

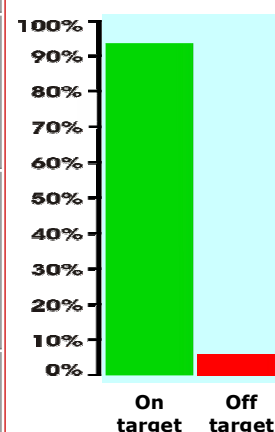
Scrutiny measures & actions full monitoring report Health & Social Services scrutiny - at Half Year 2022/23

Filtered by:
Organisation - Carmarthenshire County Council
Source document - Corporate Strategy 2022-23

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 |
|---|-----------------------------|-----------|-----------|------------|--------------|---------------|----------------------|-------------|---------------------|
| WBO1. Help to give every child the best start in life and improve their early life experiences | Actions | 17 | 17 | 0 | 0 | N/A | 0 | 100% | 88% |
| | Measures | 7 | 4 | 3 | 0 | 0 | 0 | 57% | |
| WBO4. Tackle poverty, help to prevent it, helping people into work, improving lives | Actions | 2 | 2 | 0 | 0 | N/A | 0 | 100% | 100% |
| WBO6. Increase the availability of rented and affordable homes | Actions | 1 | 1 | 0 | 0 | N/A | 0 | 100% | 100% |
| WBO7. Help people live healthy lives (Tackling risky behaviour and obesity) | Actions | 2 | 2 | 0 | 0 | N/A | 0 | 100% | 100% |
| WBO8. Support community cohesion, resilience, and safety | Actions | 9 | 9 | 0 | 0 | N/A | 0 | 100% | 100% |
| WBO9. Support older people to age well and maintain dignity and independence in their later years | Actions | 10 | 10 | 0 | 0 | N/A | 0 | 100% | 100% |
| WBO13. Better Governance and use of Resources | Actions | 1 | 1 | 0 | 0 | N/A | 0 | 100% | 100% |
| Overall Performance | Actions and Measures | 49 | 46 | 3 | 0 | 0 | 0 | 94% | |


Performance against Target



There is one measure without a target set which is not included in the above table, details of which can be seen on page 18

OFF TARGET

| Theme: WBO1. Help to give every child the best start in life and improve their early life experiences | | | | | | | |
|--|--|--------------|---|---|--|------------------------|---|
| Sub-theme: A - Supporting families | | | | | | | |
| Measure Description | 2021/22 Comparative Data | | | 2022/23 Target and Results | | | |
| | Best Quartile | Welsh Median | Our Actual | Quarter 1 | Quarter 2 | Quarter 3 | End of Year |
| The % of child attendance at an allocated Flying Start free childcare placement for eligible 2-3 year olds to prepare for school readiness. 9.1.8.1 | Not applicable | | Q2: 74.9 End Of Year: 72.6 | Target: 80.0 Result: Not available | Target: 80.0 Result: 67.2 Calculation: (16139 ÷ 24030) × 100 | Target: 80.0 | Target: 80.0 |
| Comment | Disappointed not to have reached this target. | | | | | | |
| Remedial Action | We continue to work with families but it has been difficult since Covid due to feelings of uncertainty to restore attendance rates. | | | | | | |
| Service Head: Jan Coles | | | | Performance status: Off target | | |  |
| Measure Description | 2021/22 Comparative Data | | | 2022/23 Target and Results | | | |
| | Best Quartile | Welsh Median | Our Actual | Quarter 1 | Quarter 2 | Quarter 3 | End of Year |
| The number of new assessments completed for children during the year, that were completed within statutory timescales CH/006a/012 | Not applicable | | Q2: 91.3 End Of Year: 90.2 | Target: 91.0 Result: 88.3 | Target: 91.0 Result: 87.4 Calculation: (2099 ÷ 2401) × 100 | Target: 91.0 | Target: 91.0 |
| Comment | <p>The department has seen an increase in completed new assessments received during the quarter (2401) compared to the same time last year (2222), an increase of 179 (7.5%). The rise in assessments coupled with staff absence and COVID restrictions have placed additional pressures on the assessment teams that carry out the majority of the assessments of care and support. Although the target has not been met this quarter, performance remains exceptionally good. The number of social worker vacancies and challenges in filling posts have had an impact too. Assessments are also dependent on the availability of relevant multi-agency professionals and family members which can result in some being completed outside of timescales.</p> <p>Service Managers audit assessments to ensure that the plans formulated are developed in partnership with families to set outcomes which are achievable for families.</p> <p>Continued.....</p> | | | | | | |
| Remedial Action | <p>Continued....</p> <p>Service Managers ensure that assessments include direct work with children and record the child's wishes and feelings regarding their lived experiences and the support they are receiving.</p> <p>Timescales are calculated at Authorised Date by Senior Managers in line with Welsh Government guidance, therefore, it is imperative that assessments are approved as soon as possible. Senior Managers to be reminded of the importance of authorising assessments immediately after completion.</p> <p>The continuous monitoring of assessments allows the Managers to highlight areas to feedback to teams regarding what improvements can be made and in addition highlight any training needs for the service.</p> | | | | | | |
| Service Head: Jan Coles | | | | Performance status: Off target | | |  |

| Measure Description | 2021/22 Comparative Data | | | 2022/23 Target and Results | | | |
|---|---|--------------|---|--|---|-------------------------|---|
| | Best Quartile | Welsh Median | Our Actual | Quarter 1 | Quarter 2 | Quarter 3 | End of Year |
| The total number of days on the Child Protection Register for children who were removed from the register during the year CH/035/036 | Not applicable | | Q2: 320.1 End Of Year: 280.3 | Target: 243.6 Result: 265.1 | Target: 243.6 Result: 300.3 Calculation: 16519 ÷ 55 | Target: 243.6 | Target: 243.6 |
| Comment | A 10.9% increase in the number of children removed from the register this quarter(55) compared to Q2 21/22 (49) which is positive, however, this has also impacted on the total number of days. Recent times have also proved very challenging due to the COVID pandemic. Families have faced difficulties in relation to safeguarding issues when having to adhere to restrictions. As a result, some children may have remained on the CPR for a longer period of time to ensure their safety under demanding circumstances. De-registrations are subject to multi-disciplinary case conferences. | | | | | | |
| Remedial Action | To continue to use preventative services to reduce the number of children being subject to child protection plans. Prevention is key to practice. The childcare teams are supported in this work by the Family Intervention Service, Integrated Family Support and Edge of Care Teams. To continue to closely monitor figures through the Audit and Evaluation Group. Children Services to continue to embed the systemic approach to improve partnership working with families. This allows for increased engagement in the provision of support to enhance the well-being of children. The approach is also underpinned by Signs of Safety which allows the department to set goals in partnership with families which achieves better engagement and improves outcomes for children. Feedback from the families highlight these approaches help them feel valued and listened to, which is the main principle of the Social Services and Wellbeing Act 2014 as well as one of Carmarthenshire County Council's core values. | | | | | | |
| Service Head: Jan Coles | | | | Performance status: Off target | | |  |

ON TARGET ETC.

