



Well-being Objective 9

Live Well/Age Well - Support good connections with friends, family and safer communities

The following are our commitments and end of year progress comments for this Well-being Objective during 2017/18.

Last Year's Commitments	✓ x	Progress Comment
A - We will implement Carmarthenshire's Family Support Strategy		
Please see Well Being Objective 1 – <i>Help to give every child the best start in life and improve their early life experiences</i> , for a full range of Actions for Supporting families.		
B – Social Care information, advice & assistance		
We will continue to develop and implement how we provide information, advice and assistance (IAA), ensuring information is available and easily accessible, and linking with the Dewis system. <i>(Action ID 12558)</i>	✓	New Family Information Service (FIS) website went 'live' on 31 st March '18. Official launch end April following further consultation/ feedback. The new website is compatible with mobile devices and more interactive, it's linked to DEWIS Cymru and vice versa for easy accessibility. All new referrals for Disability / Transition will be going through Central Referral Team from 1 st May 2018 which will streamline process, create single point of access, and ensure threshold is consistent for all children & young people (0-25) being referred to Department.
We will review our disability service to ensure seamless transition and pathways from children to adults. <i>(Action ID 12717)</i>	✓	Work has been undertaken with the Children's Disability Team and the Transition Team so that all new referrals will be going through the Central Referral Team. This will streamline the referral process and create a single point of access to ensure that the threshold is consistent for all children and young people being referred to the department. This change will commence on the 1 st May 2018.
C - Community Cohesion		
We will implement the new Community Cohesion National Delivery Plan 2017/18. <i>(Action ID 12609)</i>	✓	We have worked with partners during 2017/18 to deliver on the four Objectives in the delivery plan :- Objective 1: Work at a strategic level to break down barriers to inclusion and integration across marginalised groups. Objective 2: Work at a local level to break down barriers to inclusion and integration across marginalised groups. Objective 3: Supporting migrants, refugees and asylum seekers and settled communities during the integration process. Objective 4: Tackling discrimination, hostility and extremism.
D - Promoting and supporting the health and well-being of neighbours		
We will identify the strengths and resources within communities which can contribute to promoting and supporting the health and wellbeing. <i>(Action ID 12610)</i>	✓	The Community Resilience coordinators continue to work with their local communities to inform our understanding of assets in the community that can contribute to population wellbeing. Dementia friendly community initiatives are continuing to be rolled out across the County. A significant amount of work has been undertaken to populate the Dewis

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		website with assets and resources available to the community. Drop in and sign up events have been held across the community which have been run in conjunction with a third sector partner. We now have 503 organisations identified on Dewis.
Workforce modernisation to support implementation of new legislation as well as strategic objectives of both Department of Communities (CCC) and Hywel Dda's Integrated Medium Term Plan. <i>(Action ID 12611)</i>	✓	Integrated Care Fund investment funding secured through Integrated Services Board has enabled both organisations to develop and consolidate the competencies and skills of the workforce in order to comply with new legislation and the strategic objectives. We have also continued to work closely with the Learning and Development Team to invest in relevant training for staff.
We will further develop Money Wise web resource in order to enhance income generation develop product and market it. <i>(Action ID 12612)</i>	✓	The contract for the commercial sale of the product (Web Based Moneywise Resource) was approved by Legal, and is ready to be marketed. The product was trialled by a North Wales Authority, and the feedback was excellent. A service level agreement has been confirmed with our marketing partner Canolfan Peniarth in order that we can increase the marketability. We are now in a position to engage with potential customers.
We will Implement proceeds of crime across regulatory services to protect people. <i>(Action ID 12613)</i>	✓	All Regulatory Services within the Authority have received training on the Proceeds of Crime Act. There are a number of on-going Trading Standards and Animal Health cases proceeding through the Court system, with more cases identified for possible Proceeds Of Crime Act (POCA). Several other Authorities (currently 8) have signed a memorandum of understanding in order for Carmarthenshire Trading Standards to conduct their financial investigations. This essentially means we are contracting as a provider of accredited financial investigation and associated Proceeds of Crime benefits to Carmarthenshire county council.
We will develop a range of options which will reward tenants to look after their home. <i>(Action ID 12851)</i>	✓	A range of options were considered following a best practice review and a focus group was set up. Their recommendations formed the bases of discussions with the Carmarthenshire Home Standard+ Consultative forums made up of tenant representatives across the County. A range of proposals were put together and presented to tenant's focus groups before going to Housing Advisory Panel. We are considering a range of options with a particular focus on those tenants who keep to their tenancy agreement. Areas of focus are up to date rent accounts, leaving the property in a good condition, and incentives on encouraging Direct Debit take up.

