

Scrutiny measures & actions full monitoring report Health & Social Services scrutiny - Quarter 3 2023/24

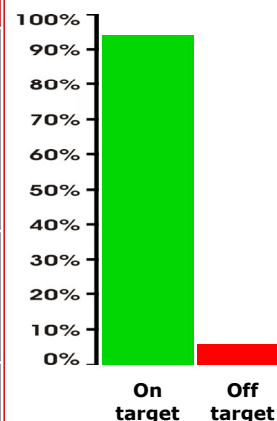
Filtered by:

Organisation - Carmarthenshire County Council
Source document - Corporate Strategy 2023/24

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.Enabling our children and young people to have the best possible start in life (Start Well)	Actions	11	11	0	0	N/A	0	100%	89%
	Measures	8	6	2	0	0	0	75%	
WBO2.Enabling our residents to live and age well (Live & Age Well)	Actions	15	15	0	0	N/A	0	100%	100%
5.Core Business Enablers	Actions	1	1	0	0	N/A	0	100%	100%
Overall Performance	Actions and Measures	35	33	2	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 10

OFF TARGET

Theme: WBO1.Enabling our children and young people to have the best possible start in life (Start Well)							
Sub-theme: WBO1a - Thematic Priority: Healthy Lives – prevention / early intervention							
Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The number of children who were added to the child protection register during the collection year: a. all children b. children previously registered under any category, at any time during the previous 12 months (CV21) CH/024a & b	Not applicable		Q3: 7.1 End Of Year: 5.9	Target: 7.2 Result: 10.9	Target: 7.2 Result: 5.4	Target: 7.2 Result: 7.9 Calculation: (10÷127) × 100	Target: 7.2
Comment	<p>The department has seen an increase in the number of registrations during the year (127) compared to Q3 22/23 (112), an increase of 13.4%</p> <p>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.</p> <p>Numbers in the cohort are very small which can impact on the end result. Sibling registrations can also influence findings and the addition of a family of five children during Q3 has resulted in the result falling outside of timescales.</p> <p>Reasons for re-registrations:- Family 1 x4 - parental alcohol consumption/aggressive behaviour Family 2 x1 - parental complex mental health/alcohol consumption Family 3 x5 - concerns around physical and emotional harm</p>						
Remedial Action	<p>To continue to utilise 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.</p> <p>To closely monitor figures at the Audit and Evaluation Group.</p>						
Service Head: Jan Coles				Performance status: Off target			☹️
Measure Description	2022/23 Comparative Data			2023/24 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		Q3: 6.5 End Of Year: 7.4	Target: 6.8 Result: 3.1	Target: 6.8 Result: 5.3	Target: 6.8 Result: 7.3 Calculation: (18÷247) × 100	Target: 6.8
Comment	<p>18 children looked after on 31st December required placement moves during 01/04/23 - 31/12/23</p> <p>Reasons:- 1 16yr old returned home which broke down. Placed in foster care but eventually moved into supported lodgings 2 12yr old twins accommodated in an emergency then a short term placement. Due to challenging behaviour and lack of experienced foster carers with vacancies they experienced a number of moves 1 16yr old with mental health concerns accommodated. A house was set up as the service were unable to attain specialist residential /foster placements. Now placed in an independent children's home to meet needs 2 siblings required temporary change of placement but returned to original foster placement after a six week holiday by carers 2 3yr old twins were placed in an emergency then short term placement. Due to the demands on the service and unavailability of foster placements, an independent fostering agency was sought</p>						
Remedial Action	<p>1 11yr old accommodated due to several serious offences and aggressive behaviour. Settling in a children's home 1 13yr old accommodated due to risky behaviours. Several temporary placements from where child absconded and stole from carers. Now in residential care 1 12yr old rehabilitated home then LAC again due to risky behaviours. Now in residential care 1 12yr old in placement terminated by connected person then placed with in-house foster carers 1 8yr old to remain in care as part of court process 1 15yr old asylum seeker refused placement but happy with new agency foster carer 1 17yr old asylum seeker chose to live in different areas 1 16yr required to leave children's home due to assaults on staff resulting in subsequent placements with Ty Magu staff 1 17yr old in supported lodgings breakdown then living independently followed by return to parent. Settled in new lodgings 1 11yr old in long term foster placement breakdown followed by a number of in-house placements</p>						
Service Head: Jan Coles				Performance status: Off target			☹️

ON TARGET ETC.