Theme: WBO1. Help to give every child the best start in life and improve their early life experiences
Sub-theme: A - Supporting families

| Measure Description | 2021/22 Comparative Data | | | 2022/23 Target and Results | | | |
|--|--|--------------|---|---|--|------------------------|------------------------|
| | Best Quartile | Welsh Median | Our Actual | Quarter 1 | Quarter 2 | Quarter 3 | End of Year |
| The % of unauthorised absence at an allocated Flying Start free childcare placement for eligible 2-3 year olds to prepare for school readiness 9.1.8.8 | Not applicable | | Q2: 2.16 End Of Year: 2.33 | Target: 2.50 Result: Not available | Target: 2.50 Result: 1.89 Calculation: (435÷23030) × 100 | Target: 2.50 | Target: 2.50 |
| Comment | Delighted to have exceeded this target. | | | | | | |
| Remedial Action | It is an achievement to get families to report absence and encouraging to see families are engaging with the childcare settings and reporting absences appropriately. | | | | | | |
| Service Head: Jan Coles | | | Performance status: On target | | | | |
| Measure Description | 2021/22 Comparative Data | | | 2022/23 Target and Results | | | |
| | Best Quartile | Welsh Median | Our Actual | Quarter 1 | Quarter 2 | Quarter 3 | End of Year |
| Of those children placed on the Child Protection Register during the year, the number of children that were previously on the register in the last 12 months CH/024 | Not applicable | | Q2: 8.5 End Of Year: 4.4 | Target: 7.8 Result: 0.0 | Target: 7.8 Result: 0.0 Calculation: (0÷68) × 100 | Target: 7.8 | Target: 7.8 |
| Comment | De-registrations and registrations are subject to multi-disciplinary case conferences. Children are subject to child protection planning and cases are closely monitored particularly where child protection concerns remain high. The department continues to use preventative services to reduce the need for children being subject to child protection plans. The childcare teams are supported by the Integrated Family Support, Edge of Care and Family Intervention teams with intensive packages of support implemented in a variety of ways to keep children safe. Figures are scrutinised at the Audit and Evaluation Group. | | | | | | |
| Service Head: Jan Coles | | | Performance status: On target | | | | |
| Measure Description | 2021/22 Comparative Data | | | 2022/23 Target and Results | | | |
| | Best Quartile | Welsh Median | Our Actual | Quarter 1 | Quarter 2 | Quarter 3 | End of Year |
| The total number of children looked after at 31st March who have experienced 3 or more placements during the year CH/043 | Not applicable | | Q2: 3.4 End Of Year: 6.6 | Target: 6.6 Result: 3.5 | Target: 6.6 Result: 4.7 Calculation: (8÷171) × 100 | Target: 6.6 | Target: 6.6 |
| Comment | 8 children looked after as at 30/09/22 experienced 3 or more placement moves during the year. Result remains good despite continued challenges due to children with highly complex and demanding needs together with lack of choice of suitable foster placements or specialist residential care. School stability remains excellent with 0 changes. Reasons: 1 14yr old placed with foster carer for some considerable time, however, placement broke down due to behaviour. Unable to settle in new placements and eventually returned home to family with safety plan, 1 17 yr old asylum seeker where needs not met immediately in foster placement due to location across the country. Resolved and now in supported living, 1 12 yr old in stable, long term foster placement, however, behaviour became very challenging along with issues within foster carer's own family. Further moves due to behaviour but plan in place to rehabilitate back to previous long term carer. | | | | | | |
| Remedial Action | 1 in parent and child placement, however, required placement with foster carers where baby remains until court proceedings are completed 1 9 yr old experienced multiple placements due to challenging and risky behaviour. Now in residential placement nearer home 1 yr old child placed in foster care then parent & baby placement. Return home with parent sadly did not work out and returned to original foster carer with permanency planning recommending adoption 1 15 yr old with complex needs and breakdown in family relationships and allegations. Now placed in the new residential home Ty Magu 1 12 year old experienced a number of moves before a permanent placement was matched to meet long term needs due to the trauma experienced in life. One of the few private foster placements the department has commissioned because needs were unable to be met in-house with local foster carers, although the private placement is within Carmarthenshire to ensure stability of schooling | | | | | | |
| Service Head: Jan Coles | | | Performance status: On target | | | | Page 4 of 18 |

| Measure Description | 2021/22 Comparative Data | | | 2022/23 Target and Results | | | |
|---|--|--------------|--|---|---|---|-------------|
| | Best Quartile | Welsh Median | Our Actual | Quarter 1 | Quarter 2 | Quarter 3 | End of Year |
| <p>The total number of children looked after at 31st March who have experienced one or more changes of school during the year (excluding transitional arrangements, moves associated with adoption or moves home)</p> <p>CH/044</p> | Not applicable | | <p>Q2: 3.3</p> <p>End Of Year: 6.7</p> | <p>Target: 6.7</p> <p>Result: 0.0</p> | <p>Target: 6.7</p> <p>Result: 0.0</p> <p>Calculation: $(0 \div 103) \times 100$</p> | <p>Target: 6.7</p> <p>Target: 6.7</p> | |
| Comment | <p>Education stability of Looked After Children remains excellent. Figures have historically been very low in this metric.</p> <p>Stability is maintained wherever possible by ensuring a child remains in the same school, however, this is not always in the best interest of a child e.g. distance to travel or child's academic needs not being met.</p> <p>The department continues to review systems in relation to requests for placements through the Accommodation Panel. Also reviewing the approach of teams and priority of workloads in relation to Integrated Family Support and Edge of Care Teams. These teams will focus work with front door staff such as the Assessment Teams ensuring early intervention is key to practice. Endeavouring to maintain children at home as safely as possible with their families to prevent accommodation in the first place.</p> | | | | | | |
| Service Head: Jan Coles | | | Performance status: On target | | | | |

| ACTIONS - Theme: WBO1. Help to give every child the best start in life and improve their early life experiences | | | |
|--|--|--------------------------------------|------------|
| Sub-theme: A - Supporting families | | | |
| Action | 15351 | Target date | 31/03/2023 |
| Action promised | We will continue to transform children's social work practice through a Relationship based approach that incorporates systemic thinking and the principles of Signs of Safety. | | |
| Comment | Children services continue to embed the relationship based approach into social work within Children services using systemic approaches in order to improve partnership working with families which allows improved engagement through assessment and in the provision of support which in turn improves the well-being of children. The approach is also underpinned by Signs of Safety which allows the department to set goals in partnership with families which achieves better engagement and improves outcomes for children. The systemic approach is being introduced to more Teams in the department, such as the Child Assessment Teams with the aim of encouraging partnership working between families and the social work teams. Feedback from the families highlight these approaches help them feel valued and listened to, which is the main principle of the Social Services and Wellbeing Act 2014 as well as one of Carmarthenshire County Council's core values. | | |
| Service Head: Jan Coles | | Performance status: On target | |
| Action | 15352 | Target date | 31/03/2023 |
| Action promised | We will continue effective management oversight & challenge of Assessments & Care & Support plans to ensure they are outcome focused, evidencing the voice of the child, & reflect the underpinning principles of the Social Services & Well-being Act (SSWBA) | | |
| Comment | Service Managers continue auditing Assessments of Care and Support to ensure that the plans formulated by the assessments are developed in partnership with families to set outcomes which are achievable for families. In addition, Service Managers are continuing to ensure that assessments include direct work with children and record the child's wishes and feelings regards their lived experiences and the support they are receiving. The assessments are also audited to ensure they reflect the five principles of the SSWBA, which are that families have a voice and control over intervention; Children's Services focus on wellbeing; that social workers are working with families to co-produce assessments and plans; that the work undertaken with families has a multi-agency approach and in addition that families are provided with early intervention and preventative support to ensure they are supported earlier. The continuous monitoring of Assessments of Care and Support allows the Managers to continue to highlight areas to feedback to teams regarding what improvements can be made and in addition highlight any training needs for the service. | | |
| Service Head: Jan Coles | | Performance status: On target | |
| Action | 15353 | Target date | 31/03/2023 |
| Action promised | We will continue to extend and refine the Team Around the Family (TAF) approach across the county for 0-25 year olds, and will improve the interface between TAF, and School Attendance and Safeguarding service. | | |
| Comment | TAF Family, Schools and Community (FSCT) workers are now at full strength. Although we still have only 40% capacity in the coordinator role, which will be addressed in the next quarter. The work with schools has stepped up a pace with new schools targeted for the TAF approach. We are taking information regarding the Nurture programme for families, which gives parenting techniques based on improving relationships, into schools. Schools are interested in inviting us to work with parents who are not yet a TAF referral but where they have identified a need, to pre-empt the referral. We are building closer links to the Behaviour Support and Community Team in education. We have established working in teams of coordinator and FSCT worker in an area of Carmarthenshire, this is having benefits of economies of scale and a greater community presence. This has led to a deepening of the relationship of TAF and the third sector. The Allocation process has been strengthened by representatives of Health, Education and the Police attending. This ensures further that we are getting the right help to families at the right time. | | |
| Service Head: Jan Coles | | Performance status: On target | |
| Action | 15354 | Target date | 31/03/2023 |
| Action promised | We will ensure the regional threshold and multi-agency child protection arrangements are working effectively | | |
| Comment | <p>A s47 Development Day was held in May last year facilitated by Gladys White. The aim of the day was to provide an opportunity to consider the Welsh Government Legislation and Guidance, the relevant parts of the Children Act 1989 and the Regional CYSUR policies and procedures in relation to Section 47 processes. This was in light of the apparent significant discrepancies in the regional performance framework indicators, in relation to Sec 47 thresholds and practice across the region. There was also an opportunity for participants to consider best practice, understand the importance of effective risk assessments and to apply local knowledge and practice in discussing and debating several 'real' case examples. Feedback from each of the groups on their responses to the case examples allowed for a rich debate on how thresholds and risks are understood and applied. Whilst there appeared to be some variances in how some of the groups reached a consensus on how they would respond to a concern, this was not significant. The overall outcomes demonstrated approaches that were in line with agreed policies and procedures, were designed to keep children safe and children at the heart of their practice and decision-making, which was based on different levels of skills, experience, and knowledge. It is likely, based on the discussions that took place on the day that there may be some variations in practice in different parts of the region that could explain discrepancies in numbers of S47 enquiries being progressed, however this did not indicate a huge or disproportionate disparity in approach or practice. It was clear that those participants who took part in the development day, were clear on what constitutes 'significant harm', understood the roles of different agencies in contributing to assessing risks and what to do if they felt concerns were not being appropriately addressed.</p> <p>There was nothing to suggest any of the agencies from different regions were operating outside of the agreed procedures or demonstrating decision-making or practice that was unsafe or not proportionate. The feedback from participants highlighted the benefit of having time to reflect on the procedures and best practice examples, work alongside colleagues from different agencies, debate what constitutes risk and harm and learn from each other. There was some debate about the responses of medical staff to non-mobile babies, the use of full skeletal surveys and whether the responses to such issues varied dependent on which medical person was dealing with the referral. Gladys White has reported back to Executive Board who were satisfied with the arrangements across the region.</p> <p>Threshold meetings continue to be held quarterly and the next meeting in October will be looking specifically at s47 Enquiries to ensure we are still operating within threshold. The CYSUR document 'Right Help at the Right Time' will soon be available on the Family Information Service which will assist professionals when deciding whether to refer to preventative or statutory services</p> | | |
| Service Head: Jan Coles | | Performance status: On target | |

