

Social Care & Health Scrutiny Committee

Annual Report

2020 – 2021

Scrutiny in Carmarthenshire

Honesty Integrity Accountability Transparency Openness Monitoring Improvement Participation Honesty Integrity Accountability Transparency Openness M
Improvement Participation Honesty Integrity Accountability Transparency Openness Monitoring Improvement Participation Honesty Integrity Accountability Tran
Openness Monitoring Improvement Participation Honesty Integrity Accountability Transparency Openness Monitoring Improvement Participation Honesty Integrity Acco
Transparency Openness Monitoring Improvement Participation Honesty Integrity Accountability Transparency Openness Monitoring Improvement Participation Honesty
Accountability Transparency Openness Monitoring Improvement Participation Honesty Integrity Accountability Transparency Openness Monitoring Improvement Pa
Honesty Integrity Accountability Transparency Openness Monitoring Improvement Participation Honesty Integrity Accountability Transparency Openness M
Improvement Participation Honesty Integrity Accountability Transparency Openness Monitoring Improvement Participation Honesty Integrity Accountability Tran
Openness Monitoring Improvement Participation Honesty Integrity Accountability Transparency Openness Monitoring Improvement Participation Honesty Integrity Acco
Transparency Openness Monitoring Improvement Participation Honesty Integrity Accountability Transparency Openness Monitoring Improvement Participation Honesty
Accountability Transparency Openness Monitoring Improvement Participation Honesty Integrity Accountability Transparency Openness Monitoring Improvement Pa
Honesty Integrity Accountability Transparency Openness Monitoring Improvement Participation Honesty Integrity Accountability Transparency Openness M
Improvement Participation Honesty Integrity Accountability Transparency Openness Monitoring Improvement Participation Honesty Integrity Accountability Tran
Openness Monitoring Improvement Participation Honesty Integrity Accountability Transparency Openness Monitoring Improvement Participation Honesty Integrity Acco
Transparency Openness Monitoring Improvement Participation

carmarthenshire.gov.uk

Cyngor **Sir Gâr**
Carmarthenshire
County Council



Contents

1. Introduction.....	4
2. Overview of the work of the Committee in 2020/21	4
2.1 Number of Meetings.....	4
2.2 The Forward Work Programme.....	4
2.3 Performance Monitoring / Strategic Issues	5
2.4 Revenue & Capital Budgets	6
2.5 Adult Social Care Complaints and Compliments Report	6
2.6 Care Inspectorate Wales Inspection of Integrated Services (Progress Update).....	6
2.7 Social Care & Health Scrutiny Committee Annual Report 2019/20	6
2.8 COVID-19 Updates	7
2.9 Unpaid Carers In Carmarthenshire – Strategic, Local & COVID-19 Related Developments.....	7
2.10 Learning Disability Strategy (2020- 2025).....	7
3. Other Scrutiny Activity	7
3.1 Task and Finish.....	7
3.2 Development Sessions	8
4. Challenges.....	9
5. Future Work.....	9
6. Support for the Scrutiny Function	9
7. Attendance	11

Chair's Foreword



As another Municipal year draws to a close, it's time, once again to write a foreword to the Health and Social Care Annual Report. This is my 6th report as Chair of the Committee and it's a pleasure to present the Report for the year 2021 - 2022. The report gives a comprehensive summary of the items discussed by the Committee during the year.

As everyone recognises, this past year has been a very extraordinary year with the Corona Virus Pandemic affecting all aspects of life and being the main news headline on a daily basis. The main responsibility of the Government in Cardiff and that of Carmarthenshire County Council has been ensuring the safety of the public and reducing the spread of the Virus. County Council Officers and Staff have worked tirelessly to make sure that the Social Services and Health needs of the people depending on the service continue to be met. All Staff, particularly those on the front line were ready, on all occasions to go the extra mile to ensure a first-class service was maintained. Many of those working for the Local Authority were prepared to be redeployed - to step into totally new roles, volunteering in order to help out where there was the greatest need. As a Committee we pay tribute to our Staff and thank them most sincerely for their willingness, their commitment and perseverance in the face of an epidemic - an emergency situation the like of which had never been experienced previously.