ACTIONS - Theme: 5.Core Business Enablers			
Sub-theme: 5j - Policy & Performance			
Action	16497	Target date	31/03/2024
Action promised	We will work towards the World Health Organisation Age-friendly Communities Framework, by completing the application process and mapping of local evidence		
Comment	All local Authorities in Wales have received funding from the Welsh Government to work towards membership of the World Health Organisation Age-friendly communities framework. Our Ageing Well Policy Officer is currently researching the eight domains of Age-friendly communities and the work done by CCC so that we can submit as evidence. We are also working on an action plan to progress the work further.		
Service Head: Jason Jones		Performance status: On target	

Theme: WBO1.Enabling our children and young people to have the best possible start in life (Start Well)							
Sub-theme: WBO1a - Thematic Priority: Healthy Lives – prevention /early intervention							
Measure Description	2022/23 Comparative Data			2023/24 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		Q3: 86.3 End Of Year: 83.0	Target: 83.6 Result: 92.7	Target: 83.6 Result: 89.7	Target: 83.6 Result: 88.9 Calculation: (2680 ÷ 3014) x 100	Target: 83.6
Comment	<p>A very good result this quarter and exceeds the target of 83.6%</p> <p>The department has re-looked at the recording and reporting formats of completed assessments during the year to include relevant data as per WG guidance plus interpretation of guidance in line with local practice. Metrics remain a work in progress across Wales and are therefore prone to change. Ongoing meetings continue between Welsh Government and local authorities to decide and finalise collection and reporting methods.</p> <p>Continued.....</p>						
Remedial Action	<p>Children’s Services has developed a quality framework to monitor the quality of assessments to ensure they are outcome focussed, co-produced and evidence the voice of the child. Service Managers audit assessments on a monthly basis to ensure that plans formulated are developed in partnership with families to set outcomes which are achievable for families. Service Managers ensure that assessments include direct work with children and record their wishes and feelings in respect of their lived experiences and the support they are receiving. The assessments are audited to ensure they reflect the five principles of the Social Services and Wellbeing Act: -that families have a voice and control over intervention, a focus on wellbeing, social workers work with families to co-produce assessments and plans, work undertaken with families has a multi-agency approach and families are provided with early intervention and preventative support. Managers feedback any required improvements and training.</p>						
Service Head: Jan Coles				Performance status: On target			

Measure Description	2022/23 Comparative Data			2023/24 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 (CV21) CH/035/036	Not applicable		Q3: 263.0 End Of Year: 250.9	Target: 250.7 Result: 239.8	Target: 250.7 Result: 239.5	Target: 250.7 Result: 236.0 Calculation: 29030 ÷ 123	Target: 250.7
Comment	<p>A good result this quarter and within the target of 250.7 days. Also, an improvement in performance compared to the same time last year (263 days).</p> <p>De-registrations and registrations are subject to multi-disciplinary case conferences. The aim of the department is to utilise 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.</p> <p>Figures are closely monitored at the Audit and Evaluation Group.</p>						
Service Head: Jan Coles				Performance status: On target			
			2022/23	2023/24 Target and Results			

Measure Description	Comparative Data						
	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 one or more changes of school during the year (excluding transitional arrangements, moves associated with adoption or moves home) CH/044	Not applicable		Q3: 0.8 End Of Year: 2.3	Target: 4.0 Result: 0.9	Target: 4.0 Result: 1.6	Target: 4.0 Result: 2.1 Calculation: (3÷140) × 100	Target: 4.0
Comment	<p>Education stability of Children Looked After remains excellent. Figures have historically been very low in this metric.</p> <p>Reasons for changes:- 1 young person requested a change of school to be closer to the foster home 1 young person requested a change of school to be in the catchment area and already knowing pupils who attend 1 child changed school to be closer to the foster home</p> <p>Hard work is undertaken with social workers, schools, foster carers and other professionals to maintain children within their original school and community. This provides children with consistency in terms of the education to best meet their needs.</p> <p>The rurality of Carmarthenshire means that children may be travelling some distances to school, when appropriate, which has an impact on higher transport costs as foster placements may be located across Carmarthenshire.</p>						
Service Head: Jan Coles			Performance status: On target				