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|--------------------------------|---|--------------------------------------|------------|
| Action | 15355 | Target date | 31/03/2023 |
| Action promised | We will ensure that the Flying Start programme will continue to deliver quality multi-agency services to disadvantaged families with children (age 0-3), who live in identified deprived communities. Promoting holistic early intervention, planning and support in partnership with the families. | | |
| Comment | <p>During quarter 2, the case management discussion meeting (CMD) continued and has now become a systemic POD approach. The POD consists of the key workers and the educational psychologist. A holistic approach continues to be taken to support families through the Enhanced Support Panel (ESP) which commenced last quarter and is working well in meeting the needs of the families. This quarter we have been able to move towards a pre COVID service delivery. Groups are now face-to-face, and in some areas drop-in services have resumed. Delivery continues to be impacted by the lack of childcare staff, impacting on providing a mobile crèche. The single referral form into the panel/ FS services has proven to be successful and has provided a lot of additional data which will be used to improve service delivery.</p> <p>The Flying Start App continues to be integral in reaching families, providing key messages, such as health, language and play, safety messages, information, and links to the support services. Come and Cook sessions facilitated through the app have continued to be very successful. Face-to-face delivery of this services has been delayed due to a lack of staff and mobile creche. This quarter both the Language and Play (LAP) and Speech and Language Teams have continued to receive a lot of referrals at a time when there have been staffing difficulties. The high need children have continued to have face-to-face therapy. The LAP team have had staffing vacancies so support to SLT was limited this quarter. Recruitment processes have exacerbated filling the vacancies. Five months to have a post approved. Further to this, the SLT project in nurseries to upskill nursery staff to support children who have speech difficulties / delays, whilst being reinstated last quarter, has not advanced as we hoped due to staffing vacancies in Childcare and LAP. The Nurseries / Childcare Advisory Team have completed their quality assessments of the nurseries. Support plans are in place for those which need it. The health visitors have continued to run clinics from the ICC's and the Early Years Centre in Trimsaran and are moving towards a drop-in service. The midwifery team have continued to provide face to face and virtual support. They have continued to deliver the evening virtual group in collaboration with the ICC support officer. Health visiting has continued to deliver the HCWP face to face including the enhanced Flying Start programmes. The early years centre in Trimsaran in collaboration with other agencies such as Actif, successfully ran summer activities, breakfast clubs and trips during the school summer holidays.</p> | | |
| Service Head: Jan Coles | | Performance status: On target | |
| Action | 15358 | Target date | 31/03/2023 |
| Action promised | We will support registered childcare providers to prepare them for the roll out of the new National Digital Service. We will continue to promote and publicise the Childcare Offer and support all eligible parents to apply for and take up the Offer of 30 hours of funded education and care via the new National Digital Service. | | |
| Comment | <p>Summer Term Live pilot worked well with both providers and parents supported through the whole process who were encouraged to submit information through the medium of Welsh. Providers claim system was implemented and payments were processed accordingly. Feedback from both providers and parents were positive. Any issues raised were reported to WG through the JIRA reporting system who rectified issues. A participating provider and parent have potentially agreed to participate as case studies.</p> <p>The new Childcare Offer telephone system was delayed and will now be live in November 2022 in line with parent application live date 7th November 2022. FIS team attended daily wash up meetings throughout the Live test and also received training on Provider registration, Parent registration, Parent-Provider training and claims training.</p> <p>Carmarthenshire FIS CO National Digital service website page provides regular information updates in line with Welsh Government timeline who have produced an asset box for website and social media use. We continue to promote the New National Digital service bilingually in line with Welsh Government timeline. LA staff training sessions have been offered in Welsh or English by Welsh Government, with the bilingual links for registration shared with settings. CCO Engagement Officer attended a Maternity Fayre in September for expectant and new parents promoting the Childcare Offer. Freshers fayre held by Trinity St David University also attend. Further local promotion to be undertaken in quarter 3.</p> <p>CO Communication and Engagement Officer delivered 16 Teams training sessions; 8 sessions were held in August with a further 8 in September. Training was offered on various days and times, with providers able to choose language preference of either Welsh or English. Childcare Offer Communications and Engagement Officer provided support by e-mail, telephone, and via Teams.</p> <p>Following initial provider registration process, each service provider has received a verification ID telephone call to generate a PIN which the provider will input to complete registration process for the National Digital Service.</p> <p>Childcare Offer parent applications continue to be processed as follows: Number of applications: Received 351; Approved 332; pending 2; rejected 4; closed 13. April = General 149,999.75; SEN 2,194.50 (152,194.25 Total) May = General 183,052.50; SEN 3,676.50 (186,729.00 Total) June = General 158,217.00; SEN 1,463.00 (159,680 Total) July = General 180,437.50; SEN 3,515.00 (183,952.50 Total) Aug = General 193,280.00; SEN 4,370.00 (197,650.00 Total) September figures will be reported in Q3 as these are not currently available from Ceredigion Childcare Offer Delivery Authority.</p> | | |
| Service Head: Jan Coles | | Performance status: On target | |