The Local Authority is keen to encourage partnership working with other organisations and during a normal year the Committee undertakes visits to those providing services. This gives Members an opportunity to speak to both front line staff and service users. Unfortunately, this year, due to COVID-19 restrictions this has not been possible.

Again, during the Pandemic, it has not been possible for meetings to be held in the Council Chamber and it became necessary to learn new ways of communication. We are indebted to the Staff of the Information and Technology Department for all their extra work in ensuring that Council meetings could be held remotely. "Zoom" was not a word widely used by most Members prior to 'lockdown' but over the past year "Zoom" has been given a prominent place in our vocabulary! A special thanks to the IT department for providing the resources and training required to enable Council meetings to continue 'virtually' during these unprecedented times.

Once again, this year, the Committee discussed a wide variety of topics and we are very thankful to Officers for attending our meetings and for their comprehensive and informative reports. The information received concerning the Local Authority's aims, objectives and priorities enables us, as Members, to appreciate the commitment and dedication of our Officers.

During 2020 - 2021 Members' Development Sessions were arranged, topics included 'Scrutiny Training', 'Befriending Service' and 'Older People's Day Services Recovery Plan'. The Committee also received regular updates with regard to the

COVID-19 Pandemic within Carmarthenshire, for example details concerning testing within our Care homes and the wider community and progress in respect of the vaccination programme.

Pre- meetings remain an important part of the Committee's work, these informal meetings allow any minor queries to be dealt with prior to the main meeting, thereby allowing additional time for agenda items to be thoroughly scrutinised.

In consultation with Officers, the Committee prepares a Forward Work Programme, with an opportunity for all Members to contribute. The programme is regularly updated throughout the year with additional items added as required.

As Chair of the Committee, I am very thankful to Councillor Ieuan Davies, my Vice-Chair, for his continued support, also every Member of the Committee for their enthusiasm and interest and for their faithful attendance at our virtual meetings. I would also like to extend my thanks to Councillor Jane Tremlett, the Executive Board Member for Social Care and Health for regularly attending our meetings and for her valued support to the Committee throughout the year.

As Committee Members we are very appreciative of the contribution of our Democratic Support Officer, Emma Bryer. A special acknowledgement and gratitude to Emma for all the preparation work in advance of meetings, for ensuring the smooth running of meetings and for her professional support at all times.

In closing, I would like to add a very big "Thank you" to our Officers for their valued contributions at Committee meetings, for their advice and support during the year and for their tireless work in ensuring that the residents of Carmarthenshire continue to receive Social Services of the highest standard possible

Councillor Gwyneth Thomas

Chair of Social Care & Health Scrutiny Committee

1. Introduction

The scrutiny function is a key element of the County Council's governance arrangements and decision-making process. Although not a decision-making body, Scrutiny is at its most effective when it grasps the potential to influence and inform decisions made by both the Council and partner bodies affecting the County.

Article 6.2 of the Council's Constitution requires all Scrutiny Committees to "*prepare an annual report giving an account of the Committees activities over the previous year.*"

The Committee is chaired by Councillor Gwyneth Thomas and is made up of 14 Elected Members. Support is provided by the Democratic Services Unit and other Council officers as and when required.

This report provides an overview of the work of the Social Care and Health Scrutiny Committee during 2020/21 municipal year. It gives Members the opportunity to reflect on the achievements during the year and to identify what worked well and where improvements could be made. This analysis is instrumental in developing scrutiny.

2. Overview of the work of the Committee in 2020/21

2.1 Number of Meetings

The Scrutiny Committee held 5 meetings during the 2020/21 municipal year.

The meetings scheduled between April and September 2020 were cancelled due to the coronavirus pandemic. The meetings recommenced in November following Welsh Government passing temporary emergency regulations to relax some of the rules relating to the conduct of council business. The joint meeting with the Environment & Public Protection Scrutiny Committee was also cancelled due to Health Board resourcing constraints during the pandemic.

2.2 The Forward Work Programme

The Scrutiny Committee develops its own Forward Work Programme (FWP) which, for 2020/21 was not confirmed by the Committee until its meeting on the 19th of November 2020 due to the cancellation of meetings.

