



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 2018/19.

Last Year's Commitments	✓ x	Progress Comment
A - We will continue to develop and implement how we provide information, advice and assistance across social care services		
<p>We will continue to develop and improve how Children's Services provide information, advice and assistance (IAA) to support families, ensuring information is easily available, accurate, accessible in different formats and progress links to the Dewis Directory of services. (Ref 13203)</p>	✓	<p>The new Family Information Service website has been fully operational since June 2018. It signposts people in the right direction for information on a wide range of family related issues, childcare and support services. Social media accounts have been set up to promote to a wider audience. FIS work closely with Dewis and all childcare providers and enquiries are recorded on their website. Regional meetings take place with Powys, Pembrokeshire and Ceredigion to share ideas and best practice.</p>
<p>We will review our disability service to ensure seamless transition and pathways from children to adults. (Ref 13204)</p>	✓	<p>From May 1st 2018 all of our referrals for disabled children aged from 0-25 have been processed via our Central Referral Team for children. This has created a single point of access for families and young people seeking support.</p> <p>We have updated our eligibility criteria for assessment and these are now aligned from 0-25. This ensures a consistent response to need, regardless of age.</p> <p>We have held a series of `Listening Events` with young people and families to understand their experiences and concerns about the transition to adulthood. As a result, we have established a `Working Group` of managers, third sector partners, parents and young people to help improve the service. The group will meet every month to co-produce an action plan, this will include a transition pathway.</p>
<p>We will ensure an appropriate effective governance is in place with the Local Authority Trading Company to provide the provision of an Information, Advice and Assistance service in order to comply with our Statutory Duty under the Social Services and Well-being Act. (Ref 13205) MF5-52a</p>	✓	<p>We have reviewed the governance arrangements for the IAA service. This means we have a quarterly IAA operational group consisting of a range of officers to discuss the service and any developments as well as establishing contract management arrangements between the Authority's commissioning division and Delta Well-being. The former provides good operational performance overview, the latter provides an objective and strategic quality assurance role.</p>
B – We will promote & develop strong connections for people, places & organisations		
<p>We will implement the new Mid and West Wales Community Cohesion Regional Delivery Plan 2017/19 by ensuring the four principles of the Plan continue to be supported. (Ref 13206)</p>	✓	<p>The Mid and West Wales Regional Community Cohesion Co-ordinator facilitates the delivery of the Community Cohesion National Delivery Plan. Carmarthenshire-relevant work is described below.</p>

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		<p>Objective 1: Work at a strategic level to break down barriers to inclusion and integration across marginalised groups. Community Cohesion has been mainstreamed into the Divisional Business Plan and the PIMS system. The Co-ordinator gave advice on Equality Impact Assessments including the Allocations Policy. The Co-ordinator met with Aberystwyth University to discuss Carmarthenshire as a study area in a migration research proposal.</p> <p>Objective 2: Work at a local level to break down barriers to inclusion and integration for particular groups. Gypsies and Travellers – the Co-ordinator was part of Gypsy and Traveller Steering Group and gave advice on learning from site development in Powys. The Co-ordinator supported the Llanelli Tenants' Network to provide advice and contacts regarding the Multi-Cultural Event. The Co-ordinator attended Supporting People's Regional Collaboration Committee to inform of the Equality and Inclusion Programmes. The Co-ordinator has followed up with work to link the All Wales Hate Crime Report and Support Centre, The Wales BAME Engagement Programme and Travelling Ahead Advocacy and Advice Service for Gypsies and Travellers. This will include proposing signposting services, training and funding uplifts.</p> <p>Objective 3: Supporting migrants, refugees and asylum seekers and settled communities during the integration process. The Co-ordinator was involved in the Wales Asylum and Migration Stakeholders' Group, the Carmarthenshire Syrian Resettlement Programme Multi-Agency Delivery Group and a Syria Sir Gar Eid Celebration. An information event was held for Syrian families in Llanelli.</p> <p>Objective 4: Supporting communities in preventing hostility and extremism and managing consequences. The Co-ordinator attended meetings with Dyfed Powys Regional Anti-Slavery Group. Highlights from wider regional work includes taking forward action plans to meet Welsh Government's Code of Practice on Ethical Employment in Supply Chains, developing a Tension Monitoring System in Powys and work on developing a Hybrid Syrian Resettlement Programme model with the Home Office, Pembrokeshire CC and Community Sponsors.</p>
<p>We will support community groups and organisations to promote and publicise the rich variety of community event being held in Carmarthenshire from agricultural shows, festivals and carnivals to exhibitions, concerts and performances. (Ref 13207) MF5-85</p>	✓	<p>The event support scheme was fully allocated through this period for financial year 18/19 with applications being received for 2019 / 2020. Funding has been agreed for the Great Welsh Marathon & Half Marathon 2019 in April, Llandeilo literature Festival in April, Llandovery Sheep Festival in September, Festival of the Celts in May, Llanboidy Tug of War 2019 in July, Llandeilo Festival of the Senses in</p>