ACTIONS - Theme: WBO1.Enabling our children and young people to have the best possible start in life (Start Well)
Sub-theme: WBO1a - Thematic Priority: Healthy Lives – prevention /early intervention

Action	16247	Target date	31/03/2024
Action promised	Develop the Mid and West Wales (MWW) Regional Adoption Service in line with national, regional, and local priorities including the 'good practice' guides. (Cabinet Vision 22)		
Comment	<p>The Mid and West Wales (MWW) Regional Adoption Service continues to develop to ensure it achieves the best outcomes for children placed for adoption whilst also ensuring adopters receive the right support when in need. MWW has worked in partnership with the National Adoption Central Team to develop National Adoption Policies to ensure there is a consistently high-quality adoption service provided throughout Wales. The MWW service provides trauma/nurture timelines and understanding the child days for all children that are placed for adoption. MWW is also offering training to the four local authorities in MWW to ensure childcare social workers embed the good practice guides into their practice to ensure children who are going to be placed for adoption are comprehensively prepared. The MWW regional adoption service is currently supporting each Local Authority in the region to enhance their support to birth parents and to ensure direct contact is considered for all children with their birth family when placed for adoption. In addition, that birth siblings and parents are provided quality contact when children are adopted.</p> <p>The service is moving on with developing Welsh Early Permanence in the region with a few adopters being assessed to be dually approved as prospective adopters and foster carers and the service is working closely with the fostering service and with childcare teams to identify possible cases which would be suitable for the scheme.</p>		
Service Head: Jan Coles		Performance status: On target	
Action	16248	Target date	31/03/2024
Action promised	Recruit adopters to meet the needs of children with complex needs and sibling groups so that children who need adoptive placements do not have to wait (Cabinet Vision 22)		
Comment	<p>The Mid and West (MWW) Regional Adoption Service continues to find many adoptive placements within the region for children from the region. There is a general decline in enquiries in Wales from people who would like to adopt, however, MWW uses social media, such as Facebook, Twitter, and its own webpage to recruit adopters from the region. The Service has targeted its marketing towards potential adopters who would be interested in adopting sibling groups and children with complex needs. The MWW service has also prepared stalls at several events such as the National Eisteddfod to reach out to provide information to adults in the region who may want to consider adoption. We are working closely with the National Adoption Marketing Team to ensure any marketing is underpinned by the needs of the Mid and West Region.</p> <p>Unfortunately, the marketing and recruitment officer has left the post, so the service is in the process of recruiting a replacement. These are challenging times in recruiting adopters as there has been a reduction in enquiries and assessments are not happening as quickly as we would like due to complications and delays around checks being carried out in Stage 1. We have a number of sibling groups we are currently family finding for and it will be difficult to meet this demand from within the region.</p>		
Service Head: Jan Coles		Performance status: On target	
Action	16249	Target date	31/03/2024
Action promised	Develop a sufficient supply of in-house residential placements to support the ambition to rebalance the market and take profit out of children`s care (Cabinet Vision 18)		
Comment	A strategic programme to ensure the sufficient supply of placements for children in care in Carmarthenshire has been developed. This includes a children`s home providing short-term assessment placements for up to 3 children and two children`s home providing up to 8 long-term placements.		
Service Head: Jan Coles		Performance status: On target	