| | | | |
|--------------------------------|---|--------------------------------------|------------|
| Action | 15362 | Target date | 31/03/2023 |
| Action promised | We will develop a Regional Maternity and Early Years strategy transforming the Early Years Services within the next 5 years. We will implement the key priorities within Carmarthenshire's Maternity and Early Years Operational plan and lessons learnt from the Cwm Gwendraeth Pilot to move towards a more integrated model of delivery | | |
| Comment | <p>The Regional Maternity and Early Years Strategy was open for consultation from July to 30th September 2022. A series of focus groups were completed with families and professionals across the region to gain their views on the strategy. The Regional Maternity and Early Years Steering Group met on 26th July and agreed that an extension to the original consultation period of 1st July to 15th July was needed. The Carmarthenshire Maternity and Early Years Operational group continues to meet on a regular basis and key priorities within the local Operational plan are implemented within a series of task and finish groups and subgroups. The key pieces of work currently prioritised are:</p> <ul style="list-style-type: none"> • Finalising the Maternity and Early Years Strategy • Developing an Outcomes framework. • Developing Careers Pathways for the Maternity and Early Years in partnership with the Local Authority Learning and Development team and We Care Wales • Agreeing and implementing clear transition processes and documentation from Childcare into Early Years education • Developing the accessibility of information for families and professionals relating to the services available across the county • Developing key standards for Co-production and Co design and exploring the potential of working with Co-Production Wales via the PSB <p>The Early Years Integration Team continues to test different ways of integrated working across Health, Local Authority and third sector partners. The systems for receiving referrals from Health Visitors and Midwives for family support are improving and is reflected in the increase in referrals. Additional staff are being recruited into the team to test various processes – i.e Preparation for Parenting, Education Link assistant and playworkers. Programmes of support continue to be delivered to families within the community, these include Time to Shine, baby massage, Can a Chlone and a Young Mums Group facilitated by the mums themselves. The Team continues to keep families updated with information via the Early Years website and ensure that all information is current and up to date.</p> | | |
| Service Head: Jan Coles | | Performance status: On target | |
| Action | 15363 | Target date | 31/03/2023 |
| Action promised | We will work in partnership with the Inclusion Service to develop the 'local offer' of support for disabled/autistic children and young people and their families. | | |
| Comment | <p>Carmarthenshire's local offer will be an information hub to provide disabled children and their families an easily accessible platform to source information and support within their area. The Local Offer commenced planning in 2020 and it has been a priority task for the current Early Help Team Manager. Following a compilation of services being drawn up this has since been implemented onto the electronic platform. There are ongoing meetings and training sessions with our colleagues within the IT department ensuring our plans for the Local Offer are accessible for all. As a result we have been supported to build a platform within the Carmarthenshire County Council website. This will provide ease of access to anyone who searches for the information they need through this route whether family, organisation, professional or young person. The IT department have now finalised the webpage which we are continuing to compile the necessary information which will be an ongoing process of adding to the webpage following the launch which is planned by the end of 2022. Prior to the launch the page will need to be translated and duplicated through the medium of Welsh.</p> <p>Following consultation with Parents and carers we have ensured the web page is set up for different age groups to incorporate services and information in a clearer and more concise format. 0-5 years, 5-11years, 11-16 years and 16 - 25years. Within each of these sections there are sub sections that can be accessed by 'One Click' to - Health and Wellbeing, Social Care, Education, Financial Support and Housing. Further meetings are being arranged with IT and ongoing training will be provided to core staff who will manage updates of the website.</p> | | |
| Service Head: Jan Coles | | Performance status: On target | |
| Action | 15364 | Target date | 31/03/2023 |
| Action promised | We will continue to aim to reduce the number of children becoming Looked After and number of care proceedings in accordance with our LAC reduction target as agreed with Welsh Government, utilising appropriately Edge of Care (EOC), Integrated Family Support Team (IFST) and Family Intervention Team (FIT). | | |
| Comment | <p>This quarter has again seen a slight increase in the number of looked after children to 171 and we will continue to focus on maintaining our objective to meet our reduction of children looked after set by Welsh Assembly Government by careful monitoring of continuing to prevent children needing to be accommodated by use of our specialist and childcare teams working together intensively with both edge of care and IFST alongside early intervention support with the Family Intervention Team. We continue to review our practice regularly and monitor all requests for children coming into care robustly through our accommodation panel.</p> <p>There are a few sibling groups who have needed to be accommodated due to neglect and abuse and the challenges and trauma that families are encountering are highly complex resulting in managing high risk which prevents some children from returning home to family or friends safely and securely. Cases are regularly reviewed through our permanency panel to avoid drift in children remaining in care longer than necessary to consider permanency plans to ensure good outcomes for children. Specialist emotional health resources are under pressure, and we continue to have barriers to obtain specialist residential placements locally and nationally due to resource issues in this field of work.</p> | | |
| Service Head: Jan Coles | | Performance status: On target | |
| Action | 15365 | Target date | 31/03/2023 |
| Action promised | We will work in partnership with the Inclusion Service to develop the 'local offer' of support for disabled/autistic children and young people and their families. | | |
| | Carmarthenshire's local offer will be an information hub to provide disabled children and their families an easily accessible platform to source information and support within their area. The Local Offer commenced planning in 2020 and it has been a priority task for the current Early Help Team Manager. Following a compilation of services being drawn up this has | | |

| | | | |
|-------------------------|--|-------------------------------|------------|
| Comment | since been implemented onto the electronic platform. There are ongoing meetings and training sessions with our colleagues within the IT department ensuring our plans for the Local Offer are accessible for all. As a result we have been supported to build a platform within the Carmarthenshire County Council website. This will provide ease of access to anyone who searches for the information they need through this route whether family, organisation, professional or young person. The IT department have now finalised the webpage which we are continuing to compile the necessary information which will be an ongoing process of adding to the webpage following the launch which is planned by the end of 2022. Prior to the launch the page will need to be translated and duplicated through the medium of Welsh. | | |
| | Following consultation with Parents and carers we have ensured the web page is set up for different age groups to incorporate services and information in a clearer and more concise format. 0-5 years, 5-11years, 11-16 years and 16 - 25years. Within each of these sections there are sub sections that can be accessed by 'One Click' to - Health and Wellbeing, Social Care, Education, Financial Support and Housing. Further meetings are being arranged with IT and ongoing training will be provided to core staff who will manage updates of the website. | | |
| Service Head: Jan Coles | | Performance status: On target | |
| Action | 15366 | Target date | 31/03/2023 |
| Action promised | We will continue to develop the Mid & West Wales (MWW) Regional Adoption as part of the National Adoption Service in line with national, regional, and local priorities | | |
| Comment | The Mid and West Wales Regional Adoption Services is working as an integral part of the National Adoption Service and the Voluntary Adoption Agencies in Wales to continually develop MWWAS by embedding the four National Adoption Service's Good Practice Guides into practice. In accordance with the guides, MWWAS has already improved transitional work when children are moving to adoptive placements to ensure children and adopters are more effectively supported through the process. In addition, MWWAS is also taking steps to improve support to birth parents though working with our partner Reflect to support birth parents at earlier stages in the Adoption Process. Furthermore, MWWAS is providing a significant level of support to children and adopters to ensure when they need support, the right support is provided at the right time. MWWAS has experienced Adoption Social Workers, Support Workers and an Adoption Psychologist who work with children and families to ensure the appropriate therapy/direct work can be provided to Adoptive families to create stability for adopted children and prevent disruptions. | | |
| Service Head: Jan Coles | | Performance status: On target | |
| Action | 15367 | Target date | 31/03/2023 |
| Action promised | We will participate in improving recruitment in respect of Fostering and Adoption services, utilising services effectively to increase the choice of placements, including the development of in-house supported lodgings providers. | | |
| Comment | <p>We have continued to promote our fostering brand for recruiting new foster carers through the Foster Wales Website and this is regularly monitored with the support of our regional Marketing Officer. We continue to participate in the regional work with some progress being made with the linking in of our regional development officer and meetings have been set up regularly. We have a number of assessments that are ongoing and skills to foster care training has been successful in identifying and taking forward prospective new foster carer households to the assessment process. We anticipate that we will successfully approve 2 new foster carer households in the next few months to provide more choice and will work closely with the new supported lodgings project which focuses on 16 plus accommodation. It is important that we continue to recruit locally and are targeting all our current foster carers to recruit and refer prospective carers on as this has been successful in the past as we continue to face barriers of recruiting locally and Nationally. We will focus on offering foster carers the core offers and start to focus more on working towards our face to face support groups with foster carers across Carmarthenshire and celebrate the success of many carers in planning a celebration event post pandemic and increase social and recreational activities both locally and regionally. Recent event being held in Aberystwyth to focus on the learning and development programme for foster carers.</p> <p>In terms of the Adoption Service, Carmarthenshire continues to have very few children waiting for an adoption placement. The Local Authority also has an abundance of adopters waiting for a child which allows a choice of adopters for the child and social workers to ensure the match is right for the child. Carmarthenshire continues to assess and approve adopters at a higher rate than children that are placed for adoption. At the current time Carmarthenshire is in a strong position to allow choice of placements for children being placed for adoption which allows a better match for children to adopters.</p> <p>In relation to Children Services In-House Supported Lodgings Service, Carmarthenshire has employed staff for the service and assessments are being completed on potential supported lodging providers. Children Services is aiming to offer young people placements by November 2022. The Service will work in partnership with our Fostering Service and the Housing Department to allow more choice of placement for our young people aged 16-21 years, who are homeless or at risk of homelessness or others who wish to move onto more independence. The Service will provide high quality placements which will support young people to meet their needs and promote their pathways into further education, training, and work. The Service will also increase capacity for young people who are in need of accommodation within Carmarthenshire to ensure the young people receive the best care and best support which is in line with Carmarthenshire's core Well-being Objectives to help give every child the best start in life and improve their early life experiences.</p> | | |
| Service Head: Jan Coles | | Performance status: On target | |
| Action | 15368 | Target date | 31/03/2023 |
| Action promised | We will review and monitor the implementation of the Corporate Parenting Strategy ensuring the council fulfils its Corporate Parenting role and that our looked after children and care leavers have the opportunity to reach their full potential | | |
| Comment | The corporate parenting panel has had their first meeting with new council members. The corporate parenting strategy is due for review and will need to be re-written with new targets based on more specific corporate parenting expectations placed on councils and specifically education, housing, community and leisure services. There is an increase in the number of looked after children. There is an increase in the number of children requiring specialist residential care. There is a reduction in the number of foster carers able to provide care for our looked after children in their own communities. There is an increase in the number of children being temporary excluded from schools or without a school placement. The new corporate parenting strategy will have to ensure that there is commitment to sufficient resources to fulfil the local authority's corporate parenting responsibilities effectively. | | |
| Service Head: Jan Coles | | Performance status: On target | |