The Committee consulted with officers to identify items to be considered by the Committee for the forthcoming year. This involved the inclusion of standard items such as performance, budget and action plan monitoring reports.

Additional reports and updates were also requested by members at meetings throughout the year and the Forward Work Programme was amended accordingly. In the main, meeting agendas were consistent with those outlined in the FWP.

The concept and development of the Forward Work Programme and the process for its agreement has allowed each Scrutiny Committee to determine its own agendas. The benefits of such an approach has led to an improved level of debate and input during Scrutiny Committee meetings.

The Well-being of Future Generations (Wales) Act 2015 places long term sustainability at the forefront of how public services are designed and delivered and it places emphasis on public bodies to work in partnership with each other and the public to prevent and tackle problems.

The Social Care & Health Scrutiny Committee's key responsibilities are:

- Social Care – care and support services for adults including Learning Disability and Safeguarding Services
- Mental Health;
- Integrated Services - Health

To compliment the work undertaken during formal meetings, the Committee also undertakes other scrutiny functions such as Task and Finish, visits to establishments falling within its remit together with member development sessions.

Due to the pandemic and the resulting redeployment of staff the current Task & Finish project was put on hold. The Committee has now decided to review the scope of the Task & Finish Group. Additionally, no site visits were undertaken.

2.3 Performance Monitoring / Strategic Issues

Performance Monitoring Reports - One of the principal roles of Scrutiny Committees is to monitor the performance of services and functions within its remit. They undertake this work mainly through the consideration of performance monitoring reports and various action plan monitoring reports. The performance monitoring reports provide a balanced picture of performance across the relevant service areas.

Carmarthenshire County Council's Annual Performance Report (Half Year – 1st April to 30th September 2020) - As part of its performance monitoring role the Committee received relevant information from the Council's key strategies and plans. In January 2020 the Committee considered the Council's 2020/21 Half year Performance Report (1st April to 30th September 2020) which included an overview of performance, progress reports for all Well-being objectives relevant to the Social Care & Health Scrutiny Committee. The report highlighted that a half year Covid-19 Community Impact Assessment had been produced to enable services to focus on dealing with emergencies instead of the previously set actions.

Department for Communities Business Plan 2021/22 – In April 2021, the Committee considered the Communities Departmental Business Plan which

detailed the department's aims, objectives and priorities. This provided the Committee with an opportunity to consider and comment upon the priorities outlined which were relevant to the remit of the Committee – Commissioning and Business Support, Integrated Services, Adult Social Care and Care Homes. The purpose of the plan is to support the delivery of the Corporate Strategy.

[Corporate Strategy 2018/23 - Update April 2021](#) – In March 2021, the Committee considered the draft updated Corporate Strategy 2018-23 together with the relevant Well-being Objective delivery plans. The documents had been updated to reflect the developing priorities and the impact of COVID-19, Brexit and climate change.

2.4 Revenue & Capital Budgets

[Budget Monitoring Reports](#) - The Committee received quarterly reports on the departmental and corporate revenue and capital budgets at the meetings held in November, January and April. These reports enabled members to monitor the level of spend in each area and the progress made in connection with any capital works.

[Revenue Budget Strategy Consultation 2021/22 to 2023/24](#) - As well as monitoring the current budget, the Committee was also consulted on the Revenue Budget Strategy 2021/22 to 23/24. The report provided the Committee with the current proposals for the Revenue Budget Strategy for 2021/22 together with the indicative figures for the 2021/22 and 2023/2024 financial years.

2.5 Adult Social Care Complaints and Compliments Report

The Committee considered the above-mentioned report at the Committee meeting in April which summarised the number and type of complaints and compliments received in relation to the Adult Social Care Team for the financial year 2020-21 (Quarter 3).

2.6 Care Inspectorate Wales Inspection of Integrated Services (Progress Update)

The Committee considered the above-mentioned report at the Committee meeting in December which provided an overview of the County Council's action plan in response to the Care Inspectorate Wales inspection and the progress on actions to address the issues identified.

2.7 Social Care & Health Scrutiny Committee Annual Report 2019/20

The Committee considered the above-mentioned report at the Committee meeting in November which in accordance with Article 6.2 of the Council's Constitution provided an overview of the Committee's activities over the previous year.