Action	16252	Target date	31/03/2024
Action promised	Work collaboratively across the region and with Foster Wales to increase and improve our recruitment and retention of foster carers and increase the sufficiency and range of in-house foster care. (Cabinet Vision 22)		
Comment	We continue to work collaboratively across the region with foster Wales. Most recently on a national foster carer recruitment campaign which has received significant media attention.		
Service Head:	Jan Coles	Performance status:	On target
Action	16253	Target date	31/03/2024
Action promised	Deliver a range of high-quality intervention services so that children, young people and their families have access to support at the right time, keeping families together where it is safe to do so, and prevent the need to become looked after (Cabinet Vision 21)		
Comment	The re-alignment of the children and family services` senior management team`s responsibilities brings our intervention services together with our accommodation services under one senior manager. This will form the basis of the next stage in the development of this work.		
Service Head:	Jan Coles	Performance status:	On target
Action	16254	Target date	31/03/2024
Action promised	Ensure we have a stable workforce within Children`s Services who are qualified, equipped and supported to undertake their role. (Cabinet Vision 17)		
Comment	All but one of the new senior managers have taken up post with the last external appointee to join in February. Work is now underway to align teams and responsibilities to the new managers. The All Wales Pledge to work together around agency social workers is proving successful in reducing agency fees and supporting permanent recruitment.		
Service Head:	Jan Coles	Performance status:	On target
Action	16380	Target date	31/03/2024
Action promised	We will Develop a Transition Guide with and for young people with disabilities and their families to support them to navigate through the transition process to adulthood		
Comment	The transition guide is completed but awaiting translation before we officially launch. The plan is to launch in March 2024.		
Service Head:	Jan Coles	Performance status:	On target

Theme: WBO1.Enabling our children and young people to have the best possible start in life (Start Well)
Sub-theme: WBO1b - Service Priority: Early years

Measure Description	2022/23 Comparative Data			2023/24 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		Q3: 71.2 End Of Year: 72.5	Target: 75.0 Result: Not available	Target: 75.0 Result: 73.3	Target: 75.0 Result: 76.8 Calculation: (46234 ÷ 60176) x 100	Target: 75.0
Comment	Thrilled to have reached this target!						
Remedial Action	We will continue to work with families to maintain these rates and hopefully improve further.						
Service Head:	Jan Coles	Performance status:	On target				

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year
The % of families with additional social welfare needs linked to poverty, living in a Flying Start area receiving time specified interventions from the wider Flying Start Team 9.1.8.6	Not applicable		Q3: 95 End Of Year: 96	Target: 95 Result: Not available	Target: 95 Result: 98	Target: 95 Result: 96 Calculation: (130 ÷ 135) x 100	Target: 95
Comment	Thrilled to have reached this target!						
Remedial Action	Will continue to provide time specified interventions to the families living in Flying Start areas.						
Service Head:	Jan Coles	Performance status:	On target				

Measure Description	2022/23 Comparative Data			2023/24 Target and Results			
	Best Quartile	Welsh Median	Our Actual	Quarter 1	Quarter 2	Quarter 3	End of Year

	Best Quartile	Welsh Median	Our Actual	Quarter 1	2	Quarter 3	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		Q3: 1.53 End Of Year: 1.36	Target: 2.00 Result: Not available	Target: 2.00 Result: 2.07	Target: 2.00 Result: 1.50 Calculation: (900÷60176) × 100	Target: 2.00
Comment	Thrilled to have reached 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						

ACTIONS - Theme: WBO1.Enabling our children and young people to have the best possible start in life (Start Well)
Sub-theme: WBO1b - Service Priority: Early years