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| Action | 15369 | Target date | 31/03/2023 |
| Action promised | We will continue to work with partners to improve appropriate accommodation options and housing support for all vulnerable young people including disabled children (aged 16-25) and implement the care leavers' accommodation framework. | | |
| Comment | <p>Carmarthenshire Children Services continues to work in partnership with the Housing Department, Youth Service and Commissioning to devise, develop and commission new supported accommodation Services for young people aged 16-25 which includes children with disabilities. The new service is already providing improved accommodation and more support to young people in supported housing. One aim of the service was to move away from grouping large numbers of young people together in accommodation settings who had similar needs and experienced similar challenges. The new services which comprise of smaller supported houses that will be staffed with support workers and will be based around the three main towns of Ammanford, Llanelli and Carmarthen. This will allow more young people in need of accommodation to be supported in the areas they have lived through their childhoods. This has the advantage of allowing them to live near extended family who are often the young people's support network. Children Services continue to work with our colleagues in the Housing Department and in Youth Support Services to ensure the developments in respect of accommodation are underpinned by the Care Leavers Accommodation Framework. In addition, Children Services' new In-House Supported Lodgings Service will also provide good quality support and accommodation to young people who are in need of care and support to ensure we are allowing them the opportunity to thrive in Carmarthenshire.</p> | | |
| Service Head: Jan Coles | | Performance status: On target | |
| Action | 15374 | Target date | 31/03/2023 |
| Action promised | We will continue to report on the of Reviews of foster carers to ensure they are undertaken on an annual basis in accordance with regulations. | | |
| Comment | <p>This quarter has seen excellent results in the timeliness of annual reviews taking place as out of 14 annual reviews due in this quarter for mainstream foster carers 13 were undertaken in time at a rate of 92.9% with only one being overdue. All connected carer reviews were completed at 100% as there were only 2 but again this is a good outcome generally as the staff have higher workloads due to staff shortage this quarter with sickness alongside performing their other duties.</p> | | |
| Service Head: Jan Coles | | Performance status: On target | |
| Action | 15375 | Target date | 31/03/2023 |
| Action promised | We will maintain the focus on increasing the range of placements to ensure placement stability and stability in education in respect of looked after children, including accommodation through the implementation of an in-house supported lodgings service. | | |
| Comment | <p>The number of children looked after has increased to 171 but remains one of the lowest figures in Wales but it is concerning that our figures are increasing, and we will carefully continue to monitor and review this through our systems. During this quarter 7 children since April have experienced 3 or more placement moves however no children have experienced any educational move which is excellent as we aim to maintain children within their school locality even if we have to consider transport across the County due to foster placement location. This is 4.7% of the looked after population and the target is 6.6%.</p> <p>This quarter has continued to be challenging for stability of placement for some children due to their highly complex and challenging needs and lack of choice of suitable foster placements or specialist residential care.</p> <p>In relation to one child aged 8 he had experienced 7 moves which included 4 foster placements which although with experienced foster carers could not manage his challenging and risky behaviour which resulted in harm suffered to foster carer and staff so he had to be accommodated in an unregulated placement in one of our houses in Llanelli which became unsuitable to meet his needs and then a move to a temporary house out of county. This was staffed 24 hrs a day with support from an agency and staff from our residential care home. The young person is now in transition in a residential placement nearer home and work continues to support him with his emotional and physical well-being alongside ongoing work with his family.</p> <p>A 12 year old had a number of moves before a permanent placement was matched to meet her long term needs due to the trauma she had experienced in her life and this is one of the few private foster placements we have commissioned because we were unable to meet her needs in-house with local foster carers although the private placement is within Carmarthenshire to ensure stability of schooling.</p> <p>Another 12 year old had a stable placement for a few years but his foster placement broke down with his main carer due to his challenging behaviour lack of a stable respite resource and issues within his foster family alongside his specialist school placement breaking down. This resulted in a number of moves for this young person over the summer period. He has since returned to his main foster carer with intensive support however this accommodation remains fragile, and there is no suitable educational resource within Carmarthenshire to meet his social and educational needs which remains a concern. There are no current vacancies available due to resource issues but every effort is being made to identify and procure a suitable placement near Carmarthenshire.</p> <p>A 1 year child was placed in foster care and then with his parent in a parent and baby placement within Carmarthenshire. He returned home to his parent and then due to concerns entered another parent and child placement with his mother which sadly did not work out as her care and parenting was not considered good enough to safely parent him at home. He returned to his original foster carer and permanent planning is recommending adoption to meet his long term needs.</p> <p>A 15 year old with complex needs and open to the 0-25 disability team also experienced some moves due to a breakdown in family relationships and allegations made against staff and family so safe care was imperative to meet her needs continually in a family and foster placement. She is currently being cared for in the new residential care home Ty Magu in Carmarthenshire and plans are being considered to move her on to a new supported living or foster placement.</p> <p>We will continue to ensure placement support meetings are held to ensure placement stability remains high within the resources available to us.</p> | | |
| Service Head: Jan Coles | | Performance status: On target | |

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| Action | 15376 | Target date | 31/03/2023 |
| Action promised | We will continue to work collaboratively across the region in accordance with the National Fostering Framework (NFF) and will also progress and develop the new arrangements in respect of Special Guardianship Orders | | |
| Comment | <p>We continue to work with Foster Wales and our regional officers who offer support with marketing and recruitment for the region and update us on policies nationally taking place. In Carmarthenshire we have no dedicated marketing and recruitment officer in fostering and this is an area for developing a role which we hope to be successful in a bid for grant funding from Welsh Government as there is an increasing need to increase staffing within the fostering service to recruit and help us retain foster carers. There remains a national shortage of foster carers and we need to compete with allowances across Wales to ensure there are enough foster carers moving forward. We have only 87 mainstream foster carer households compared to 120 two years ago mainly loss through natural retirement and personal circumstances changing alongside cost of living increases and concerns to recruit suitable carers to manage some challenging children who have suffered significant trauma.</p> <p>We are progressing Special Guardianship reviews under the new guidance and support / review plans from Welsh Government with no additional staffing so this remains a concern to maintain reviews within timescales but there is steady progress being made with some excellent work going on to manage this underfunded and understaffed area of work. Again a grant bid is in to obtain additional staff to support this area of increasing workload.</p> | | |
| Service Head: Jan Coles | | Performance status: On target | |

