% |
| WBO9.Support older people to age well and maintain dignity and independence in their later years | Actions | 16 | 8 | 0 | 0 | N/A | 8 | 50% | 50% |
| WBO12.Promote Welsh Language & Culture | Actions | 1 | 1 | 0 | 0 | N/A | 0 | 100% | 100% |
| WBO13.Better Governance and use of Resources | Actions | 3 | 0 | 0 | 0 | N/A | 3 | 0% | 0% |
| Overall Performance | Actions and Measures | 32 | 13 | 1 | 0 | 0 | 18 | 41% | |



PIMS Quarter 1 2021-22 Performance Report of measures & actions relevant to Social Care and Health Scrutiny

OFF TARGET

| Theme: WBO7.Help people live healthy lives (Tackling risky behaviour and obesity) Sub-theme: B - Physical Activity | | | | | | | |
|---|---|--------------|---|--|------------------------|------------------------|---|
| Measure Description | 2020/21 Comparative Data | | | 2021/22 Target and Results | | | |
| | Best Quartile | Welsh Median | Our Actual | Quarter 1 | Quarter 2 | Quarter 3 | End of Year |
| The percentage of people referred to the National Exercise Referral scheme that attend the initial consultation of the programme 3.4.2.6 | Not applicable | | Q1: 0.0 End Of Year: 0.0 | Target: 50.0 Result: 20.0 Calculation: (10÷50) × 100 | Target: 50.0 | Target: 50.0 | Target: 50.0 |
| Comment | Due to time taken to get approval to restart NERS (2nd July) we were only able to carry out a small number of initial consultations. | | | | | | |
| Remedial Action | We have significantly increased the number of initial consultations at the start of Q2 and will continue to grow in the coming weeks. | | | | | | |
| Service Head: Ian Jones | | | | Performance status: Off target | | |  |

PIMS Performance Report

ON TARGET ETC.

ACTIONS - Theme: WBO12.Promote Welsh Language & Culture

Sub-theme: C - The Welsh Language Promotion Strategy

| Action | 14954 | Target date | 31/03/2022 |
|------------------------------------|--|--------------------------------------|------------|
| Action promised | 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'. | | |
| Comment | During Q1, Integrated Services has continued to prioritise a commitment to Welsh Language training with a number of team members being supported to learn or improve their proficiency in the language by attending the on-line courses that continue to be available and promoted within the team. Welsh Language assessments continue to be undertaken as an essential part of any Recruitment process and new starters in the Division, are, if necessary, supported to learn the language as part of a Learning Agreement to enable them to use the language with our service users in accordance with the "Active Offer". Additional Welsh Language Champions have now been trained within the Department and are in the process of working together to promote the role and the language in our teams. | | |
| Service Head: Alex Williams | | Performance status: On target | |

Theme: WBO7.Help people live healthy lives (Tackling risky behaviour and obesity)

Sub-theme: B - Physical Activity

| Measure Description | 2020/21 Comparative Data | | | 2021/22 Target and Results | | | |
|---|---|--------------|---|--|------------------------|------------------------|------------------------|
| | Best Quartile | Welsh Median | Our Actual | Quarter 1 | Quarter 2 | Quarter 3 | End of Year |
| The percentage of people referred to the National Exercise Referral scheme that complete the 16 week programme PAM/041 | Not applicable | | Q1: 0.0 End Of Year: 0.0 | Target: 0.0 Result: 0.0 Calculation: (0÷1) × 100 | Target: 55.0 | Target: 55.0 | Target: 55.0 |
| Comment | We are not restarting exercise sessions until 12th July, so figure started on NERS is 0. | | | | | | |
| Remedial Action | Start delivering exercise sessions and increase the number in line with the easing of restrictions. | | | | | | |
| Service Head: Ian Jones | | | | Performance status: On target | | | |

ACTIONS - Theme: WBO7.Help people live healthy lives (Tackling risky behaviour and obesity)

Sub-theme: C - Mental Health

| Action | 14698 | Target date | 31/03/2022 |
|-----------------------------------|---|--------------------------------------|------------|
| Action promised | 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 | | |
| Comment | The Health Board have decided to pause meetings on the single point of referral due to a recent announcement from Welsh Government about additional funding to extend 111 for mental health. Potentially this could mean our single point of contact intentions are unnecessary and could be stood down as an action at that point. A transportation scheme delivered by St John's to alleviate pressure on mainstream ambulance services and improve conveyance arrangements for people in mental distress is now fully operational and we are making use of the facility. | | |
| Service Head: Avril Bracey | | Performance status: On target | |

ACTIONS - Theme: WBO8.Support community cohesion, resilience, and safety

Sub-theme: A - Develop and implement how we provide information, advice, and assistance.

| Action | 14694 | Target date | 31/03/2022 (original target 31/03/2021) |
|------------------------------------|--|--------------------------------------|---|
| Action promised | 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. | | |
| Comment | Recent addition of a Senior Occupational Therapist to the MDT is making significant improvement on preventative outcomes for OT. | | |
| Service Head: Alex Williams | | Performance status: On target | |

ACTIONS - Theme: WBO8.Support community cohesion, resilience, and safety

Sub-theme: B - Greater community cohesion

| Action | 14695 | Target date | 31/03/2022 (original target 31/03/2021) |
|------------------------------------|---|--------------------------------------|---|
| Action promised | We will continue to support people living with dementia and the development of more dementia friendly and supportive communities and provisions across the County | | |
| Comment | <p>The dementia action group has now restarted and is chaired by Rhian Dawson.</p> <p>The dementia funding from the Welsh Government is progressing well and we now have a specialist dementia county wide MDT, admiral nurses in each locality and specialist dementia interaction devices 'Rita' in care homes and hospitals across the county. Now that the group has restarted, we are looking at the rest of the projects developing with dementia monies and progressing these, for example dementia navigators.</p> <p>Some local authority day services have restarted 'virtually' and the opportunity to join was offered to those in existing services. In addition, there is now 1 to 1 work going on with people who formerly attended day services in their own homes.</p> <p>The dementia strategy for the Health Board and local authority has been drafted in a piece of work commissioned with Attain.</p> <p>A virtual 'Dementia community coalition' Group has been established which encourages Dementia communities to work together and support other communities to develop. The first meeting was extremely successful and there are plans to expand the number of dementia communities in Carmarthenshire.</p> | | |
| Service Head: Alex Williams | | Performance status: On target | |

PIMS Performance Report

| ACTIONS - Theme: WB09.Support older people to age well and maintain dignity and independence in their later years | | | |
|--|--|--------------------------------------|------------|
| Sub-theme: A - Improved population health and wellbeing | | | |
| Action | 14910 | Target date | 31/03/2022 |
| Action promised | We will take account of and ensure a Carmarthenshire specific response to the pending Welsh Government Strategy for an ageing society: age friendly Wales | | |
| Comment | Response to WG consultation provided and final Strategy awaited. New Carmarthenshire Ageing Well network established, with key stakeholders engaged | | |
| Service Head: Noelwyn Daniel | | Performance status: On target | |
| Action | 14952 | Target date | 31/03/2022 |
| Action promised | We will continue to play an active role in the Regional Partnership Board and work with partners across the wider West Wales Care Partnership to support further integration and transformation of care and support in the County. | | |
| Comment | During Q1 of 2021-22, Carmarthenshire County Council have continued to play an active role in the Regional Partnership Board, working with partners across the wider West Wales Care Partnership to participate fully in the RPB's activities. | | |
| Service Head: Martyn Palfreman | | Performance status: On target | |