2.8 COVID-19 Updates

At its meeting in November 2020, the first since lockdown restrictions were imposed in March 2020, the Committee received an update report. This provided a position statement regarding how adult social care services had managed the first phase of the pandemic and highlighted the services priorities going forward.

In March 2021, another update was received describing how the Authority had managed adult social care services during the second wave of the pandemic.

Outcomes

Committee received verbal updates regarding COVID-19 Testing and the Vaccination Programme.

2.9 Unpaid Carers In Carmarthenshire – Strategic, Local & COVID-19 Related Developments

The Committee considered the above-mentioned report at the Committee meeting in March which provided a position statement regarding the work undertaken in 2020/21 in relation to unpaid carers by both the Regional West Wales Carers Development Group and the Carmarthenshire Strategic Partnership Board for Carers.

2.10 Learning Disability Strategy (2020- 2025)

The Committee considered the above-mentioned report at the Committee meeting in April which provided an overview of progress made since the Committee last received an update in April 2018.

Outcomes

Committee to engage with RVS regarding the Country Cars service.

3. Other Scrutiny Activity

3.1 Task and Finish

“A review of the impact of loneliness in Carmarthenshire”

At the Committee’s Scrutiny Meeting held in July 2019 the Committee approved the above report. This report was then presented to CMT in July and approved by the Executive Board in September 2019.

Due to the departure of the Interim Head of Integrated Services who had been assigned responsibility for the delivery of the recommendations and the COVID-

19 pandemic there has been no reported progress on delivery to date. It is hoped that once resourcing pressures have eased the committee will receive progress updates.

“Early Intervention & Prevention of Suicide in Carmarthenshire”

At the Committee’s Pre-Meeting held in September 2019 the Committee considered a number of potential suggestion and agreed to undertake a Task & Finish review into Early Intervention and Prevention of Suicide in Carmarthenshire. The membership of the Task & Finish Group are as follows:

- Cllr. Gwyneth Thomas (Chair)
- Cllr. Ieuan Davies (Vice Chair)
- Cllr. Emlyn Schiavone
- Cllr. Dorian Williams
- Cllr. Louvain Roberts
- Cllr. Ken Lloyd
- Cllr. Amanda Fox

Due to the coronavirus pandemic and the impact on resources the Task & Finish Group meetings have not been reconvened. Additionally, it was decided by the Committee that the Scope of the Group should be reviewed. The work of the Group will be on hold pending formal agreement of the revised scope.

3.2 Development Sessions

The following all-member development sessions /seminars were held during 2020/21, to which Committee members were invited: -

- Microsoft Teams Training for online meetings – numerous sessions June 2020
- Zoom Training for online meetings – December /January
- Mod.Gov New App training (Delivered by Civica) – October
- Scrutiny Training (Delivered by Centre for Governance and Scrutiny) October
- Online Scrutiny (Delivered by Centre for Governance and Scrutiny) November
- Section 106 Agreements and Unilateral Undertakings – February
- COVID-19 Vaccination Briefing (Hywel Dda University Health Board) - February
- Introduction to Ash Dieback Disease and the County Council’s Roles and Responsibilities – March
- Growing Carmarthenshire: Progressive Procurement, food supply chains and Future Opportunities – March
- Rural Enterprise Dwellings – March
- One Planet Developments - April

In addition to the above, several budget seminars were held during January as part of the Council’s consultation process on the 2021/22 Revenue Budget and the five-year capital programme.

The Committee also received the following Scrutiny Committee specific updates / presentations at development meetings during the course of the year. Many of these items were requested following the scrutiny of reports: -

- Forward Work Programme Development – November
- COVID-19 Testing (including care home testing) - December
- COVID-19 Vaccination - December
- Community access to hot meals – January
- Transformation/ICF Programme Update - January
- RPB update - January
- Older People's Day Services Recovery Plan – January
- Food Poverty / Tacking Poverty - February
- Befriending Service - March
- Connect to Kindness – March

4. Challenges

The past year has been a challenging period for the Authority and the Committee has continued to be constructive in its role in scrutinising performance and contributing to policies and decisions. Social Care & Health area was placed under significant pressure during the Coronavirus pandemic, but everyone involved performed over and above expectations to ensure the continuation of business as usual

The second wave brought a different set of challenges especially in relation to the care home sector. The Authority supported a number of independent care home who experienced staffing difficulties. Resources were also re-deployed to support the testing and TTP process.