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E - Support Safer Communities		
<p>We will maintain and strive to reduce further, the low levels of crime that are already amongst the lowest in England and Wales (5.1.1.2) (Action ID 12614) (2016/17 - Figures 8,677)</p>	✓	<p>Reported crime in 2017/18 has shown a significant increase of 16.8% (10,137 crimes) compared to the previous year, amounting to 1,460 additional crimes. Local Neighbourhood Policing Teams have continued to work in partnership with the Council throughout the year to protect local residents. The Carmarthenshire 'Fair and Safe Communities' group have continued to support initiatives aimed at protecting vulnerable people against crime. Free domestic abuse kits, funded by the 'Fair and Safe Communities' group continue to be offered to victims by trained police officers. Specialised items such as panic alarms, motion sensors and a door brace are included in the kit to provide reassurance and help keep a victim safe in their home.</p>
<p>We will improve the confidence of local communities that we are tackling the issues that matter most to them and impacting on crime levels. (Action ID 12615)</p>	✓	<p>We have continued to promote the ongoing partnership working throughout the year. A new initiative has been implemented in consultation with the Council's Armed Forces Champion, Cllr David Jenkins, and the Carmarthenshire Armed Forces Covenant Steering Group (and the steering groups across the Dyfed Powys Police Force area) to support individuals detained in custody who have served in the armed forces.</p> <p>A number of proactive initiatives have been introduced involving the Council and Police working closely together. These have included partnership meetings with Care Home staff supporting children in care. This has involved the distribution of Barnardo's Child Sexual Exploitation (CSE) awareness literature to care homes for staff to discuss with children in care to raise awareness of risks associated with CSE and to reduce potential vulnerability and missing incident reports. Free training to taxi drivers to help protect vulnerable people by raising awareness of child sexual exploitation as well as all other aspects of safeguarding.</p> <p>A Multi-Agency Day of Action was run on May 17th across the county, involving Police officers and specialist departments, Council's Trading Standards, Environmental Enforcement & Social Services as well as Immigration officers and voluntary organisations. The aim was to target and disrupt criminal activity, with a particular focus on tackling issues of greatest concern to communities i.e. Misuse of Drugs, domestic abuse perpetrators and vulnerable victims and raising awareness of Child Sexual Exploitation (CSE) and psychoactive substances.</p> <p>A 'Christmas Drink Drive' campaign during December.</p>

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		<p>Awareness was also raised through local media such as seasonal crime prevention advice; advice about cold callers ; encouraging residents to join the `Community Messaging Service`; `White Ribbon Day` tackling violence against women.</p>
<p>We will reduce anti-social behaviour by working in partnership to tackle local problems (5.1.1.3) (Action ID 12616) (2016/17 Figures 6,780)</p>	✓	<p>The number of Anti-social behaviour (ASB) incidents in Carmarthenshire during 2017/18 reduced by 14.3% to 5,810 – a reduction of 970 incidents on the previous year.</p> <p>Partners including Council departments and local Neighbourhood Policing teams have continued to monitor incidents of anti-social behaviour working in partnership with other agencies to tackle and resolve local issues. A multi-agency partnership approach “OP BANG” was implemented across the Carmarthenshire and South Wales region to reduce ASB and associated risks during the Halloween and Guy Fawkes period. This involved education and awareness messages being delivered at schools and through local media.</p>
<p>We will reduce the incidences of alcohol-related violence. (Action ID 12617)</p>	✓	<p>The Licensing action group which includes the Police and Council licensing department, continues to tackle any problem locations and licensed premises where there are concerns relating to alcohol and substance related crime and disorder. Joint proactive licensing enforcement visits were conducted throughout the year in all the main towns within Carmarthenshire especially at such as Autumn and Six Nations Rugby Internationals, Christmas period and in June, as part of a National Licensing Week of Action.</p> <p>`Behave or Be Banned` meetings were held to ensure that licensed premises are seeking to prevent potentially violent individuals from accessing licensed premises.</p> <p>An alcohol awareness outreach work event was also held in Trostre, Llanelli on 24th February in partnership with Cyfle Cymru, Drug Aid and Domestic abuse support groups, providing advice and access to services.</p> <p>The Paul`s Pledge campaign continues to receive support and raise awareness of the dangers of alcohol-related violence. Paul Pugh was the victim of a violent attack in Ammanford 10 years ago.</p>
<p>We will Reduce drug and alcohol misuse. (Action ID 12618)</p>	✓	<p>The regional Area Planning Board (APB) continues to have strategic oversight of substance misuse across the Hywel Dda area, commissioning a range of services. A number of areas of focus have been identified by the Board and progress made during the year is outlined below:-</p> <ul style="list-style-type: none"> • An information sharing protocol is being developed for non-fatal poisonings along with a flowchart of the pathway to be followed. This will