| ACTIONS - Theme: WB09.Support older people to age well and maintain dignity and independence in their later years | | | |
|--|---|--------------------------------------|---|
| Sub-theme: B - Better quality and more accessible health and social care services | | | |
| Action | 13225 | Target date | 31/03/2022 (original target 31/03/2021) |
| Action promised | We will 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 | | |
| Comment | Payroll integration meetings have been held and work well underway. Initial meetings held in Residential Care regarding implementation of CM system there. | | |
| Service Head: Avril Bracey | | Performance status: On target | |
| Action | 14703 | Target date | 31/03/2022 |
| Action promised | We will deliver an investment programme for Care Homes and Sheltered Housing Schemes that meets the future needs of older people in the County. | | |
| Comment | The investment programme to remodel our sheltered schemes has begun and all works are now completed on the Llys yr Ysgol Sheltered Scheme in Saron. Modelling work is ongoing, with defining our future offer for older persons accommodation. We are also currently out to tender for design consultants to develop Pentre Awel Zone 3 which consists of 144 assisted living retirement units. | | |
| Service Head: Jonathan Morgan | | Performance status: On target | |
| Action | 14953 | Target date | 31/03/2022 |
| Action promised | 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. | | |
| Comment | We are in the process of finalising the revised model for day services/day opportunities, with a view to seeking agreement from Communities DMT. Work is ongoing to develop dedicated bed-based reablement beds in Llys Y Bryn and we anticipate that this unit will be open over the summer. | | |
| Service Head: Alex Williams | | Performance status: On target | |
| Action | 14955 | Target date | 31/03/2022 |
| Action promised | We shall continue to 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. | | |
| Comment | <p>Throughout Q1 the Carers Resilience Project has supported carers to maintain their wellbeing and to protect caring relationships. The project brings together the diverse range of support initiatives available for carers in Carmarthenshire, ranging from preventative responses delivered by our third sector partners to COVID safe residential respite. Carers accessing the project have initially undertaken a 'What Matters' conversation with a dedicated key worker, in recognising that each caring relationship is different and a bespoke response is needed. Quality Assurance undertaken against Q1 performance has been very satisfactory. Developments to the project continue as restrictions are eased and opportunities open up.</p> <p>Alongside the Resilience Project, carers have also received support through traditional replacement care and direct payments.</p> <p>For Young Carers in particular, Q1 saw the development work commence for the Regional Young Carers ID card, an important step in recognising youngcarers and supporting them through early years up to age 18. Young Carers have received continued dedicated support from the In House Young Carers service, which responds to the plethora of support needs that young carers in Carmarthenshire experience. Parent Carers of Disabled Children have received regular opportunity to work with CCC to develop ways of working and to have their say on planned developments identifying the need for a Transitional Guide which will be drafted and published later this year.</p> | | |
| Service Head: Chris Harrison | | Performance status: On target | |
| Action | 14956 | Target date | 31/03/2022 |
| Action promised | 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. | | |
| Comment | The target for CONNECT customers as a region is 5500, presently 56% has been achieved Carmarthenshire target is 2585, 83% has been achieved. | | |
| Service Head: Alex Williams | | Performance status: On target | |
| Action | 15096 | Target date | 31/03/2022 |
| Action promised | We will ensure we let Care Homes voids as efficiently as possible in a post COVID world. | | |
| Comment | We are utilising our voids to provide short term placements to support families/individuals in their own homes. | | |
| Service Head: Jonathan Morgan | | Performance status: On target | |

SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

5TH OCTOBER 2021

Impact of COVID-19 on Carmarthenshire's Adult Social Care Services

To consider and comment on the following issues:

That the report is accepted, and that the immediate and longer-term impact of Covid-19 is considered.

Reasons:

To provide Scrutiny Committee with a position statement regarding how adult social care services are continuing to be sustained and highlight the demand and pressures that are emerging as a result of the pandemic.

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

CABINET MEMBER PORTFOLIO HOLDER: -

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

| Directorate: | Designations: | Tel Nos./ E Mail Addresses: |
|-----------------------|-------------------------------------|--|
| Communities | | |
| Report Author: | | |
| Avril Bracey | Head of Adult Social Care | 01267 228849 / ABracey@carmarthenshire.gov.uk |
| Alex Williams | Head of Integrated Services | 01267 248900 / AlexWilliams@carmarthenshire.gov.uk |
| Jonathan Morgan | Head of Homes and Safer Communities | v.uk 01554 899285 / JMorgan@carmarthenshire.gov.uk |
| Chris Harrison | Head of Strategic Commissioning | 01267 228085 / Chris.harrison@pembrokeshire.gov.uk |

EXECUTIVE SUMMARY
SOCIAL CARE & HEALTH SCRUTINY COMMITTEE
5th OCTOBER 2021

**Impact of COVID-19 on Carmarthenshire's Adult
Social Care Services**

BRIEF SUMMARY OF PURPOSE OF REPORT

This document is a position statement regarding the Covid-19 pandemic's impact on Adult Social Care services in Carmarthenshire.

The report describes how our Covid response is now very much business as usual, and how we are responding to the emerging demand and pressures particularly in relation to assessment and domiciliary care demand.

As Covid Recovery is now very much business as usual these bespoke Covid updates will no longer continue to be provided. However, items that would ordinarily go through Cabinet can be added to the forward workplan as and when needed.

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 |
| YES | NONE | YES | YES | NONE | YES | YES |

1. Policy, Crime & Disorder and Equalities

We must make sure that we learn from this unprecedented experience as we reintroduce our services and re-set our strategic and operational priorities. We must identify our key learning points at a service and organisational level.

We will need to align our vision and business plans with the revised corporate '*Moving Forward in Carmarthenshire 5 Year Plan*', *Corporate Strategy* and *Well-being Objectives*.

The COVID-19 pandemic has led to inevitable widespread changes to the way in which services are delivered by local authorities. We will need to reprioritise services and our resources in budget setting.

It is critical that Local Authorities involve those who use services and their carers and adhere to equality policies when resetting social care service priorities.

3. Finance

We have continued to draw down financial support from the Welsh Government Hardship Fund, to help offset some of the additional costs associated with Covid. Under this scheme, Welsh Government has confirmed that the additional hardship payment to the domiciliary care sector to pay for an uplift of £1 per hour will continue until the end of March by way of recognition of the particular challenges faces, whilst other elements of the Hardship payments will taper. We have recently been awarded £2.4million from Welsh Government as part of the Covid Recovery Fund. We are using this funding to help us address issues relating to demand and pressures.

It is difficult to predict at this stage how this crisis will impact on long-term demand and consequently spend, but we continue to monitor.

We have continued to see some challenges in achieving our predicted PBBs this year. This is offset to an extent by reduced costs following changes in service provision such as Day Services.

4. ICT:

Digital solutions will play an ever-increasing role in shaping what we do. Technology and forms of virtual communication have been invaluable through this time

6. Staffing implications:

Staffing both within in-house and external domiciliary care is significantly compromised currently, which is impacting on our ability to deliver the required number of hours. In addition,

we are experiencing significant pressures in social work recruitment which is having an effect on our ability to pick up social work referrals as quickly as we would like. We are actively addressing the recruitment and retention challenges through a number of actions detailed in the report.

7. Physical Assets:

Significant implications on current and future use of physical assets, with greater challenges for building based services including reduced capacity, enhanced infection control and safe working practices.

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)- N/A
2. Community / Town Council – N/A
3. Relevant Partners – N/A
4. Staff Side Representatives and other Organisations – Monthly meetings with trade unions ongoing. Corporate staff surveys informing service. Regular team meetings and briefing ongoing via Teams online.

**CABINET MEMBER PORTFOLIO
HOLDER(S) AWARE/CONSULTED:**

YES

Cllr J. Tremlett, Cabinet Member for Social Care & Health has been kept up to date regarding how we have managed the pandemic, and the demand and pressures that we are currently experiencing and how we are managing them. Cllr. Tremlett is fully supportive and thanks staff for their dedication during this challenging time.

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

There are none.