Action	16250	Target date	31/03/2024
Action promised	Work towards addressing the gaps in the Childcare Sufficiency Assessment 2022-27, promote and further develop Welsh Medium childcare and support the sector to recover from the Pandemic. (Cabinet Vision 2)		
Comment	<p>Our 5th Statutory Childcare Sufficiency Assessment (CSA) was submitted to Welsh Government on 23/6/22. Arad Research were commissioned by Welsh Government to undertake an independent, impartial review of all 22 Local Authority Assessments. In mid November 2023 we received high level feedback on our submission which reported that a comprehensive Assessment has been conducted with an Action Plan to reflect intended outcomes.</p> <p>Our CSA Action Plan for 2023-24 mid-year review has been completed in Qtr3. An Additional Sustainability Funding round will be run and reported in Qtr 4.</p> <p>We continue to encourage new potential childminders to attend briefing sessions. 2 enquiries were received, and 2 briefing sessions were delivered in Qtr 3. All potential childminders are directed to Pacey to commence IHC/PCP Qualification course. No new candidates have enrolled in Qtr 3. 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, e mail and Face to face. There have been no new CIW childminder registrations in Qtr3. There have been six de-registrations; 1 retired, 1 found new employment and 4 were long term suspended childminders. 3 were from targeted areas. No childminder has increased/decreased their registered places. There are currently a total of 82 registered childminders with a total of 666 childcare places.</p> <p>WG Childminding Review Working groups established with Carmarthenshire Childcare and Play Team participating in working group 3 reviewing Childminder Demand, Viability and Sustainability. Meeting attended 5.10.23 and captured current support practices and areas of consideration. Working Group feedback to the Childminding Recommendations Review Group. A second working group meeting has been arranged in Qtr4.</p> <p>We continue to promote Welsh language development opportunities for the childcare workforce sector through promoting CAMAU as well as umbrella organisations language support initiatives for parents such as Clwb Cwtch. Information is shared with providers through our website and through regular email communications. Welsh Language page on FIS website continues to be updated. WESP strategy group meetings are attended. The new Early Years Welsh Language Officer has now visited all Flying Start settings and has developed an Action Plan for each setting. Resources have been shared and settings are supported with a new monthly Welsh Newsletter. The Newsletter is being shared with the wider generic Childcare Sector as well as the Flying Start and Education approved settings.</p>		
Service Head: Jan Coles	Performance status: On target		
Action	16376	Target date	31/03/2024
Action promised	Implement the phased expansion of Flying Start in line with Welsh Government guidance.		
Comment	<p>The Flying Start childcare phased expansion has continued to progress. Concentration has been on new areas ensuring the childcare providers are commissioned to register eligible children for childcare. Eligible families are informed via targeted postcard mailing shots and then they are invited to complete a self-registration form. Llandovery 1 & 2 were the new areas added during quarter 3. Thirteen new areas were identified for the expansion of which 8 are now fully enrolled. A newly appointed Welsh Language officer has started to work with all childcare providers across Flying Start promoting Welsh Language, culture, and environments. Work has been ongoing with visits to potential childcare providers to promote Flying Start Carmarthenshire. Expansion commissioning and capital subgroup meetings have continued to review progress and plan the next steps.</p>		
Service Head: Jan Coles	Performance status: On target		
Action	16378	Target date	31/03/2024
Action promised	Review the Family Support Strategy to ensure that early intervention support services are meeting the needs of children, young people and families across the county, utilising opportunities for integrating services across the Children & Communities Grant (CCG) and Housing Support Grant (HSG)		
Comment	<p>The Family Support Strategy is in its early stages of development and will be re-named the Early Help Strategy moving forward. It is important that the changes at a strategic level, including a senior manager restructure is reflected in the strategy by clearly illustrating the department's vision and priorities for supporting families in the future.</p>		
Service Head: Jan Coles	Performance status: On target		
Action	16379	Target date	31/03/2024
	Implement key priorities in the Maternity and Early Years Operational plan and Regional Maternity and Early Years		

Action promised	Strategy in partnership with Hywel Dda University Health Board and Voluntary Sector and move towards an integrated delivery model
Comment	<p>The Regional Maternity and Early Years Strategy will be launched on 1/3/24. The Regional Maternity and Early Years steering group met on 26th October 2023. Regional subgroups have met to move forward on significant pieces of work related to workforce, information sharing and alignment with the Flying Start expansion. Future funding for the transformation programme is unknown at present and a cause for concern in relation to sustainability. Position papers have been prepared for the Regional Partnership Board and the Carmarthenshire Public Services Board to highlight the importance of maternity and early years integration and the need for funding. The importance of early intervention and prevention has been discussed within the Wellbeing Scrutiny task and finish group and the Children and Education scrutiny committee. The Carmarthenshire Maternity and Early Years Operational Group continues to meet on a regular basis and working towards the key priorities and actions within the Maternity and Early Years Operational Plan. Emerging needs of families are discussed at each meeting and most recently members of the group report increasing concerns in the following areas:</p> <ul style="list-style-type: none"> • Neurodiversity • Perinatal mental health • Infant feeding and weaning • Childhood obesity. <p>Embedding Co production/co design within services continues to be a key priority. Workshop 2 of the Ehangu Project has taken place with Crosshands/ Gorslas being the chosen areas of focus. Key stakeholders have met to discuss knowledge of the areas with particular emphasis on strengths and challenges. Parents and children will be involved in future workshops to help shape the research.</p> <p>Cwm Gwendraeth Pilot: The Midwives and Health Visitors are continuing to refer families in need of 1:1 support with the family support workers. There are currently 36 families receiving 1:1 support. The Family Support Workers continue to deliver a rolling programme of baby massage, Can a Chlonc, Amser Stori and Walk and Talk. They have also introduced Movers and Creators which is a physical literacy programme for young children. All groups continue to be well attended. We are continuing our partnership with local schools to deliver Plantos Iachus, our healthy lifestyle after school group with themes of nutrition and cooking, growing and activity. There are around 20 children at each session. We have worked with Save the Children to deliver their Winter of Play and we have started work on the Ehangu project with them. Winter of play included 72 families. The Community Connector continues to seek out partners to increase and improve support for young families in the Cwm Gwendraeth area. The Health Visitors, Community Connector, and Coordinator have worked in partnership with Hywel Dda UHB and Active Sir Gar to tackle obesity in young children. They have devised a training programme for Health Visitors about the recommended amount of daily activity a child under 5 should have and how they can achieve it. We are hoping that we can elicit a change in the All Wales Child Health records to reflect this recommendation.</p>
Service Head: Jan Coles	Performance status: On target