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		<p>help improve organisations' and partnership responses to such incidents.</p> <ul style="list-style-type: none"> • A review of the schools prevention programme is being undertaken by the APB Children and Young People/Prevention sub group, mapping what is currently delivered by all service providers and developing a regional age appropriate prevention programme to complement the Police All Wales School Liaison Programme. • A Task and Finish Group is being established to tackle the issue of discarded needles in Llanelli. This group will look to raise awareness and promote the safe disposal of needles. • Additional priorities being addressed include the changing profile of substances used, including New Psychoactive Substances and prescribed medication, changes in availability e.g. supply via internet routes and targeted drug dealing, Alcohol & Older People, Alcohol Related Brain Damage, Co-occurring Substance Misuse and Mental Health and targeting of health promotion & prevention messages to adults & young people.
<p>We will respond to the Wales Audit Office Community Safety in Wales Report and its recommendations for Welsh Government, Police Crime Commissioner's and Local Authorities. <i>(Action ID 12619)</i></p>	✓	<p>The Wales Audit Office's 'Community Safety in Wales' report was considered at the Public Service's Board's 'Fair and Safe Communities' group meeting in July 2017, but was noted that it was not clear what action was expected by Partnerships. The group was made aware that a review of community safety relating to how public services work together on this in Wales and to develop an ambitious, shared vision would be undertaken by the Welsh Government as a result of the WAO report. An Oversight Group has been established to undertake this work, with the aim of reporting their findings to the Cabinet Secretary by November 2017. The Police and Crime Commissioner is a member of the Oversight Group.</p> <p>Community safety partners were asked to contribute to the review and the Fair and Safe Communities group submitted a response to the Welsh Government in August.</p> <p>The Welsh Government's 'Working Together for Safer Communities' review was published on 12th December 2017 with a proposal to establish a long-term programme of work in partnership with partners and stakeholders, to implement a new and ambitious vision for working together in safer communities. This Safer Communities programme will include the development of a Welsh justice system, establish a more effective leadership role for Welsh Government in community safety partnership working, develop new Wales-specific guidance for partnerships and consider how to secure funding. Partners agreed that there is no clear way forward in terms of the delivery</p>

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		of the programme and was also discussed by Community Safety Managers and the Police and Crime Commissioner in February whom agreed to raise this with the Oversight Group. Further information is awaited.
<p>We shall establish and promote an “everybody’s business “approach to safeguarding in Carmarthenshire by working with local authority colleagues and partner agencies. <i>(Action ID 12621)</i></p>	✓	<p>Carmarthenshire council has undertaken a series of actions to embed an everybody’s business approach to Safeguarding across the county. We have placed a dedicated Safeguarding Officer within the Information, Advice and Assistance Service team (IAA) to ensure that Safeguarding concerns are appropriately managed by the right person at the right time. As a result the whole organisation takes a more proactive approach to keeping people safe. In addition to this, a great deal of work has been undertaken with partner agencies to ensure there is a consistent approach to safeguarding and that regular dialogue is maintained between agencies. The Local Operational Group meets regularly to discuss agency responsibilities and to identify good practice. This the group will also identify and discuss any operational barriers that affect existing safeguarding arrangements.</p>
<p>We will review third sector contracts to establish compliance with the SSWB Act and service transformation in mental health and learning disability. <i>(Action ID 12716)</i></p>	✓	<p>We continue to work with the third sector in relation to the mental health and learning disability transformation projects and in the redesign of learning disability day services. The focus in 2018/19 will be to engage more proactively with the third sector to progress our strategic approach to prevention and early intervention. This work has commenced with the Carers Information Service and the appointment of a Carers Assessment and Information officer who is based in the third sector and working closely with our information, advice and assistance (IAA) service.</p>
<p>We shall ensure that the average number of calendar days taken to repair all street lamp failures remains below 4 days <i>(THS/009)</i> <i>(2016/17 Result - 4.26 days / 2017/18 Target - 4 days)</i></p>	✗	<p>2017/18 Result – 6.41 days. This is off target and showing a decline due to a period of inclement weather and high winds prohibiting the Mobile Elevated Work Platform from operating safely earlier in the financial year. Additionally, an external problem in the supply of Low Pressure Sodium lamps where the lead time for orders increased from approximately 1 week to 6 months during quarter 1. To try to mitigate this issue going forward we placed bulk orders based on previous lamp usage, to keep a larger quantity in our stores. There was a vast improvement in the last quarter with a standalone figure of 4.57 days.</p>