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Impact of COVID-19 on Carmarthenshire's Adult Social Care Services

Social Care & Health Scrutiny Committee
5th October, 2021

carmarthenshire.gov.uk



Health and Social Care Scrutiny Report: Covid-19 Position Statement

Introduction

The Committee will recall that an update was last provided at its meeting on 11th March 2021 surrounding how the Council had continued to deliver safe and responsive adult social care services, in the face of the pandemic. Our Covid response has now very much become business as usual, and the priority is now how we respond to the demand and pressures that have emerged as a result of the pandemic. This report will therefore seek to articulate the pressures that we are now facing from an adult social care perspective, and outline the mitigations and actions that we are taking forward to respond effectively.

1. Our Covid response and recovery plans

We continue to deliver safe and effective services in response to the pandemic. We are now in the third Covid wave, which feels very different to the previous two. Whilst at the time of writing this report community transmission was increasing, the effect of a significant proportion of the population now being double vaccinated does seem to be translating into a significantly lower number of the vulnerable people that we support becoming seriously ill or passing away from Covid. This is a hugely positive step forward in the pandemic.

To date, whilst positive cases continue to emerge in care homes, with the exception of one home during the summer, these do not seem to be emerging into significant Covid outbreaks. The reasons for the outbreak in this particular home are in the process of being investigated by Public Health Wales as it does appear to be an anomaly which has not been replicated elsewhere.

Whilst the impact on care homes seems to be now be much less, the national guidance has not changed and homes are subject to 20-day closure to new admissions/visitors from the date of the last positive test. At the time of writing the report, 16 older people care homes were under 'exclusion', with 6 care homes for people with a learning disability and or mental health also subject to 'exclusion'. This is presenting some difficulties in terms of supporting new admissions or returns to care homes following a hospital stay.

The significant increase in community transmission is providing a particular challenge to our colleagues in TTP, who continue to trace contacts of positive cases and provide advice as needed.

We are continuing to pursue our recovery plans in relation to both day services and respite. In relation to Learning Disability and Mental Health day services, these have remained open for the majority of the pandemic albeit on a reduced scale. The service is continuing to safely increase the support that it can provide for those most vulnerable. In relation to older adults, the recovery plans for reopening our building-based services are currently being worked up. In the meantime, those that previously attended our day services have been offered 1 to 1 support at home where appropriate and also access to our pilot virtual day service.

2. Context to demand and pressures

Since Spring 2021, we have seen a significant increase in the volume and complexity of new referrals to adult social care both from within the community and from those admitted to hospitals. This appears to be delayed demand following the pandemic as a result of people not being monitored and receiving treatment for ongoing chronic health conditions, not having access to the usual forms of respite, and making active choices to not access services until absolutely critical due to understandable fears of contracting Covid.

As a consequence of the above, we have seen a very high increase in the number of people requiring assessment and consequently a significant increase in demand, particularly for domiciliary care.

Since the early summer, this situation has been compounded by the domiciliary care market both in-house and externally being hit by extreme pressure on staffing.

The impact of the factors described above is that at the time of writing the report we now have over 240 older people waiting in the community for social work assessment, with just under 100 people waiting for long-term domiciliary care in the community, and a further 25 in hospital. In addition to this, we have just over 40 people waiting for support via our reablement service. It is important to stress that whilst there are a large number of people waiting, new packages of care are still being started; it is just not at the pace that it would expect. To give an indication of this, we would ordinarily expect to support on average 20 discharges from hospital a week with domiciliary care. At the moment, we are supporting approximately 10 to 12 a week.

Over the last year, we have seen an increase in demand for mental health services. In response to this we have invested in our mental health social work teams. Currently, however, recruiting to the additional social work posts has proved difficult and we are looking at innovative ways to attract mental health social workers to Carmarthenshire as part of a recruitment strategy. We are also investing in social work assistant posts to enable us to have an increased focus on the preventive agenda.

3. Current position in-house domiciliary care service

In Carmarthenshire the in-house service has approximately 33% share of the market and employs 366 (357 staff in total, includes supervisors and Seniors) domiciliary care staff. Going forward the ambition is to grow the in-house service to 40%.

During the pandemic, we had a rolling programme of recruitment and successfully recruited additional staff. In recent months, this has been less successful; we currently have 30 vacancies at present equating to circa 750 hours of care. We are progressing a recruitment strategy which will outline a number of approaches such as using social media and local campaigns.

Sickness levels within the in-house service are running at approximately 16%. The impact of short and long-term sickness, and those self-isolating is a loss of 1,633 hours of care which is currently very challenging.

It is perhaps useful to note that during the first covid wave sickness levels were approximately 8/9%.

Mitigations

We are meeting as a management team to do some contingency planning for a worst-case scenario given our recruitment challenges. This will include current vacancies and pre planning for resignations, retirement, and stage three dismissals under the sickness policy. What is clear is that our attrition rate far outstrips our ability to recruit, so we may need to start looking at reviewing existing care and support plans to see where we can rationalise some packages.

We are training our supervisors in reablement to be able to undertake SSWBA Assessments and review care and support plans which will relieve some of the pressure and assessment waiting times in care management teams. At present we have approximately 40 waiting in reablement for long term care accounting for 200hrs per week. Consideration is also being given to how reablement capacity is supporting long term care to sustain packages due to the current demand/capacity pressures, and to meet regulatory requirements.

Furthermore, most sickness is short term which compromises the service's ability to contingency plan.

Additional recruitment, retention and remuneration measures are included at the end of this paper. Colleagues across the Council are collaborating to sustain this critical service, to protect our most vulnerable, and support staff at this unprecedented time.

3. Commissioned sector

There are currently 12 providers on the domiciliary care framework providing care and support to 854 services users, which equates to 9,026 hours. All providers are experiencing workforce challenges which is having an impact on their ability to meet service users' needs and a number of providers have handed back packages of care, the majority of which are now being picked up by the in-house service. These challenges are not unique to Carmarthenshire and are being mirrored across the region, Wales and the UK.

There is no single cause of the workforce challenges, but feedback from providers and our own experience has highlighted that it is a combination of the following:

- Staff sickness (the lag impact of Covid and general fatigue within the sector);
- The summer holiday season and staff legitimately requiring leave;
- Staff isolating as a result of covid contacts via TTP;
- The impact of Brexit and reduced immigration has resulted in a reduction in the overall pool of labour to meet hospitality, tourism, retail etc and the associated knock-on effect for the care & support market;
- The associated service challenges i.e., unsociable hours, isolated roles, parity of pay when compared to other service areas etc;
- Active recruitment from Welsh Government agencies and Health at better terms and conditions taking people from the front line of social care.

4. Demand

The demand on the whole sector has seen a rise in the number of service users and number of hours being commissioned in the Local Authority and the Independent sector.

In February 2020 (Pre Covid) the number of Service Users were 1139, and provided 12,472 hours. The in-house team supported 317 service users and 3,860.5 hours, and the independent sector supported 836 and 8,611.5 hours. (14 service users were supported by in-house and the independent sector)

At the end of July 2021, the number of Service Users were 1149, and provided 12,766 hours. The in-house team are broadly supporting a similar level of service users and hours at 308 service users and 3,818 hours. The independent sector has picked up the additional demand who now support 854 service users and 9,026 hours. (10 service users were support supported by in-house and the independent sector)

The additional pressure has seen that the demand on the independent sector has increased by 415 hours from February 2020 to the end of July 2021. Based on the average staff contract of in-house staff, there would be a requirement for an additional 16 staff to meet the contracted hours without any cover for sickness, holidays, etc.

Mitigations

The following mitigations are in place to address the workforce issues:

- A Regional Escalation Policy for Domiciliary Care has been developed and awaiting sign off. This provides a consistent framework across the region in

relation assessing system pressures in the market. It also details the contingency approach to escalation;

- It is a contractual requirement for all providers to have contingency arrangements and a RAG based approach to delivery of care forms part of this;
- Effective brokerage working with providers to effectively use available resources;
- The recommissioning of domiciliary care has commenced, and the tender is currently being evaluated. We have worked with the sector to develop the new framework and learnt from the previous recommissioning exercise;
- An all Wales Workforce Strategy has been developed and regionally there is now a strong focus to develop a regional strategic approach to inspire people with the right value base and attitudes to start a career in care. This will involve a marketing campaign, use of social media feeds etc;
- Rebalancing the care market supporting the growth of the in-house service and therefore capacity to support contingency/provider of last resort;
- A regional rapid recruitment pilot project - response to joint induction framework and blended induction approach of virtual learning linked to Social Care Wales recruitment portal;
- We are developing our Direct Payments offer as an alternative to commissioned services, and have just launched our Family Support Grant as a way to pay families who are in a position to provide care on a temporary basis to provide support until a long-term provider can be found;
- We are developing a business case to develop micro markets to respond to hyper local needs, especially in more rural parts of the County;
- Key recruitment and retention initiatives are also being progressed.