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		November and Gŵyl yr Orsedd in July 2019 and dates have been agreed to meet with the organisers on tourism potential. More time has had to be spent working with the successful event organisers on the details needed to claim from the fund than previously thought and one of the aims for the future is to simplify this process especially for smaller amounts of money.
C - We will identify the strengths and resources within communities which can contribute to promoting and supporting the health and wellbeing of neighbours		
We will identify the physical resources which can contribute to promoting and supporting the health and wellbeing of their population through a dedicated online information portal such as Dewis Cymru. <i>(Ref 13208)</i>	✓	The community continues to add information onto Dewis. We are in the process of getting other internal Council departments to put their information onto Dewis. Once completed all internal departments can add their information onto Dewis, for example, leisure.
We will invest and improve the quality in the skills of our workforce to ensure we meet the Well-being Objectives of our populations outlined at locality levels. <i>(Ref 13209)</i>	✓	The working group has considered the resourcing of the 3 care management teams. The group has also looked at a national report on recruitment and retention of social workers and has commissioned a report for Carmarthenshire Adult Services. A staff survey has been developed and distributed electronically, with over 100 staff responding. The importance of the Parliamentary Review and commitment to a healthy and supportive workforce is continuously being communicated across the division by the Head of Service monthly communication update.
We will further develop Money Wise web resource in order to enhance income generation develop product and market it. <i>(Ref 12612)</i>	✓	We're continuing to develop the web resources and adding to them with a view of developing a county-wide "Money Wise Week" and inter-school competition to increase engagement.
We will Implement proceeds of crime across regulatory services to protect people. <i>(Ref 13210)</i>	✓	We have recovered over £250,000 in proceeds of crime and over £60,000 in consumer compensation. We have completed work on behalf of 12 local authorities in terms of financial investigations – taking on regional delivery of Proceeds of Crime Act (POCA) for Dyfed region and signed up 8 Authorities under a Memorandum of understanding (MOU).
We will develop a range of options which will reward tenants to look after their home. <i>(Ref 13211)</i>	✓	A range of options and ideas have been discussed with the tenant's consultative forum. Our plan is to integrate this with recharge policy and with time credits scheme to produce one overall document which acknowledges and encourages positive behaviour.
D - With our partners we will continue to support Safer Communities		
We will improve the confidence of local communities that we are tackling the issues that matter most to them and impacting on crime levels. <i>(Ref 13212)</i>	✓	During the year, in support of the Police Force's Rural Crime Strategy, a new Rural Crime Board was established. This has encouraged better partnership working and improved the level of information sharing and awareness between rural communities and partners to help ensure that we can improve the

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		<p>confidence of local communities that we are tackling the issues that matter most and impacting on crime levels. There have been many issues that have been tackled by the partnerships for example:-</p> <ul style="list-style-type: none"> • Local Policing teams have worked with Council Trading Standards Officers to target rogue traders and online scams to safeguard victims and vulnerable people. • Action has been taken by partners to target burglary and other acquisitive crime across the county over the summer. Vulnerable and repeat victims were supported to feel safe and secure as part of a scheme funded by Carmarthenshire Safer Communities Partnership. • Partnership working has been strong throughout the year to tackle County Lines activity. • A wide range of partners, including the Council, Police, Fire and Rescue Service, Health Board, domestic abuse service providers and a survivors group, promoted the 'White Ribbon Campaign' during November and December supporting action to tackle male violence against women.
<p>We will reduce the incidences of alcohol-related violence by working in partnership with key stakeholders. <i>(Ref 13213)</i></p>	✓	<p>The Licensing action group, a bi-monthly meeting between the Police and Council licensing department, has continued to tackle problem locations and licensed premises where there are concerns relating to alcohol and substance related crime and disorder. Incidents continue to be closely monitored to agree a joint partnership plan of action. The Group developed an action plan to work with licensed premises and Security Industry Authority (SIA) enforcement officers to try and reduce alcohol related incidents and violence in the lead up to the Christmas and New Year period.</p>
<p>We will reduce drug and alcohol misuse by working in partnership with key stakeholders. <i>(Ref 13214)</i></p>	✓	<p>The Council is a partner on the Hywel Dda Area Planning Board (APB) and is involved in the development of the commissioning strategy and needs assessment. We have participated in a number of development sessions with partners and key stakeholders to inform the new strategy. During these events priorities and gaps in services were identified from the review of local need and the evidence base. These key areas of work have been discussed by the APB Executive Board and budgets for 2019/20 adjusted accordingly to allow for investment in areas where gaps have been identified.</p> <p>A Substance Misuse/Mental Health Joint Programme Board has been established. Work has also been undertaken on accessing services and raising awareness with the over fifties age group.</p>
<p>We will ensure our specialist substance misuse team meets the needs of children and adult</p>	✓	<p>This year the team have confirmed in place a new structure. The team have a dedicated Team Manager,</p>