ACTIONS - Theme: WB013. Better Governance and use of Resources**Sub-theme: A -Transforming, Innovating and Changing (TIC) the way we work and deliver services**

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| Action | 15085 | Target date | 31/03/2024 (original target 31/03/2022) |
| Action promised | We will work with others to develop and implement the new system- Finance Module for charging. (Social Care) | | |
| Comment | Only early engagement undertaken to date. Implementation will depend on OLM availability, and the Finance module being ready. This project will only commence on the completion of the implementation of the Children Services modules. Still no firm timescale from OLM, but anticipate that target date will be met. | | |
| Service Head: Chris Harrison | | Performance status: On target | |

| ACTIONS - Theme: WB04. Tackle poverty, help to prevent it, helping people into work, improving lives | | | |
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| Sub-theme: D - Improving the lives of those living in poverty | | | |
| Action | 15356 | Target date | 31/03/2023 |
| Action promised | We will continue to develop early intervention support services (0-25) for disadvantaged children, young people, and families across the county in line with the Family Support Strategy, utilising opportunities for integrating services across the Children and Communities Grant and Housing Support Grant | | |
| Comment | <p>The planning and Commissioning Team are responsible for commissioning activity across the Children and Communities Grant, specifically, Families First and Flying Start. The team manages the data returns and progress report to Welsh Government and utilises the data to improve future services. The team is also leading and supporting commissioning activity in statutory Children's Services and Complex Needs.</p> <p>Children and Communities Grant (CCG) The Children and Communities Grant (CCG) and Housing Support Grant (HSG) Board meeting provides the governance and direction for both grants. A report was presented at the last meeting which demonstrated that cases are becoming more complex. Families First and Flying Start programmes have seen an increase in cases stepping down from statutory services in the past three years and families are presenting with issues such as poor mental health/well-being, relationships, children's behaviour and increasing levels of ALN or querying ALN. Further consideration and planning will be given to the identified areas, and we will explore opportunities for additional funding streams to help meet the needs.</p> <p>Families First Programme Parenting - We have started to undertake a review of our parenting support services specifically Home-Start and Action for Children. We are currently consulting with Stakeholders, families, and staff in the projects as part of the review. The intention is to go out to tender for contract award 1st April 2023.</p> <p>Domestic Abuse Stops Here! (DASH) Review and Recommendations - We are working in partnership with HSG to develop a joint tender for domestic abuse services. Our specific element of the specification is to provide support to children/young people who have witnessed domestic abuse. We are currently coproducing the future specification with families who have used the service. The aim is to award a contract for delivery 1st April 2023.</p> <p>Commissioned Projects - The 10 Families First projects are delivering the majority of their interventions face to face, however some interventions are still delivered virtually i.e. evidence-based parenting programme 'Talking Teens' making more accessible for parents to access. Staffing continues to be an issue post Covid, with staff vacancies and staff sickness. Activity levels and referrals are increasing since the pandemic but have not quite recovered to the same level.</p> <p>DURING Q2 2022-23: 5309 individuals supported from the FF programme, of which 1497 (28%) were new individuals. 2641 families supported from the FF programme, of which 663 (25%) were new families. 236 single agency JAFFs were closed with a forward movement of 220 (93%) on the distance travelled tool. 6 cases were stepped up to Social Services, and 39 cases were stepped down from Social Services to the FF programme.</p> <p>Flying Start Programme: We are continuing to support the plans for the Flying Start expansion by profiling the next seven areas of deprivation. We are working closely with MEP for future capital projects where there are plans for building new primary schools. WG has made available £70 million in capital over the next three years. To help support the expansion we have increased the capacity in the Flying Start performance team and have recruited an additional Flying Start Performance Data Assistant.</p> <p>Complex Needs: The Commissioning Officer for Complex Needs successfully coordinated the Summer Programme of activities for disabled children and young people. A Broker has been appointed to support the development of individual contracts for children/young people and process payments. We are currently reviewing existing contracts and plan on recommissioning services.</p> <p>Statutory Children's Services: The Commissioning and Development Commissioning Officer is now in post. Elliott is responsible for commissioning activity across Children's Services.</p> <p>Additional Grants: Child Development Fund - There has been a high demand for providing childcare for pre-school children where their development is delay because of covid. We have created and appointed an Early Years School Link assistant post. Health have recruited a Speech and Language Assistant to support, train and advise early years settings. CCG Early Help Covid Funding - The additional funding has been used to maintain increased staff hours which were allocated last financial year. We have developed an appointed an Antenatal Family Support worker role which will be based within the Early Years Integrated Team. Parenting - A bid had been submitted to WG in August for parenting funding for the next 2.5 years. The bid included funding for additional staff and training. We are waiting correspondence from WG.</p> | | |
| Service Head: Jan Coles | | Performance status: On target | |

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| Action | 15357 | Target date | 31/03/2023 |
| Action promised | We will work towards addressing the gaps identified in our fifth Childcare Sufficiency Assessment (2022-27) and accompanying Action Plan and continue to promote and further develop Welsh medium childcare within the County. We will support the childcare sector to recover from the Pandemic and remain sustainable. | | |
| Comment | <p>The Childcare Sufficiency Assessment 2022-27 Full Report and Summary report are now both available to view on Carmarthenshire Family Information Service website https://fis.carmarthenshire.gov.wales/childcare/childcare-sufficiency-assessment-csa/.</p> <p>An Action Plan is in place for 2022-23 and will be reviewed at the end of quarter 2.</p> <p>Applications for Sustainability Funding for childcare providers opened at the end of August 2022 with applications closing 30th September 2022. We will be in a position to report back on the number of applications received/approved and funding levels awarded in Q3.</p> <p>Childminders - 2 briefings have been delivered, with 2 attendees with 1 from a targeted area. The sessions are delivered when there is a need to allow the flexibility for prospective childminders to attend. Via teams or telephone. A further 5 candidates have enrolled on the online IHC/PCP course with Pacey Cymru. Candidates can attend a 12 hour Paediatric First Aid training course. There have been 2 new childminder registrations, 1 from a targeted area. Application Support and IHC /PCP course support is given to prospective childminders, and on an ad hoc basis to smaller groups or an individual basis and follow up support for candidates also given either by 1-1 teams meetings, telephone and e mail. There have been 11 de-registrations - 2 have retired, 4 long term suspended, 2 have found other employment with better pay, 1 has moved to the family farm business having had children, 1 due to ill health, and 1 due to sustainability/low numbers. 4 of these are from the targeted areas.</p> | | |
| Service Head: Jan Coles | | Performance status: On target | |

ACTIONS - Theme: WB06. Increase the availability of rented and affordable homes
Sub-theme: A - Affordable Homes Delivery Plan

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| Action | 15343 | Target date | 31/03/2023 |
| Action promised | We will continue to work with housing and other partners to develop our accommodation offer, to support people to live well, with models of provision of care and support which has progression and outcomes at its core | | |
| Comment | Commissioning and Housing continue to work together to develop council owned supported accommodation units relevant to the requirements as set out in the 3 year accommodation plan. The completed developments to date have provided modern living environments that enable individuals to live independently, with onsite support. Alongside the work to develop new accommodation units, work is also progressing with the commissioning review of existing supported accommodation services and the development of a new support model. | | |
| Service Head: Chris Harrison | | Performance status: On target | |

ACTIONS - Theme: WB07. Help people live healthy lives (Tackling risky behaviour and obesity)
Sub-theme: C - Mental Health

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| Action | 16122 | Target date | 31/03/2023 |
| Action promised | Implement Service delivery changes in Mental Health as part of the transforming Mental Health Agenda | | |
| Comment | We are collaborating with colleagues in health and the third sector to develop initiatives in line with the transforming mental health agenda. Examples of this are the development of a crisis response(Twilight Sanctuary) in Llanelli. Additional resource has been deployed in the Community Mental Health Teams to focus on the prevention agenda and the successful piloting of a hub arrangement to triage requests for formal Mental Health Assessments. The Health Board has implemented the mental health response as part of 111arrangements, the next stage will be to further align LA mental health services for a collaborative out of hours response. | | |
| Service Head: Avril Bracey | | Performance status: On target | |