We are also doing everything we can to minimise the level of support that people need and consequently care required, as well as offering temporary support, through the following:

- We review everyone on brokerage in both hospital and the community on a weekly basis to look at opportunities to decrease the level of support needed as level of independence improves. As part of this, we will be having conversations with families about what they can do to support their loved ones on an interim basis until care can be secured and look at options to safely support people home from hospital whilst they are waiting for a package of care;
- Our Releasing Time to Care Team/Review Team are routinely reviewing all existing packages in excess of 28 hours per week to look at every opportunity to right size/release hours where possible;
- We are offering all those waiting in hospital for domiciliary care short-term placements in residential care whilst they are waiting. This offer however is being met with some resistance due to the 14-day isolation required on transfer

to a care home and the fear factor of going into a residential setting following the number of deaths in care homes in the first and second waves;

- We are continuing to use ART Crisis Response, Delta, the Community Independence Service and reablement service to bridge packages of care wherever possible and where capacity allows;
- We are transferring people out of acute beds to our community hospitals where appropriate to wait for a package of care;
- We continue to develop the step-down assessment unit in Llys Y Bryn to support a safe step-down from hospital before patients are ready to go home.

5. Older People Services Assessment and Care Management

We have experienced unprecedented numbers of complex referrals following the easing of restrictions and currently have approximately 240 assessments waiting allocation. This is an improvement on a few weeks ago when there were close to 300 waiting, but is still much higher than we would like. We are screening all requests for assessments as they come in and risk assessing each referral and RAG rating them in order to prioritise allocation. We have an emergency duty officer on call every day, so any emergencies are seen in a timely manner. Social Work recruitment is at a critical point with growing numbers of adult social work vacancies. There is evidence that Welsh Government (CIW, CAFCASS) and Health board recruitment are all taking capacity out of the social work and social care workforce. All referrals are being dealt with by our Information, Advice and Assistance service to divert or respond to without the need for social work assessment.

From an Occupational Therapy perspective, we do have a small number of vacancies, but we are not experiencing the same difficulties with recruitment currently.

Mitigations:

- We are advertising for social workers but are having limited number of applicants.
- We are also approaching agencies for social workers with no success, but continue to do so.
- We are looking at new ways of working to manage demand ensuring we continue to work within legislative remit; there is scope to look at the reablement pathway and take a trusted assessor approach for screening for suitability into the service, rather than require a professional assessment.

6. Further Actions and Covid Recovery Grant

Whilst the mitigations outlined above are helping us to manage demand, there is a significant risk that they alone will not allow us to keep pace with the overall demand and pressures. We are therefore implementing some key actions as follows:

1. A rapid recruitment and retention analysis regarding social work across children's and adult social care. This will consider – vacancies, advertising, response, and benchmarking salaries/ T& Cs) across the region.
2. Implementation of a new HR system for social care recruitment.
3. A retitle of jobs from domiciliary care worker to Home care worker (or similar)
4. An abridged application process and preapproval to advertise corporately.
5. Suspending the requirement to go to redeployment for domiciliary care, residential care and social work.
6. Rolling recruitment for social work, domiciliary and residential care with applicants interviewed weekly.
7. Enhanced pay and terms and conditions for in-house domiciliary care staff to incentivise them to work increased hours.

In addition to the above, we have been awarded £2.4million by Welsh Government to aid social care Covid recovery. This funding is a one-off grant and has to be spent by the end of the financial year, but will be used on initiatives that help us to develop assessment and care management capacity, domiciliary care capacity and temporary support for individuals and families until longer-term arrangements can be put in place.

Agenda Item 7

Social Care and Health Scrutiny Committee
5th October 2021

DOMICILIARY CARE, SOCIAL WORK WORKFORCE AND MARKET PRESSURES

Purpose:

To raise awareness of growing workforce challenges within the domiciliary care market- both in house and commissioned sectors, plus Social Work workforce pressures which is having an impact on our ability to meet service demands.

To consider and comment on the following issues:

To note the current market pressures and potential impact on the health and social care system.

To endorse the range of mitigating actions being put in place to address these pressures.

Reasons:

There are growing workforce challenges in the domiciliary care sector leading to increased waiting lists and decreased customer satisfaction. The department wishes to implement a swift action plan to enable us to sustain current and future demand for services.

The growing number of Social Worker vacancies, combined with increase in demand for services has seen our allocation waiting list for assessments grow to unacceptable levels. This position is worsening and poses a significant risk to the authority's ability to meet its statutory responsibilities.

To be referred to the Cabinet / Council for decision: NO

CABINET MEMBER PORTFOLIO HOLDER:-

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

| Directorate - Communities | Designations: | Tel Nos./E Mail Addresses: |
|--|---|--|
| Name of Head of Service: Avril Bracey Alex Williams Chris Harrison | Head of Adult Social Care Head of Integrated Services Head of Strategic Joint Commissioning | 01267 228849 / ABracey@carmarthenshire.gov.uk 01267 228915 / AlexWilliams@carmarthenshire.gov.uk 01267 228085 / Chris.harrison@pembrokeshire.gov.uk |

Social Care & Health Scrutiny Committee

5th October 2021

Subject:

DOMICILIARY CARE, SOCIAL WORK WORKFORCE AND MARKET PRESSURES

1. BRIEF SUMMARY OF PURPOSE OF REPORT.

This paper details current market pressures within the domiciliary care sector and its impact on both Health and Social Care within Carmarthenshire. It also details Social Worker workforce pressures which is impacting on our ability to meet service user demand and having a significant impact on the performance of the department and our ability to meet the needs of vulnerable people in a timely way

The attached report outlines the current position for the in house and commissioned domiciliary care market as well as system pressures, and details actions to mitigate risks to ensure we meet our statutory requirements under the Social Services and Wellbeing Act (Wales) 2014.

In addition to the mitigation actions listed the report details a number of recommendations for immediate action.

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

IMPLICATIONS

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

Signed: **Avril Bracey** **Head of Adult Social Care**
 Alex Williams **Head of Integrated Services**
 Chris Harrison **Head of Strategic Joint Commissioning**

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

1. Legal

The Local Authority has a duty to comply with the Social Services and Wellbeing Act (2014) Regulation and Inspection Social Care Wales Act (2016) Well-Being of Future Generations (Wales) Act (2015) Mental Health Wales Measure (2010).

2. Finance

Financial Implications for Immediate Actions:

Item 8 – additional costs dependent on take up of offer and how many hours / days extra worked. Cost per hour (including on costs) is approx £14 for Grade D+8%.

Item 9 – additional costs to pay enhanced rate of time and a half for every hour worked (Domiciliary Care Workers only) over 16 hours. Depends on take up of offer and the existing contracted hours of each employee. Previous estimates for enhanced pay were approx £20k per week (includes oncosts) for Domiciliary Care Workers, assuming that all staff worked 4 additional hours at the enhanced rate.

Funding Options being explored include

1. Welsh Government Hardship Fund - additional costs incurred in the Social care Exceptional Items category
2. Specific grant funding – funding options emerging direct to CCC, or via Regional Partnerships or in collaboration with health partners
3. Contingency funding within Communities Department
4. Other underspend budgets in Social Care

Andrea Thomas 17.08.2021

3. Risk Management Issues

The inability to source care and support for people with assessed care needs will comprise our legislative requirements under the Social Service and Well-being Act. Under Part 8 of this Act there is a regulatory requirement to publish a Market Stability report which is an assessment of the sufficiency of care and support in meeting needs and demand for care and support.