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<p>services by providing expert advice, support and direct input to front line teams. <i>(Ref 13215)</i></p>		<p>supported by a consultant social worker, 4 social workers and a business support assistant.</p> <p>A key requirement of the manager's post is to ensure the delivery of a high quality social work service for people affected by substance misuse.</p> <p>The team have relocated to a new office space at Ty Elwyn and have been joined within the year by Health Board colleagues. This has supported the partnership approach between teams as well as the other social care teams based in Ty Elwyn.</p> <p>The team have been delivering 'Drink wise, Age well' training which focusses upon the impact of alcohol use on older people. The team have delivered this training to direct care and care management staff in Integrated services.</p> <p>The team have begun implementing a 'POD' approach to supervision and case management. This utilises the systemic approach developed in Children's services to discuss all cases as a team. This will ensure effective risk management and better outcomes for cases; allowing supervision to focus on reflective practice and professional development.</p>
<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>(Ref 13216)</i></p>	✓	<p>A number of priority commitments which are designed to support the realisation of the shared vision for community safety partnership working in Wales, now form the Welsh Government's Safer Communities Programme (2018-2021). The Carmarthenshire Safer Communities Partnership has now been reviewed and the outcome reported to the Public Service Board (PSB). The work of this Partnership will now align with the developing national programme.</p>
<p>We will Implement the action plan for the 'Prevent Duty' (to prevent people from being drawn into terrorism) developed with partners at the CONTEST (United Kingdom's counter-terrorism strategy) Board meeting. <i>(Ref 13217)</i></p>	✓	<p>During the year work has been undertaken to re-vamp working arrangements with partners in this matter. A Carmarthenshire CONTEST Board has been re-established and this links with the regional CONTEST Board. Detailed action plan will now be used to monitor progress</p>
<p>We will embed a person centred approach to safeguarding which ensures the service user is heard and central in decision making. <i>(Ref 13218)</i></p>	✓	<p>Significant Progress in relation to this action has been made. The safeguarding arrangements in Carmarthenshire have been further developed to ensure meaningful conversations with the adult at risk take place at the earliest opportunity and continue until the appropriate outcomes have been achieved. This approach is now embedded in practice within the safeguarding team.</p> <p>The regional safeguarding board has provided safeguarding leads with a clear mandate to develop a robust set of performance indicators which evidence this is happening and that the service users' outcomes have been achieved. A series of workshops are scheduled in 2019 to develop outcome focus performance measures.</p>

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		A total of eight training events have been delivered to date which aimed at reinforcing a person centred approach to safeguarding, reminding all professionals that the services users voice is paramount. This training will continue throughout 2019.
We will review third sector contracts to establish compliance with the Social Services Well-being Act and service transformation in mental health and learning disability. <i>(Ref 13219)</i>	✓	A commissioning works team has been established to review third sector contracts which are commissioned by the Health Board and Council as part of the Transforming Mental Health and learning disability programmes. Advocacy services provided by the third sector are currently being reviewed by commissioning colleagues across the region with view to developing a regional advocacy scheme. We have also commenced work with the third sector to ensure that we are collaborating to implement the requirement of the Social Services and Wellbeing Act and exploring opportunities to collaborate in relation to early intervention and prevention.
We will maintain and strive to reduce further, the low levels of crime that are already amongst the lowest in England and Wales <i>(5.1.1.2)</i> <i>(2018/19 - Target 10,137)</i>	✗	2018/19 Result – 11,517. There has been an increase of 12.9% in levels of recorded crime. Increases in crime were anticipated by the Police and Crime Commissioner and Police colleagues this year due to the changes in recording practices. However, the Crime Survey of England and Wales gives a more in depth understanding of crime trends over time and continues to show that crime is falling.
We will reduce anti-social behaviour by working in partnership to tackle local problems <i>(5.1.1.3)</i> <i>(2018/19 - Target 5,810)</i>	✓	2018/19 Result – 4,894. There has been a reduction of 16.4% in Anti-Social Behaviour (ASB). This reduction corresponds with the increase in recorded crime. This is because the Police are now recording incidents as crimes whereas in the past they may have been disposed of as ASB incidents.
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>(2017/18 Result - 6.41 days / 2018/19 Target - 4 days)</i>	✓	2018/19 Result - 3.98 days. This is on target and showing an improvement.