The Authority has also experienced an increase in safeguarding activities and a regional approach to managing safeguarding authorisations agreed.

It has been a balancing act for the Committee in undertaking its scrutiny duty without impacting on the resourcing of front-line services.

5. Future Work

The Committee has made significant progress and will continue to concentrate on topics where Members' input will result in positive outcomes to drive forward service improvement. To ensure that the best use is being made of meeting time and with the benefit of the added value of pre-meetings, the Committee is keen to achieve a more streamlined scrutiny process.

The future work of the Committee will be considered as part of the Forward Work Programme planning session. The FWP will continue to be monitored during the course of the year, together with the Executive Board Forward Work Programme.

6. Support for the Scrutiny Function

Support for Carmarthenshire County Council's Scrutiny function is provided by the Democratic Services Unit, based in the Administration & Law Division of the Chief Executive's Department.

Support for the Scrutiny function includes:

- Formulating, in accordance with the FWP, and despatching agendas for Scrutiny Committee meetings a minimum of 3 clear working days prior to the meeting;
- Providing support and constitutional advice to the Scrutiny Committees and to members of those Committees as well as producing minutes of their meetings and ensuring items arising from those meetings are actioned;
- Giving support and advice in relation to the functions of the Council's Scrutiny Committees to executive and non-executive members of the Council and its officers;
- Managing the strategic development of Scrutiny in Carmarthenshire through engaging in national and regional Scrutiny networks and initiatives, supporting the Chairs and Vice-Chairs of Scrutiny Forum and meetings of the Scrutiny Chairs and Vice-Chairs with the Executive Board;
- Advising and supporting the implementation of the requirements of the Local Government (Wales) Measure 2011 as and when guidance is published;
- Managing the co-ordination and development of the Scrutiny forward work programmes in conjunction with Scrutiny Committee members;
- Managing and co-ordinating Scrutiny review work, including the administration of scrutiny task and finish groups, assisting in writing reports in conjunction with the groups and assisting in the implementation and monitoring of completed reviews;
- Assisting with the Scrutiny member development programme.

For more information on Scrutiny in Carmarthenshire including forward work programmes, task and finish reports and annual reports, visit the County Council's website at: www.carmarthenshire.gov.wales/scrutiny

To contact the Democratic Services Unit, please call 01267 224028 or e-mail scrutiny@carmarthenshire.gov.uk

7. Attendance

Attendance by members of the Social Care & Health Scrutiny Committee during the 2020/21 year is shown in the table below. A total of 5 meetings were held between 1st May 2020 and 30th April 2021. During the same period a total of 5 development meetings were held.

Scrutiny Committee Member	No. of Scrutiny meetings attended	%	No. of Development Sessions attended	%
Cllr. Sue Allen	5	100%	5	100%
Cllr. Kim Broom	5	100%	4	80%
Cllr. Ieuan Wyn Davies	4	80%	3	60%
Cllr. Karen Davies	5	100%	3	60%
Cllr. Rob Evans	4	80%	1	20%
Cllr. Tyssul Evans	5	100%	4	80%
Cllr. Amanda Fox	1	20%	1	20%
Cllr. Jean Lewis	5	100%	5	100%
Cllr. Ken Lloyd	5	100%	5	100%
Cllr. Kevin Madge	2	40%	3	60%
Cllr. Louvain Roberts	3	60%	2	40%
Cllr. Emlyn Schiavone	5	100%	2	40%
Cllr. Gwyneth Thomas	5	100%	5	100%
Cllr. Dorian Williams	3	100%	5	100%
Substitutes	No. of meetings attended			
Cllr. Deryk Cundy	3			
Cllr. Rob James	2			
Cllr. Dot Jones	1			
Cllr. Daren Price	1			
Executive Board Member	No. of meetings attended			
Cllr. Jane Tremlett	5			
Cllr. Linda. D Evans	1			
Cllr. David Jenkins	3			
Cllr. Mair Stephens	1			