The inability to source community care packages is a risk to whole system flow and has the potential to cause significant pressures especially in relation to hospital discharge.

Workforce pressures within assessment and case management have led to waiting lists for assessments, thus compromising our statutory obligations.

Delay in sourcing packages will lead to increased complaints and user dissatisfaction.

4. Staffing Implications

The workforce pressures are detailed within the report with the key challenge being the inability to recruit sufficient people to meet the service demands within the context of a reduced labour market.

CONSULTATIONS

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

| | |
|----------------------|---------------------------------------|
| Signed: Avril Bracey | Head of Adult Social Care |
| Alex Williams | Head of Integrated Services |
| Chris Harrison | Head of Strategic Joint Commissioning |

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

| | |
|--|---|
| CABINET MEMBER PORTFOLIO HOLDER(S) AWARE/CONSULTED YES | Cllr Jane Tremlett has been made aware of this report and recommendations. |
|--|---|

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

THERE ARE NONE

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A decorative graphic consisting of three concentric blue circles of varying sizes, each with a lighter blue outer ring. These circles are positioned in the upper right and lower right areas of the page. Thin blue lines extend from the top left towards the circles, and another line extends from the top right towards the bottom right circle.

Domiciliary Care, Social Work Workforce and Market Pressures

Draft Version 2.0

Author:
Harrison, Chris

3rd of August, 2021

Context

Domiciliary care provision is a crucial element of a system that is built around the notion of promoting people's independence and wellbeing. The service is integral to helping people to remain at home. The service is also critical in ensuring that people in hospital who have assessed needs receive an adequate level of support to be discharged home safely and in a timely manner. The service provides a range of tasks; Personal care, Meal preparation, Medication. We have a statutory duty under the Social Services and Wellbeing (Wales) Act to assess anyone who appears to have care and support needs and to ensure there is a market to meet these needs. There is a growing workforce pressure within the health and care system which is impacting on our ability to meet our obligations under the Act. Should the position worsen then this is a significant risk to the authorities ability to meet its statutory duties.

Current position in house domiciliary care service (Carmarthenshire)

In Carmarthenshire the in-house service currently has approximately 33% share of the market and employs 366 domiciliary care staff. Going forward the ambition is to grow the in-house service to 40%.

During the pandemic, we had a rolling programme of recruitment and successfully recruited additional staff. In recent months, this has been less successful, we currently have 22 vacancies at present equating to 555 hours of care. We are progressing a recruitment strategy which will outline a number of approaches such as using social media and local campaigns.

Currently sickness levels within the in-house service are running at approx. 15% which is challenging. There are 23 people currently on sickness absence equating to 606 hours of care. Furthermore, the majority of sickness is short term which compromises the services ability to contingency plan. It is perhaps useful to note that during the first covid wave sickness levels were approximately 8/9 %.

Mitigations

We are meeting as a management team to do some contingency planning for a worst-case scenario given our recruitment challenges. This will include current vacancies and pre planning for resignations, retirement, and stage three dismissals under sickness policy. What is clear is that our attrition rate far outstrips our ability to recruit, so we may need to start looking at reviewing existing care and support plans to see where we can rationalise some packages.

We are training our supervisors in reablement to be able to undertake SSWBA Assessments and review care and support plans which will relieve some of the pressure and assessment waiting times in care management teams. At present we have 33 waiting in reablement for long term care. Consideration is also being given to how reablement capacity is supporting long term care to sustain packages due to the current demand/capacity pressures ,and also to meet regulatory requirements .

Additional recruitment, retention and remuneration measures are recommended at the end of this paper.

Commissioned sector

There are currently 11 providers on the domiciliary care framework providing care & support to 863 services users which equates to 9,388 hours. We have been alerted to five providers experiencing workforce challenges which is having an impact on their ability to meet service users' needs and one provider who has handed back 10 packages of care.

There are currently 41 packages waiting for domiciliary care, 20 within hospital and 21 within the community, in addition reablement has a waiting list of 34 people (as at end July '21).

There is no single cause of the workforce challenges, but feedback from providers and our own experience has highlighted that it is a combination of the following:

- staff sickness (the lag impact of Covid and general fatigue within the sector),
- the summer holiday season and staff legitimately requiring leave,
- staff isolating as a result of covid contacts via TTP,
- the impact of Brexit and reduced immigration has resulted in a reduction in the overall pool of labour to meet hospitality, tourism, retail etc and the associated knock-on effect for the care & support market.
- the associated service challenges i.e., unsociable hours, isolated roles, parity of pay when compared to other service areas etc.
- Active recruitment from Welsh Government agencies and Health at better terms and conditions taking people from the front line of social care.

Demand

The demand on the whole sector has seen a rise in the number of service users and number of hours being commissioned in the Local Authority and the Independent sector.

In February 2020 (Pre Covid) the number of Service Users were 1139, and provided 12,472 hours. The in-house team supported 317 service users and 3,860.5 hours, and the independent sector supported 836 and 8,611.5 hours. (14 service users were supported by in-house and the independent sector)

At the end of June'21, the Number of Service Users were 1170, and provided 13,213 hours. The in-house team are broadly supporting a similar level of service users and hours at 317 service users and 3,825.5 hours. The independent sector has picked up the additional demand who now support 863 service users and 9,387.5 hours. (10 service were support supported by in-house and the independent sector)

The additional pressure has seen the demand on the independent sector has increased by 776 hours from February 2020 to the end of June 2021. Based on the average staff contact of inhouse staff, there would be a requirement for an

additional 30 staff to meet the contracted hours without any cover for sickness, holidays, etc.

Mitigations

A Regional Escalation policy for domiciliary has been developed and awaiting sign off, this provides a consistent framework across the region in relation assessing system pressures in the market. It also details the contingency approach to escalation.

It is a contractual requirement for all providers to have contingency arrangements and a RAG based approach to delivery of care forms part of this.

Effective brokerage working with providers to effectively use available resources

The recommissioning of domiciliary care commenced, and the tender is currently out. We have worked with the sector to develop the new framework and learnt from the previous recommissioning exercise

An all Wales Workforce Strategy has been developed and regionally there is now a strong focus to develop a Regional strategic approach to inspire people with the right value base and attitudes to start a career in care. This will involve a marketing campaign, use of social media feeds etc

Rebalancing the care market supporting the growth of the in-house service and therefore capacity to support contingency/ provider of last resort.

A regional rapid recruitment pilot project - response to joint induction framework and blended induction approach of virtual learning linked to Social Care Wales recruitment portal.

We are developing our Direct Payments offer as an alternative to commissioned services.

We are developing a business case to develop micro markets to respond to hyper local needs, especially in more rural parts of the County

Key recruitment and retention initiatives are recommended to proceed at pace- These are at the end of the paper.

Older People Services Assessment and Care Management:

We have experienced unprecedented numbers of complex referrals following the easing of restrictions and currently have 284 assessments waiting allocation. We are screening all requests for assessments as they come in and risk assessing each referral and RAG rating them in order to prioritise allocation. We have an emergency duty officer on call every day, so any emergencies are seen in a timely manner. Social Work recruitment is at a critical point with growing numbers of vacancies in adults and children's. There is evidence that Welsh Government (CIW, CAFCASS) and Health board recruitment are all taking capacity out of the social work and social care workforce. All referrals are being dealt with by our Information,

Advice and Assistance service to divert or respond to without the need for social work assessment.

Mitigations:

- We are advertising for social workers but are having limited number of applicants (we have advertised 4 posts in recent weeks and only had one applicant for one post).
- We are also approaching agencies for social workers with no success, but continue to do so.
- We are looking at new ways of working to manage demand ensuring we continue to work within legislative remit; there is scope to look at the reablement pathway and take a trusted assessor approach for screening for suitability into the service, rather than require a professional assessment.
- Further recommendations are contained at the end of this report.

