

# HEALTH AND SOCIAL SERVICES SCRUTINY COMMITTEE

## 21<sup>ST</sup> MARCH 2024

**SUBJECT:**  
**2023/24 QUARTER 3- PERFORMANCE REPORT  
RELEVANT TO THIS SCRUTINY  
CABINET VISION ACTION AND MEASURES**

**Purpose:**

To examine the report for monitoring purpose of the Cabinet members portfolio.

**THE SCRUTINY COMMITTEE IS ASKED TO:**

Review and assess the information contained in Report and provide any recommendations, comments, or advice.

**Reasons:**

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

**CABINET MEMBER PORTFOLIO HOLDER:**

Cllr Jane Tremlett, Cabinet Member for Health and Social Services

Directorates:	Designations:	Tel Nos./ E-Mail Addresses:
<b>Names of Heads of Service:</b>		
Jan Coles	Head of Children and Family Services	<a href="mailto:JColes@carmarthenshire.gov.uk">JColes@carmarthenshire.gov.uk</a>
Chris Harrison	Head of Strategic Joint Commissioning (Pembrokeshire and Carmarthenshire)	<a href="mailto:Chris.harrison@pembrokeshire.gov.uk">Chris.harrison@pembrokeshire.gov.uk</a>
Joanna Jones	Head of Integrated Services (joint appointment with Hywel Dda University Health Board)	01267 228915 <a href="mailto:JJones@carmarthenshire.gov.uk">JJones@carmarthenshire.gov.uk</a>
Avril Bracey	Head of Adult Social Care	01267 228849 <a href="mailto:ABracey@carmarthenshire.gov.uk">ABracey@carmarthenshire.gov.uk</a>
<b>Report Author:</b>		
Silvana Sauro	Performance, Analysis & Systems Manager	<a href="mailto:SSauro@carmarthenshire.gov.uk">SSauro@carmarthenshire.gov.uk</a>

# EXECUTIVE SUMMARY

## HEALTH AND SOCIAL SERVICES SCRUTINY COMMITTEE

21<sup>ST</sup> MARCH 2024

### 2023/24 QUARTER 3 - PERFORMANCE REPORT RELEVANT TO THIS SCRUTINY CABINET VISION ACTION AND MEASURES

#### BRIEF SUMMARY OF PURPOSE OF REPORT

This report shows progress as at the end of Quarter 3 – 2023/24 of our deliverables for the Cabinet Vision.

- 1. 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)**

Work is progressing in relation to finalisation of the Section 33 agreement between the Health Board and the Council (including any subsidiary companies), 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 to early part of Q1 24/25 with the initial focus on developing a service schedule for the urgent care pathway (HomeFirst).

- 2. 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)**

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.

- 3. 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)**

An update on Prevention was provided to the H&SC Scrutiny Committee at its meeting in March 2024. 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.

- 4. 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)**

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.

- 5. 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)**

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.

**6. Ensure we have a stable workforce within Children`s Services who are qualified, equipped and supported to undertake their role. (CV17)**

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.

**7. 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 (CV18)**

We have begun implementing our strategic programme for developing a sufficient supply of Children`s Homes. Our re-development of a short-term assessment facility in Carmarthen is approaching completion and will open early in 2024. This will help prevent our current need for emergency provision and will be delivered as part of a regional model of safer accommodation. We have also recently completed the acquisition of a new home which will be refurbished and provide a long-term home for up to four children. We will have completed our recruitment by the end of the month. These developments will provide significant capacity to meet the needs of our most vulnerable children, in house. The next phase of our development is to identify an additional property to provide further capacity.

**8. 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)**

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.

**9. 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. (CV21)**

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.

**10. Develop the Mid and West Wales (MWW) Regional Adoption Service in line with national, regional, and local priorities including the `good practice` guides. (CV22)**

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.

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.

**11. 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 (CV22)**

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.

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.

**12. 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.(CV22)**

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.

**13. We will continue to improve the support available to carers across the county.(CV22)**

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.

The work as detailed above is continuing and good progress is being made.

**14. We will invest in local efficient council run services to rebalance the market across all elements of adult and children social care (CV13)**

All the Market Stability priority projects as listed previously are progressing within timescale for completion 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.

**Measures:**

**1. CH/024 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 (CV21)**

Result: 7.9

Comment: 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%

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.

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.

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

Family 2 x1 - parental complex mental health/alcohol consumption

**2. CH/035/036 The total number of days on the Child Protection Register for children who were removed from the register during the year (CV21)**

Result: 236.0

Comment: 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).

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.

Figures are closely monitored at the Audit and Evaluation Group.

**3. 3.4.2.6 The percentage of people referred to the National Exercise Referral scheme that attend the initial consultation of the programme (CV23)**

Result: 38.1

Comment: Challenges with throughput have limited the number of people we can get through the program in Q1 and Q2.

**4. PAM/015 The average number of calendar days taken to deliver a Disabled Facilities Grant (CV23)**

Result: 280

Comment: Demand for adaptations is high, we currently have a backlog of enquiries which is having an adverse effect on the average days to complete adaptations.

**5. ASC-001 Number of people waiting in hospital for domiciliary care (CV14)**

Result: 28

Comment: This is an increase from Q2 due to winter pressures. There has been a steady flow in discharging patients from hospital into domiciliary care.

**DETAILED REPORT ATTACHED:**

**NO**

# IMPLICATIONS

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

Signed:

Jan Coles	Head of Children and Family Services
Joanna Jones	Head of Integrated Services (joint appointment with Hywel Dda Health Board)
Avril Bracey	Head of Adult Social Care
Chris Harrison	Head of Strategic Joint Commissioning (Pembrokeshire and Carmarthenshire)

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
<b>YES</b>	<b>YES</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

## 1. Policy, Crime & Disorder and Equalities

The Cabinet Visions will be monitored Quarterly throughout the year. All Actions will be put into our Performance and Improvement Monitoring System (PIMS). This means that all information can be analysed and sorted as required.

## 2. Legal

The **Well-being Future Generations Act (2015)** requires that functions of the council should maximise their contributions to the Well-being Objectives set by the Council.

The **Local Government and Elections (Wales) Act 2021** focuses on the extent to which we are meeting our '*performance requirements*'. That is:

1. exercising our functions effectively.
2. using our resources economically, efficiently and effectively.
3. governance is effective for securing the above.

As noted in the Act:

*Scrutiny committees are a key part of offering constructive challenge to how a council is performing and how it organises itself in the delivery of sustainable services.*



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

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

Title of Document	File Ref No.	Locations that the papers are available for public inspection
<b>Cabinet Vision Statement</b>		<a href="http://gov.wales">Cabinet Vision Statement 2022 - 2027 (July 2022) (gov.wales)</a>
<b>Corporate Strategy 2022/27</b>		<a href="https://democracy.carmarthenshire.gov.wales/documents/s69968/Report.pdf">https://democracy.carmarthenshire.gov.wales/documents/s69968/Report.pdf</a>