ACTIONS - Theme: WB07. Help people live healthy lives (Tackling risky behaviour and obesity)
Sub-theme: D - Substance Misuse

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| Action | 15184 | Target date | 31/03/2023 (original target 31/03/2022) |
| Action promised | We shall draft the Mental Health/ Substance misuse pathway and seek agreement by regional partners to develop and provide training programme to reflect the new approach | | |
| Comment | Joint work ongoing with joint assessments for SSWBA assessments being completed i a timely manner. Monthly Interface meetings of Substance Misuse Services and Mental Health are held in Llanelli, Ammanford and Carmarthen. ARBD work ongoing. | | |
| Service Head: Avril Bracey | | Performance status: On target | |

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| ACTIONS - Theme: WB08. Support community cohesion, resilience, and safety Sub-theme: A - Develop and implement how we provide information, advice, and assistance. | | | |
| Action | 14694 | Target date | 31/03/2023 (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 | We are presently developing plans for the IAA Multi-Disciplinary Team to work with the Home First Multi-Disciplinary Team. This will reinforce the front door to community health and social care services and improve ability to get people referred to the right services at the right time. | | |
| Service Head: Alex Williams | | Performance status: On target | |
| Action | 15101 | Target date | 31/12/2022 (original target 31/03/2022) |
| Action promised | We will develop a formal agreement between the Local Authority and Health Board, outlining collective responsibilities whilst agreeing a new staffing structure in Integrated Services to support our approach to develop strong communities, help people help themselves and provide support when is needed. | | |
| Comment | Work is continuing to review the existing Section 33 agreement between the Health Board and the Council. Once consultation on the restructure has been concluded, and staff have been realigned, this will become the next priority to finalise. | | |
| Service Head: Alex Williams | | Performance status: On target | |
| Action | 15360 | Target date | 31/03/2023 |
| Action promised | We will continue to develop and improve how Children's Services provide information, advice and assistance (IAA) to support families and develop a smarter approach to digital communication. We will continue to develop the Family Information Service and support links to the Welsh Government Dewis website | | |
| Comment | <p>The Family Information Service have ensured families and professionals have been updated with services, information, resources, and developments. FIS continue to link in with different services to provide and share information to parents/carers to support them through a variety of different methods.</p> <p>FIS website had 9,315 users, 13,423 sessions and 27,031 pageviews, an increase on the previous quarter. Facebook, and Twitter have promoted numerous events over the summer period such as Summer of Fun, Beat the Street, Mentrau Iaith events, Maternity and New Parent Fayre. The extension of the Childcare Offer for Wales for parents on adoption leave and in further education and training has been widely publicised along with new National Digital Service on the website and social media channels. There were 821 enquiries during the second quarter.</p> <p>Following a hiatus in attending events due to the pandemic and staff capacity, FIS have resumed the outreach service and attended 3 events in this period, with ongoing preparation and planning to attend more events in October.</p> <p>All Childcare providers were offered ALN training and support to meet the requirements of the ALNET Act. Booking system was set up and all childcare settings were provided with information on each of the courses. These courses were found to be invaluable to the providers and positive feedback received from the courses.</p> | | |
| Service Head: Jan Coles | | Performance status: On target | |
| Action | 16124 | Target date | 31/03/2023 |
| Action promised | Implement the requirements of the new Liberty Protection Safeguards in line with legislation | | |
| Comment | The implementation of the New Liberty Protection Safeguards has been delayed, but a comprehensive training programme has been rolled out across the department and there are plans in place to implement this legislation when a date is confirmed. | | |
| Service Head: Avril Bracey | | Performance status: On target | |
| Action | 16125 | Target date | 31/03/2023 |
| Action promised | We will ensure we respond to adult safeguarding concerns in accordance with the SSWBA (Part 7) and evolving statutory guidance | | |
| Comment | Carmarthenshire is well represented on the Regional Safeguarding board and associated subgroups. The Head of Adult Social Care continues to chair the Adult Practice Review Group and there is a rigorous process for managing and tracking reviews and recommendations. Performance in relation to safeguarding is consistent the number of adult protection enquiries completed within 7 days is at 83.3% (average over the last year). There are no outstanding actions to respond to in terms of regulatory requirements. The Senior Manager Safeguarding is chairing a workstream in relation to the current Ukraine situation, and ensuring a robust response to safeguard adults. Carmarthenshire leads on strategic developments in relation to Violence Against Women, Domestic Abuse and sexual violence(VAWDASV). | | |
| Service Head: Avril Bracey | | Performance status: On target | |

ACTIONS - Theme: WB08. Support community cohesion, resilience, and safety**Sub-theme: B - Greater community cohesion**

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| Action | 15083 | Target date | 31/03/2023 (original target 31/03/2022) |
| Action promised | We shall continue to develop a more strategic approach to strengthen and develop the preventative network of services & build community resilience, especially in relation to the third sector, housing related support and the wider community, including carers. | | |
| Comment | The final model for the preventative framework has been agreed with 1st phase of the Procurement process commencing 1st November 2022. Work is also underway to review all our existing housing related support contracts, this work will allow us to identify where services need to be developed and or re-commissioned in line with the housing support strategy and local needs assessment. | | |
| Service Head: Chris Harrison | | Performance status: On target | |
| Action | 15342 | Target date | 31/03/2023 |
| Action promised | We will develop and implement a Prevention Strategy- strengthening our approach especially in relation to the third sector & the wider community, including carers | | |
| Comment | We have developed a new community model that is solution based, outcome focused, and which strategically aligns all community care and support provision. The core aim is to have in place a range of preventative services which are provided locally by Third Sector organisations. The new model will have local-based hubs that will enable services to be designed and delivered in accordance to local need, challenges and assets of that area. | | |
| Service Head: Chris Harrison | | Performance status: On target | |

ACTIONS - Theme: WB08. Support community cohesion, resilience, and safety**Sub-theme: C - Impact of COVID-19 on the mental health and well-being of our population & community resilience.**

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| Action | 15344 | Target date | 31/03/2023 |
| Action promised | We will continue to ensure we have effective and efficient oversight of the market- including contract management to ensure care & support providers safely manage COVID-19 and comply with their duty to provide quality, reliable and safe services while securing value for money | | |
| Comment | The contracts team is now fully staffed with designated roles and responsibilities that will ensure we have effective oversight of the market and different sectors, this allows us to undertake both proactive and re-active work to ensure stability of the market. A planned programme for Contract review meetings and contract monitoring activities are in place and when the need arises, the team will actively respond to any quality and or covid related issues. | | |
| Service Head: Chris Harrison | | Performance status: On target | |

ACTIONS - Theme: WB08. Support community cohesion, resilience, and safety**Sub-theme: D - Support Safer Communities**

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| Action | 15361 | Target date | 31/03/2023 |
| Action promised | We will work as part of the multi-agency Together for Tyisha Steering Group to develop community facilities to improve outcomes for children and families, focusing on preventative and early intervention services with a strong community focus in line with the Children First principles in the Tyisha ward. | | |
| Comment | Continuation of the Q1 projects. A Voices of Tyisha event was launched in August and have another on 24th September, this project is about listening to the memories of people living in Tyisha and their hopes for the future. 45 families were engaged with at the first Voices of Tyisha event. There will be more activity in Quarter 3 as new projects are due to start. | | |
| Service Head: Jan Coles | | Performance status: On target | |

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**

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| Action | 16132 | Target date | 31/03/2023 |
| Action promised | We will provide proactive and planned care to people in the community with chronic long-term health conditions/ increased frailty and those that require support at the end of their life | | |
| Comment | As part of the new Integrated Services structure, it is proposed that we will have a Senior Manager for Proactive and Planned Care. They will have responsibility for ensuring that our services consistently provide proactive and planned care for those with chronic long-term health conditions/increased frailty and those that require support at the end of their life. Our services already provide this care, but providing leadership in this way will allow us to have a more consistent approach across the county. | | |
| Service Head: Alex Williams | | Performance status: On target | |