Domiciliary Care Demand Mitigations:

- We review everyone on brokerage in both hospital and the community on a weekly basis to look at opportunities to decrease the level of support needed as level of independence improves. As part of this, we will be having conversations with families about what they can do to support their loved ones on an interim basis until care can be secured and look at options to safely support people home from hospital whilst they are waiting for a package of care.
- Our Releasing Time to Care Team/Review Team are routinely reviewing all existing packages in excess of 28 hours per week to look at every opportunity to right size/release hours where possible.
- We are offering all those waiting in hospital for domiciliary care short-term placements in residential care whilst they are waiting. This offer however is being met with some resistance due to the 14-day isolation required on transfer to a care home and the fear factor of going into a residential setting following the number of deaths in care homes in the first and second waves.
- We are continuing to use ART Crisis Response, Delta and the Community Independence Service to bridge packages of care wherever possible and where capacity allows.
- We are transferring people out of acute beds to our community hospitals where appropriate to wait for a package of care.
- We continue to develop the step-down assessment unit in Llys Y Bryn to support a safe step-down from hospital before patients are ready to go home.
- Further recommendations are contained at the end of this report.

Regional perspective

Workforce challenges are being experienced across West Wales and however more acutely the further west in Pembrokeshire and Ceredigion.

In Ceredigion there are 46 clients waiting (approx. 450 hours), and they have one provider exiting the market thus handing Back 5 service users (approx. 49 hours)

Pembrokeshire- @ 100+ packages waiting, five providers in escalation, and to date 91 packages handed back. The position is exacerbated by tourism and hospital sectors competing for limited workforce resource. Recruitment and retention initiatives are being actively pursued and this is being fed into a regional integrated action plan with Health reflecting a whole system ownership of the workforce challenges.

Further Recommendations for Immediate Action:

1. That we complete a rapid recruitment and retention analysis regarding social work across children's and adult social care. This will consider – vacancies, advertising, response, and benchmarking salaries/ T& Cs) across the region.
2. Consider pace of Implementing a new HR system for recruitment- waiting on a green light to procure corporately. Deliver a temporary micro site to manage promotion of service and posts.
3. Agree a retitle of jobs from domiciliary care worker to Home care worker (or similar)
4. Agree abridged application process and preapproval to advertise corporately
5. Suspend requirement to go to redeployment for Dom care, Res care and social work- Do in parallel rather than before advertising).
6. Agree rolling recruitment for social work, domiciliary and residential care with applicants interviewed weekly.
7. Review numbers from unqualified posts seconded and produce a recommendation of expansion of grow your own.
8. Agree offer to Dom care workers only for paid leave of up to 10 days (Total) between 14/8-14/9 and 14/12 and 7/01.
9. Pay time and a half for every hour a Dom care works over 16 hours- to be reviewed Bi-monthly).
10. Write formally to the health board and Welsh government asking them to pause health care assistant, CIW and Cafcass recruitment).

EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORTS

SCRUTINY COMMITTEE : Social Care & Health

DATE OF MEETING : 5th October, 2021

| ITEM | RESPONSIBLE OFFICER | EXPLANATION | REVISED SUBMISSION DATE |
|--|----------------------------|---|--------------------------------|
| Adult Social Services Complaints and Compliments Report Q1(Oct) & Q3 (March) | Silvana Sauro | Chief Executive has requested that this report is merged with the main corporate report. The corporate report will be presented annually to Scrutiny. | Next municipal year. |
| Communities Department Business Plan 2021/22 – 23-24 (date TBC) | Nicola Evans | Business Plan was presented to Scrutiny on the 20 th April 2021. Process of updating will not start until end of September. | Next municipal year. |
| 2020/21 End of Year Budget Monitoring – Outturn Report | Chris Moore | Due to the delayed timing of the submission of the End of Year Outturn Report, together with the 2020/21 Statement of Accounts already being scrutinised at Governance and Audit Committee, it is felt there is no additional benefit to presenting the report. Budget Monitoring to June 2021 is due to be considered at the same committee meeting. | N/A |
| Safeguarding Annual Report | Avril Bracey | The report has been completed, but it has been requested that it is presented at CMT before Scrutiny. It will be presented to CMT on 30 th September which will miss the deadline for the published reports. Apologies for any inconvenience caused. | 29/11/21 |

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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

5th October 2021

FORTHCOMING ITEMS TO BE HELD ON 29TH November 2021 [2.00 P.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 |
|--|---|---|
| Budget Monitoring Report 2021/22 | 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. |
| Covid-19 Position Statement | The Scrutiny Committee received a report on the impact of Covid on the service provided. | For Scrutiny to consider the immediate and longer-term impact of Covid. |
| Annual Report on Adult Safeguarding | This report relates to last financial year and summarises the national policy context of adult safeguarding at that time including the implications of the Social Services and Well Being (Wales) Act 2014. | To inform the Committee on progress being made and provides the Committee with the opportunity to consider and comment on the report. . |
| Residential Care Update (in-house & residential) | The Committee requested an update on care homes due to concerns regarding the impact that Covid has had. | Requested by Scrutiny. |
| Dementia Action Plan | The Committee requested a report outlining what Authority was doing to support residents with Dementia. | Requested by Scrutiny. |

| |
|--|
| Items circulated to the Committee under separate cover since the last meeting |
| 1. N/A |

| |
|---|
| Briefings provided to the Committee since the last meeting |
| 1. Overview of Delta Wellbeing & Social Care Services Delivery – 07/07/21 |

| |
|--|
| The following document(s) attached for information |
| 1. The latest version of the Social Care & Health Scrutiny Committee's Forward Work Programme 2021/22. |
| 2. The latest version of the Executive Board Forward Work Programme 2021/22. |

SC&H Scrutiny Committee – Forward Work Programme 2021/22

| 21 st May 21 | 7 th July 21 | 5 th October 21 | 29 th November 21 | 20 th December 21 | 26 th January 22 | 10 th March 22 | 20 th April 22 | Joint Scrutiny E&PP + SC&H (Date tbc) |
|---|--|--|--|--|---|---|---|---|
| Mental Health - General Update | Draft Annual Report of the Statutory Director of Social Services 20/21 | Budget Monitoring 2021/22 – | Covid-19 Position Statement | Mental Health Update – inc impact of Covid | Budget Monitoring 2021/22 | Domiciliary Care Update | Carers Update | Area Planning Board's Drug & Alcohol Misuse Annual Report |
| SC & Health Scrutiny Committee Forward Work Programme 2021/22 | Annual Report on the Wellbeing Objectives | Performance Management Report (Quarter 1) | Dementia Action Plan - (Moved from April) | Services & Support for Children & Young People (Multi Agency Forum Update) | Revenue Budget Consultation 2021 – 2023 | Adult Social Services Complaints and Compliments Report (Q3) – to be included within the main corporate annual report. | Learning Disability Strategy (2021-26) | Area Board Substance Misuse Service Annual Report |
| Budget Monitoring 2021/22 – to be circulated via email | SC&H Scrutiny Committee Annual Report 2021/22 | Covid-19 Position Statement – moved from July | Residential Care Update (in-house & independent) | Performance Management Report (Quarter 2) | Autism Update | | Performance Management Report (Quarter 3) | |
| | Annual Safeguarding Report moved to October | Domiciliary Care, Social Work Workforce & Market Pressures | Budget Monitoring 2021/22 – to be circulated via email | | Loneliness - Task & Finish Update | | | |

| 21 st May 21 | 7 th July 21 | 5 th October 21 | 29 th November 21 | 20 th December 21 | 26 th January 22 | 10 th March 22 | 20 th April 22 | Joint Scrutiny E&PP + SC&H (Date tbc) |
|-------------------------|--|--|--|------------------------------|-----------------------------|---------------------------|---------------------------|---------------------------------------|
| | Covid-19 Position Statement – moved to October | End of Year Budget Monitoring moved from July | Annual Safeguarding Report moved from July & October | | | | | |
| | End of Year Budget Monitoring moved to October | Annual Safeguarding Report moved from July – moved to November | | | | | | |
| | | Adult Social Services Complaints and Compliments Report (Q1) – to be included within the main corporate annual report. | | | | | | |
| | | Communities Department Business Plan 2021/22 – 23-24 (date TBC) Process of updating won't start until end Sept. To be included in FWP next municipal year. | | | | | | |