ACTIONS - Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)
Sub-theme: WBO2c - Service Priority: Social Care

Action	12540	Target date	31/03/2024 (original target 31/03/2018)
Action promised	We will ensure that we have a through age approach to community support ensuring equal access to education, training , employment and community inclusion. This will include new models of service delivery to respond to Covid -19 and the opportunities this presents to escalate our Learning Disability Transformation plan.		
Comment	The business development Officer is now in post and the Skills hub has opened and delivering workshops in woodwork and pottery. Funding has been agreed via the regional innovation fund for two additional supported employment posts which will create additional capacity to support people into employment. We are also exploring the potential of a social enterprise and working with colleagues in Pembrokeshire to progress employment opportunities and utilising grant funding to support this work. We are also working with Adult Learning Wales in the skills hub. They have been providing volunteering and employment opportunities since September. We are exploring whether we can also deliver ASDAN qualifications ourselves at the Skills Hub. We are continuing to collaborate with colleagues in leisure and environment to provide community activities as part of our transformation programme.		
Service Head: Avril Bracey	Performance status: On target		
Action	15101	Target date	31/03/2024 (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.CV12		
Comment	Work is progressing in relation to finalisation of the Section 33 agreement between the Health Board and the Council, but there is further work needed which will include development of service schedules that will underpin the overarching agreement. It is anticipated that there will be a final draft in place by the end of this calendar year. This work is being focused on during the latter end of Q4 23/24 with the initial focus on developing a service schedule for the urgent care pathway (HomeFirst)		
Service Head: Joanna Jones	Performance status: On target		
Action	16359	Target date	31/03/2024
Action promised	We will develop and implement a Prevention Strategy for Carmarthenshire which will include implementation of the Cabinet Vision to further expand the Delta Connect service to provide proactive technology enabled care to vulnerable people within their own homes together with a package of emergency support, monitoring, and wellbeing calls. (CV15)		
Comment	An update on Prevention was provided to the H&SC Scrutiny Committee at its meeting on the 25th January. Work is underway to develop an extensive engagement programme for development of a Prevention Strategy for Carmarthenshire. Delta Connect continues to develop and is actively promoted to residents within the County.		
Service Head: Joanna Jones	Performance status: On target		
Action	16360	Target date	31/03/2024