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| 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 | 14953 | Target date | 30/09/2022 (original target 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 | Day Services for Older People are now reopen with Cartref Cynnes, Cwmamman and Plas Y Mor now open 3 days a week; increases in days will be considered as and when there is sufficient demand. Ty Pili-Pala is continuing to operate as a step-up/step-down assessment unit and is now part of our core service delivery. | | |
| Service Head: Alex Williams | | Performance status: On target | |
| Action | 15088 | Target date | 30/09/2022 (original target 31/03/2022) |
| Action promised | We shall review the Transport & Facilities services in-line with the alternative offer for Day Care in Carmarthenshire | | |
| Comment | The transport team have been working with service managers to look at the best way to reintroduce the transport service in the most economical way. The Day Centre's are now open, and resources required have been assessed. Reduction in number of drivers to mirror the need has been actioned, and the removal of vehicles from the fleet is in progress. | | |
| Service Head: Chris Harrison | | Performance status: On target | |
| Action | 15346 | Target date | 31/03/2023 |
| Action promised | We will establish a range of supported accommodation to promote independence, reduce the reliance on residential care and contribute to achieving the division's savings targets. | | |
| Comment | We have an Accommodation and Efficiency Programme Board which meets monthly to monitor progress in relation to this action. We now have a four-year accommodation plan which outlines what accommodation we need and where in the County we need it. We have collaborated with colleagues in housing and commissioning to progress several accommodation projects and utilised external funding such as the Integrated Care (Capital) Fund to progress bespoke housing projects: We have developed six accommodation schemes for individuals with a learning disability. We have been able to increase the independence of several individuals by working with providers to deregister residential settings to supported living. To date we have been able to do this in three settings which has improved outcomes for 16 individuals. Over the last year we have restructured the Shared Lives team, and developed a marketing strategy to increase the number of 'Shared Lives' carers, which will increase the options for individuals with a learning disability. A new development will be established this year to accommodate eight individuals in the Llanelli area. We continue to work with colleagues in housing an decommissioning to develop innovative projects that maximise independence and positive outcomes for the individuals we support. Going forward the focus this year will be on mental health. | | |
| Service Head: Avril Bracey | | Performance status: On target | |
| Action | 15348 | Target date | 31/03/2023 |
| Action promised | We will continue to reshape our approach to support patient flow and home first by developing the discharge to assess pathways and ensure that monitoring and escalation processes are maintained to ensure effective flow across the Carmarthenshire system | | |
| Comment | We have rebranded the Intermediate Care Multi-Disciplinary Team as the Home First team to support discharge to assess, rather than make long-term decisions about care for patients when they are in hospital. We are consequently providing patients with a period of assessment either at home or in a bed-based setting, prior to determining the long-term care arrangements required. This approach has led to a significant decrease in the number of patients in hospital waiting for care, which is particularly important at the moment with all of the challenges relating to securing care and support at home. The Home First team is starting to expand its role and function into the community, and we are working on joining up Delta and the duty teams in each community team to ensure we have a consistent approach to new referrals coming in. This approach will ensure that we can better manage crisis in the community and help avoid unnecessary hospital admissions. Escalation processes are embedded with twice weekly meetings taking place between hospital and community colleagues to pick up areas/individuals that need to be escalated. | | |
| Service Head: Alex Williams | | Performance status: On target | |
| Action | 15349 | Target date | 31/03/2023 |
| Action promised | We will ensure that we effectively deliver our statutory duties to assess and review care and support needs of older people and those with physical disabilities, and support people to achieve their desired outcomes | | |
| Comment | Due to the high demand of new referrals coming through and the constraints in the workforce linked to a high number of social work vacancies, we are continuing to risk assess those in need of assessment and support, to ensure that those at greatest risk are prioritised first. Those waiting are reviewed on a weekly basis to ensure that any changes are identified and the risk is appropriately managed. Since the last quarter, we have appointed dedicated Care and Support Coordinators in each team to ensure that those waiting are routinely reviewed. | | |
| Service Head: Alex Williams | | Performance status: On target | |

| ACTIONS - Theme: WB09. Support older people to age well and maintain dignity and independence in their later years | | | |
|---|---|--------------------------------------|------------|
| Sub-theme: C - Higher value health and social care | | | |
| Action | 15347 | Target date | 31/03/2023 |
| Action promised | We will remodel and grow a quality, sustainable and efficient in-house domiciliary care service. | | |
| Comment | Plans to remodel our in house domiciliary care service have paused during the pandemic and whilst we are recovering services. Currently there are significant recruitment and retention challenges across the sector so our priority has been to sustain our current staffing levels the existing service. We have piloted an multidisciplinary intermediate care team with health colleagues which is proving very successful and has already received several national awards in recognition of the successful model. The aim is to build on this integrated approach as part of our expansion of the service. A review of the long term service will now commence with view to remodelling and growing the in house service. | | |
| Service Head: Avril Bracey | | Performance status: On target | |

| ACTIONS - Theme: WB09. Support older people to age well and maintain dignity and independence in their later years | | | |
|---|---|--------------------------------------|---|
| Sub-theme: D - A motivated and sustainable health and social care workforce | | | |
| Action | 15089 | Target date | 31/12/2022 (original target 31/03/2022) |
| Action promised | We will implement phase 1 and phase 2 of the new structure for Integrated Services. | | |
| Comment | Staff consultation on the revised structure has commenced, and is due to end on 10th October 2022. Staff will then be assimilated and realigned to the new structure. | | |
| Service Head: Alex Williams | | Performance status: On target | |
| Action | 15345 | Target date | 31/03/2023 |
| Action promised | We will develop a workforce Plan to recruit, retain and develop staff to ensure a sustainable workforce for the future. | | |
| Comment | We are progressing a number of initiatives to ensure a sustainable workforce for the future. We have recently launched a Care Academi which will provide individuals with the opportunity to work in care, gain qualifications which could ultimately lead to professional social work training or a career in social care management. Seven individuals are currently accessing this programme. We also supporting three Social Work Assistants to undertake a Social Work Masters degree as part of a "growing our own" strategy. We are participating in recruitment events, advertising creatively with targeted events in areas where it is difficult to recruit and developing training, career pathways and wellbeing initiatives to support the retention of our workforce. | | |
| Service Head: Avril Bracey | | Performance status: On target | |
| Action | 16133 | Target date | 31/03/2023 |
| Action promised | We will grow the professional Social Work and Occupational Therapy workforce by ensuring that Carmarthenshire is an attractive place to work, there are opportunities for career progression and development of career pathways for non-qualified staff to become qualified | | |
| Comment | Work is progressing led by the Social Care Recruitment and Retention Group, chaired by the Director of Community Services. Work is ongoing to promote Carmarthenshire as a unique and attractive place to work. A proposal is also being put forward to sponsor more social work trainees as a way to develop a long-term solution to the recruitment challenges. The career structure in social work teams is also being looked at to create further opportunities. In terms of Occupational Therapy, consideration is being given to the potential to develop trainee roles as well as maximising our integrated arrangements to give prospective candidates the employer of choice between the Health Board and the Council. | | |
| Service Head: Alex Williams | | Performance status: On target | |

NO TARGET SET

Theme: WBO9. 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

| Measure Description | 2021/22 Comparative Data | | | 2022/23 Target and Results | | | |
|--|--|--------------|---|----------------------------|-----------|-----------|-----------------------------|
| | Best Quartile | Welsh Median | Our Actual | Quarter 1 | Quarter 2 | Quarter 3 | End of Year |
| Number of people waiting in hospital for domiciliary care ASC-001 | Not applicable | | Q2: 54 End Of Year: 59 | -- | -- | -- | Target: NO TARGET |
| Comment | Significant increase on previous quarter, due to ongoing pressures with available capacity in domiciliary care. It should be noted that the hospital social work team is now at full capacity, so our assessment capacity has increased which has had the knock on effect of increasing the number of people referred for domiciliary care in the last few weeks. Therefore, we anticipate that the figure will decrease over the coming weeks when there is more of a steady flow of assessments. | | | | | | |
| Remedial Action | We continue our efforts to increase care capacity available via both internal and external recruitment and retention initiatives. We have recently recruited the first cohort of staff for our enhanced integrated reablement service, which once up and running will help increase capacity available. | | | | | | |
| Service Head: Alex Williams | | | Performance status: N/A | | | | |