ITEMS CARRIED OVER FROM PREVIOUS WORK PROGRAMME:

- Services & Support for Children & Young People (Multi Agency Forum Update)
- Mental Health of Carers and Young People (incorporated into General Mental Health Update)
- Annual Safeguarding Report
- Dementia Action Plan

ITEMS FOR JOINT MEETINGS IN 2021/22: DATE TBC

- Area Planning Board's Drug & Alcohol Misuse Annual Report (E&PP and Social Care & Health)
- Area Board Substance Misuse Service Annual Report (E&PP and Social Care & Health)

TASK & FINISH REVIEW (on hold pending re-scoping exercise / due to time constraints delayed until next year):

- Early Intervention & Prevention of Suicide in Carmarthenshire.

{NOTES: Age group 18-24/ males. 1 area of national strategy – PREVENTION (what are we doing). 6 priorities in WG National Strategy}.

TASK & FINISH REVIEW – FOR FUTURE CONSIDERATION

- Mental Health of Children – joint with Education (Chair to arrange with E&CS Chair)
- Social Care in the Home – Review of how other Countries are working / Best Practice

DEVELOPMENT SESSIONS:

21st May

- Overall approach to supporting discharge to hospital – Alex

7th July

- ~~Shared Lives Placement (inc. Living Units for people with learning disabilities) – Avril~~
- Day Services & Respite Service – Avril
- Overview of Delta Wellbeing & Social Care Services Delivery

5th October

- ~~Overall approach to right sizing and review of domiciliary care – Alex (included with COVID update 05/10/21 Scrutiny)~~
- ~~Recruitment and Retention of OT & Social Workers – Alex / Avril (included with COVID update 05/10/21 Scrutiny)~~
- ~~Shared Lives Placement (inc. Living Units for people with learning disabilities) – Avril (moved from 7th July – Moved to December)~~

1st December

- CHC / Citizens Voice Body [Chair to confirm date]
- Shared Lives Placement (inc. Living Units for people with learning disabilities) – Avril (moved from 7th July – Moved to December)

10th March

20th April

REPORTS REQUESTED / CIRCULATED VIA E-MAIL:

- Budget Monitoring Report (18/05/21)

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CABINET FORWARD WORK PROGRAMME 2021/22
–as at 23/09/2021 (For the period September 21 – September 22)

Introduction

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

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

WORKING DRAFT

CABINET FORWARD WORK PROGRAMME 2021/22
–as at 23/09/2021 (For the period September 21 – September 22)

CHIEF CABINETS

| Subject area and brief description of nature of report | Responsible Officer | Cabinet Portfolio | Scrutiny Committee to be consulted | Date of expected decision by Cabinet |
|---|---|-----------------------------|------------------------------------|--------------------------------------|
| ECONOMIC RECOVERY PLANS (TOWN CENTRES) | Jason Jones, Head of Regeneration | Resources | Community | 25.10.21 |
| CITY DEAL – PROCUREMENT UPDATE | Wendy Walters, Chief Executive | Leader | Community | 31.01.22 |
| EQUALITY AND DIVERSITY TASK & FINISH GROUP | Wendy Walters, Executive | Communities & Rural Affairs | | 8.11.22 |
| WELSH GOVERNMENT CONSULTATION DOCUMENTS | Wendy Walters Executive | Deputy Leader | If applicable | As and when requirede |
| 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 |

CABINET FORWARD WORK PROGRAMME 2021/22
–as at 23/09/2021 (For the period September 21 – September 22)

COMMUNITY SERVICES

| Subject area and brief description of nature of report | Responsible Officer | Executive Portfolio | Scrutiny Committee to be consulted | Date of expected decision by Cabinet |
|--|---|----------------------|------------------------------------|--------------------------------------|
| DIRECTOR OF SOCIAL SERVICES ANNUAL REPORT 2021/22 | Jake Morgan – Director of Communities/Silvana Sauro | Social Care & Health | 07/07/21 & 08/07/21 | 13/09/2021 |
| DOG BREEDERS LICENCE UPDATE (Change of Policy / Legislation – awaiting WG confirmation) | Jonathan Morgan – Head of Homes and Safer Communities/ Roger Edmunds | Public Protection | | TBC |
| PROVIDING ADDITIONAL PITCHES FOR GYPSIES AND TRAVELLERS IN THE LLANELLI AREA | Jonathan Morgan – Head of Homes and Safer Communities/Rachel Davies | Housing | TBC | 18/10/2021 |
| HRA BUDGET SERVICES CHARGES AND RENT SETTING 2022/23 | Jonathan Morgan – Head of Homes and Safer Communities/Rachel Davies | Housing | | January 22 |
| CHS+ DELIVERING WHAT MATTERS BUSINESS PLAN | Jonathan Morgan – Head of Homes and Safer Communities/ Rachel Davies/ Gareth Williams | Housing | February 2022 | February 2022 (Budget) |

CABINET FORWARD WORK PROGRAMME 2021/22
–as at 23/09/2021 (For the period September 21 – September 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 Cabinet |
|---|---|---------------------|--------------------------------------|--------------------------------------|
| 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 |
| BUDGET OUTLOOK | 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 STRATEGY | Chris Moore Director of Corporate Services | Resources | N/A | NOV |

CABINET FORWARD WORK PROGRAMME 2021/22
–as at 23/09/2021 (For the period September 21 – September 22)

WORKING DRAFT

CABINET FORWARD WORK PROGRAMME 2021/22
–as at 23/09/2021 (For the period September 21 – September 22)

EDUCATION & CHILDREN

| Subject area and brief description of nature of report | Responsible Officer | Executive Portfolio | Scrutiny Committee to be consulted | Date of expected decision by Cabinet |
|---|---|---------------------------------|------------------------------------|--------------------------------------|
| MODERNISING EDUCATION PROGRAMME – MUTUAL INVESTMENT MODEL -DEED OF ADHERENCE | Simon Davies – Head of Access to Education | Education & Children | | 27/09/2021 |

WORKING DRAFT

CABINET FORWARD WORK PROGRAMME 2021/22
–as at 23/09/2021 (For the period September 21 – September 22)

ENVIRONMENT

| Subject area and brief description of nature of report | Responsible Officer | Executive Portfolio | Scrutiny <i>Committee to be consulted</i> | Date of expected decision by Cabinet |
|--|---|---------------------|---|--------------------------------------|
| HIGHWAYS MAINTENANCE MANUAL | Steve Pilliner - Head of Transportation & Highways/ Chris Nelson/ Richard Waters | Environment | EPP 4/10/21 | 25/10/21 |
| LEQ | Ainsley Williams | Environment | EPP 4/10/21 | 25/10/21 |
| FUTURE WASTE STRATEGY | Ainsley Williams / Dan John | Environment | 4/10/21 | 25/10/21 |
| EQUESTRIAN STRATEGY | Steve Pilliner - Head of Transportation & Highways /Caroline Ferguson | Environment | EPP 12/11/21 | 22/11/21 |
| 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 |

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SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

Wednesday, 7 July 2021

PRESENT: Councillor G. Thomas (Chair)

Councillors:

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

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:

J. Morgan, Director of Community Services
A. Bracey, Head of Social Care
J. Morgan, Head of Homes & Safer Communities
A. Williams, Head of Integrated Services
M. Evans Thomas, Principal Democratic Services Officer
G. Ayers, Corporate Policy and Partnership Manager
S. Sauro, Performance, Analysis & Systems Manager
L. Davies, Simultaneous Translator
K. Thomas, Democratic Services Officer
E. Bryer, Democratic Services Officer

Virtual Meeting - 10.00 am - 11.40 am

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors A.L. Fox, B.A.L. Roberts and D.T. Williams.