Action promised	In line with the Cabinet Vision and our Home First approach we will increase the level of supported accommodation to specifically facilitate safe discharge from hospital. (CV14)		
Comment	In order to facilitate safe discharge from hospital as well as prevent admission to hospital, the Local Authority is working in partnership with the Health Board to develop step up/step down bedded provision. Excellent outcomes continue to be seen from TPP discharges (87% not requiring ongoing long term care at point of discharge) and continued work is underway to improve the offer at the Community Hospital sites and to develop more of a rehabilitation model than a medical model, this will include the development of a post orthopaedic pathway from Glangwilli Hospital to ensure individuals who have undergone surgery receive the correct level of rehabilitation in the correct setting. There is also a Strategy in place for younger adults to actively develop supported accommodation with a view to reducing the need for high cost residential placements.		
Service Head: Joanna Jones	Performance status: On target		
Action	16367	Target date	31/03/2024
Action promised	We will work with the Health Board to provide readily accessible and appropriate levels of support to all with Mental Health issues with an expansion of access and support to Children and Vulnerable Adults. (CV16)		
Comment	A Single Point of Access was launched by HDUHB in 2022 as part of the 111 service. The LA and Third sector are collaborating with the HB to extend access to wider services as part of this arrangement in 2023. Providing early support children and young people with emotional and mental health issues is also a priority for the Children and Young Person's partnership which is part of the Regional Partnership Board arrangements. We have established a wellbeing pathway in the mental health teams with a dedicated resource focussing on early intervention and prevention. This project is currently being evaluated, however it is already producing positive outcomes for individuals, and improving access to services. We are collaborating with colleagues in the Health Board and third sector to develop access and support pathways for individuals with Alcohol Related Brain damage and individuals who have mental health and substance misuse issues. Suicide and Self harm prevention is now a priority for the Safeguarding Board and Carmarthenshire Safeguarding Operational Group as we have seen incidents of suicide rise across the region. A regional group chaired by the Head of Adult Social Care continues to pilot an immediate multi agency response to suicide, this is being progressed on a local authority footprint to ensure we do all we can to respond to those in crisis. We have also appointed a temporary suicide prevention coordinator post to look at what currently exists in terms of access and support and where the gaps are. This will inform our prevention strategy in Carmarthenshire.		
Service Head: Avril Bracey	Performance status: On target		
Action	16406	Target date	31/03/2024
Action promised	We will further support a Care Academy giving a career pathway for care work, including professional development and training for young people leaving school. Work to double the number of staff supported to gain a Social Work degree. (CV17)		
Comment	We currently have 12 individuals who are undertaking the Care Academy programme. We are soon to recruit the next cohort and have targeted schools and post 16 for this intake. We are supporting approximately 30 staff to undertake Social Work training as part of our "growing our own "strategy ". We are offering secondments, traineeships and supporting four individuals to access the full time Masters route (three from the Adult Social Care division). Our plan is to support increased numbers to access this route to address recruitment issues in this area.		
Service Head: Avril Bracey	Performance status: On target		
Action	16407	Target date	31/03/2024
Action promised	We will develop a workforce Plan to recruit, retain and develop social care staff to ensure a sustainable workforce for the future.		
Comment	Representatives from across Adult Social Care have recently undertaken training on workforce planning. We now have a profile of the workforce which will enable us to have a plan for a sustainable workforce going forward. "Growing our own" is a key element of our workforce strategy with current schemes that support social care staff to undertake Social Work qualifying programmes and the establishment of a Care Academy. Work has commenced on a workforce plan for Adult Social care to ensure we have a sustainable workforce for the future.		
Service Head: Avril Bracey	Performance status: On target		
Action	16410	Target date	31/03/2024
Action promised	We will develop a prevention strategy for adult social care to ensure people get the right support at the right time.		
Comment	Adult Social Care is represented on the Carmarthenshire Preventions Board and the Regional prevention Board which are collaborating with partners to develop a prevention strategy and action plan. Within Adult Social care we have established prevention pathways for mental health, this model will be rolled out across all social work teams in the division. We are also prioritising support to carers and respite to offer earlier interventions and prevent family breakdown.		
Service Head: Avril Bracey	Performance status: On target		
Action	16412	Target date	31/03/2024
Action promised	We will implement service delivery changes in mental health as part of the Transforming mental health agenda		
Comment	We are collaborating with HDUHB and third sector partners to develop services and support in line with the Transforming Mental Health agenda, there are two elements to this early help and crisis support. We have established wellbeing pathways in the Community Mental health teams which is proving a successful model for early intervention and collaborated to establish a sanctuary facility which has recently relocated from Llanelli to Carmarthen. Progress on this objective is being led by the Health Board and whilst developments have paused in recent years, it will be a priority for 2024. Consultation on the Community mental Health Centres has re commenced which is a core element of the transformation.		
Service Head: Avril Bracey	Performance status: On target		