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. Carmarthenshire County Council's Annual Report for 2020/2021. | Daughter works in Social Care. |

There were no declarations of any prohibited party whips.

3. PUBLIC QUESTIONS (NONE RECEIVED)

The Chair advised that no public questions had been received.

[**NOTE:** The Chair advised the Committee that, in accordance with Council Procedure Rule 2(3) she was going to vary the order of business on the agenda to enable agenda item 5 – Annual Report of the Statutory Director of Social Services on the Performance of Social Care Services in Carmarthenshire 2020/21 to be considered next.]

4. CARMARTHENSIRE COUNTY COUNCIL'S ANNUAL REPORT FOR 2020/2021

The Committee was informed that in line with the requirements of the Local Government (Wales) Measure 2009 the Authority must publish an Annual Report on past performance by the end of October each year and under the Well-being of Future Generations (Wales) Act 2015 the Authority was also required to publish an Annual Report on its Well-being Objectives.

The Council's draft Annual Report included the Well-being Objectives relevant to the Social Care & Health Scrutiny Committee. The report concluded that 2020/21 was a year like no other due to the impact of the COVID-19 Pandemic. The vast majority of the Council's services had had to adapt and change, with many being shut down for long periods of the year. The Committee noted that for this reason, it had not been possible for the 2020-21 Annual Report to act as a progress report on previous performance or as a comparator with other local authorities.

The report reflected the actions the Council had to take to support its residents, communities and businesses through the pandemic. With many staff redeployed to assist in the pandemic response and many set to work to aid recovery the Council's priorities had had to shift significantly to face the challenges presented by the pandemic.

The Deputy Leader stated that the report captured the effort made to support residents and businesses. It was stated that the pandemic had given the authority the opportunity to work closer with partners and that residents and businesses had come together to provide support to each other within the community.

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

- Concern was expressed regarding homelessness within the County. The Head of Homes and Safer Communities advised the demand for housing had increased over the last 12-16 months. It was stated that Welsh Government had changed the legislation due to covid which meant the authority had to procure B&B accommodation quickly. It was noted that the issue would remain and that plans were in development to deal with this in a sustained way.
- Thanks was expressed to all volunteers and individuals who had stepped up to help within the community. The pandemic had highlighted the importance that communities support each other.

UNANIMOUSLY RESOLVED that the report be received.

5. ANNUAL REPORT OF THE STATUTORY DIRECTOR OF SOCIAL SERVICES ON THE PERFORMANCE OF SOCIAL CARE SERVICES IN CARMARTHENSHIRE 2020/21

The Committee considered the draft Annual Report of the Statutory Director of Social Services on the Performance of Social Care Services in Carmarthenshire 2020/21. Members were informed that there was a statutory requirement for the Director of Social Services to report annually on delivery and performance, as well as plans for the improvement of the whole range of social services.

The report detailed the progress made on areas identified for improvement in last year's report and highlighted those areas to be developed in the current year. It examined each service area within Social Care and showed how service strategies, actions, targets and service risks would be addressed and delivered operationally by the service this year, based on the approved budget. The report also set out the challenges due to COVID 19 and highlighted the areas to be developed in the current year.

The report outlined how the service performed in 2020/21 together with an assessment on the future, together with strategic priorities for 2021/22. It linked closely with the Business Plans for the Directorates of Community Services and Education & Children's Services.

Following publication of the report, Care Inspectorate Wales (CIW) and the Welsh Government would complete their analysis and review of the report. There would be a formal meeting with CIW in October to discuss their analysis and proposed plan. This will be followed by an Annual Letter to Council in late November/early December, confirming their analysis and inspection plan. The process will link in closely with the Wales Programme for Improvement and the Annual Letter from the Wales Audit Office.

The Director of Community Services stated that the report had been challenging to write and drew the committee's attention to the statutory notice dated June 1st, 2020 which detailed that he had been unable to assure Council of being able to provide properly functioning social care services. The lack of PPE combined with the impact of the virus on residents in care homes, care staff and families were major concerns which had not been helped by the lack of timely guidance provided by Public Health Wales. It was noted that the care home system had been hours away from collapsing with four private care homes unable to operate without intervention from the authority.

Credit was given to the care sector workforce in maintaining statutory visits and consistently delivering during a challenging time. It was summarised that it had been a difficult year but with extraordinary response and good outcomes considering the situation.

A number of questions were raised to which the Director of Community Services responded. The main matters were as follows:-

- It was asked what the current situation was with care homes. The Director of Community Services stated that there were no issues with the supply of PPE and that care home residents were above 90% double

vaccinated and that evidence indicated that the workforce and residents were being protected by the vaccination. It was noted that the occupancy rate was much lower than expected and that financial support received from Welsh Government had covered the voids, however, funding would likely be phased out in September. Recruitment was a constant challenge, but Carmarthenshire had not experienced issues to the degree that neighbouring authorities had. The Director of Community Services hoped that (notwithstanding Public Health Wales guidance) care homes visits would soon return to normal. However, it was noted that caution was still required and that it was a trade off between the right to see family / social connection and protecting the wider care home.

- A question was asked how the lack of PPE at the start of the pandemic had impaired the work of staff in general.
The Director of Community Services stated that there had been a global supply chain issue. There had been a period where masks cost £7 / 8 instead of pence. It was expressed that policy issues and delay in guidance from Public Health Wales had meant that on occasions equipment couldn't not be supplied. Assurance was provided that planning for future variants was well advanced.
- It was stated that there should be more local vaccination centres due to residents in parts of the County having to travel a significant distance to the showground.
The Head of Integrated Services advised that the Health Board had a mobile vaccination unit which was currently being used to target areas where uptake of the vaccination was low. It was indicated that as the facility was already available there may be scope to roll out the use of this unit in more remote areas of the County.
- It was asked what lessons had been learnt from the last 18 months and if there was a review being undertaken nationally or by Welsh Government regarding the impact of the pandemic on care homes.
The Director of Community Services advised that he was not certain on what reviews were being undertaken by Welsh Government but that a National review would be welcomed. Assurance was provided that the authority had undertaken its own detailed study.
- Concern was expressed regarding the apparent blanket approach to DNR for residents in care homes at the start of the pandemic.
The Director of Community Services advised that in his opinion the DNR process wasn't always followed, and that more engagement should have been undertaken with patients and families to enable them to make informed decisions. During this time collaborative working with the Health Board and the senior team meant that the issue had been resolved.

UNANIMOUSLY RESOLVED that:

- **the Draft Annual Report of the Statutory Director of Social Services on the Performance of Social Care Services in Carmarthenshire 2020/21 be received,**
- **the authority write to Welsh Government requesting a review of the issues experienced in care homes during the pandemic.**

6. SOCIAL CARE & HEATH SCRUTINY COMMITTEE ANNUAL REPORT 2020/21

The Committee received an Annual Report detailing the work of the Committee during the 2020/21 municipal year. The report had been prepared in accordance with Article 6.2 of the Council's Constitution which requires Scrutiny Committees to prepare an annual report giving an account of the Committee's activities over the previous year.

The report provided an overview of the Committee's work programme and the key issues considered during the year. The report also provided details of development sessions and site visits arranged for the Committee as well as attendance data.

UNANIMOUSLY RESOLVED that the Social Care & Health Scrutiny Committee's Annual Report 2020/21 be received.

7. EXPLANATION FOR NON-SUBMISSION OF SCRUTINY REPORT

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

- Covid 19 Update
- Annual Safeguarding Report
- End of Year Budget Monitoring Report

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 5th October, 2021 be noted.

9. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 21ST MAY, 2021

RESOLVED that the minutes of the meeting of the Committee held on the 21st May, 2021 be signed as a correct record.

CHAIR

DATE

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