Action	16413	Target date	31/03/2024
Action promised	We will continue to improve the support available to carers across the county.(CV22)		
Comment	<p>Implementation of new Carers Services ie Information, advice and assistance is now included within Community Preventative Services model. The model also includes a bespoke carers service, in recognition to the specialism required to provide carer specific information, opportunities and support to carers. The development of carers breaks project is underway funded by Regional Integrated Fund(RIF) and Welsh Government Amser Funding. These projects have sought to enhance the health and wellbeing of carers, providing a chance to try new activities, make new connections or reconnect to connections lost, or to learn new skills whilst having a break from the caring role. We have also commenced the commissioning review of replacement care.</p> <p>The work as detailed above is continuing and good progress is being made</p>		
Service Head: Chris Harrison	Performance status: On target		
Action	16425	Target date	30/09/2024 (original target 31/03/2024)
Action promised	We will develop a costed programme to invest and expand our in-house provision of residential care		
Comment	<p>HLM architects have been commissioned to develop a fully costed investment programme for three council owned care homes including Awel Tywi in Llandeilo and Y Bwthyn and Caemaen in Llanelli. The initial designs were received in November. The review of these designs by the In-house team required the designs to be amended to include additional care home remodelling work. The revised designs inclusive of costs are expected and will inform our future investment programme inclusive of the number of additional beds we can reasonably achieve in our in house care home provision.</p>		
Service Head: Jonathan Morgan	Performance status: On target		
Action	16426	Target date	31/03/2024
Action promised	We will continue to deliver new specialist housing options for people with complex needs e.g. mental health/learning disabilities.		
Comment	<p>The programme to increase our supply of specialist accommodation includes acquisition and conversion of existing buildings and new developments. The programme for 2023/24 includes the conversion of two buildings in Llanelli into ten units of specialist accommodation. The design work and tendering for Tawelan is complete and works are due to start on site in March 2024. The design works for the Bay are complete and the works will be tendered at the end of January 2024 with works expected to start on site in the summer. In addition to our own properties, work is ongoing with Wales and West Housing Association to create eight units of specialist accommodation in the former Lidl site in Carmarthen which received planning consent in December 2023, works on this development will take place in approximately 6 months' time.</p>		
Service Head: Jonathan Morgan	Performance status: On target		
Action	16436	Target date	31/03/2024
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	<p>Continued robust triage of referrals at the front door of community services continue to yield significant gains. The waiting list for assessment in the Community is stable at around 200, with on average, 50% are being responded to and closed down at the front door itself. This is in addition to the 40% that receive a preventative outcome by IAA. The Social Work realignment has been completed and new teams are embedding. Complexity continues to be an issue for the service as a whole and in the last quarter, there has been an increase of 4 court cases taking the total being managed by the team to 12 which does take up significant levels of social work time in order to manage.</p>		
Service Head: Joanna Jones	Performance status: On target		
Action	17194	Target date	31/03/2024
Action promised	We will invest in local efficient council run services to rebalance the market across all elements of adult and children social care (CV13)		
Comment	<p>All the Market Stability priority projects as listed previously are progressing within timescale for completion which is 31st March'24 except A4. This will be progressed in the next financial year. The council has purchased a previously closed care home and a project plan is in place to consider refurbishment/ redesign requirements with a view to open as a council operated facility at a future date.</p>		
Service Head: Chris Harrison	Performance status: On target		
Action	17195	Target date	31/03/2024
Action promised	We will work with Welsh Government to create and define a National Care Service that delivers national standards of care with local delivery of services to meet our community's needs. (CV19)		
Comment	<p>We have received the Welsh Governments summary consultation response in November 2023. We are advised by WG that they are considering the consultation feedback which will inform policy and legislative proposals as part of the Rebalancing Care & Support Programme.</p>		
Service Head: Chris Harrison	Performance status: On target		

NO TARGET SET

Theme: WBO2.Enabling our residents to live and age well (Live & Age Well)							
Sub-theme: WBO2c - Service Priority: Social Care							
Measure Description	2022/23 Comparative Data			2023/24 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 (CV14) ASC-001	Not applicable		Q3: 36 End Of Year: 35	Target: NO TARGET Result: 36	Target: NO TARGET Result: 14	Target: NO TARGET Result: 28	Target: NO TARGET
Comment	This is an increase from Q2 due to winter pressures. There has been a steady flow in discharging patients from hospital in to domiciliary care.						
Remedial Action	We will continue to monitor hospital waiting time for people receiving care.						
Service Head: Joanna Jones			Performance status: N/A				