



Powys Public Services Board

Well-being Assessment 2017

Culture and Community Key Findings

Powys Public Services Board September 2017

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Powys Well-being Assessment 2017 - Framework

This section below describes the six key findings in detail and the data and analysis that was used to evidence our findings.

We rated the impact of each key finding against the seven well-being goals and whether they are having a positive or negative affect on well-being (see key below).

Key	
	Negative - Critical
	Negative - Substantial
	Negative - Moderate
	No current impact on well-being
	Positive - Moderate
	Positive - Substantial
	Positive - Critical
	Negative - Critical (if no intervention)
	No Score Given

Crime rates and public protection

Prosperous Powys	Resilient Powys	Healthier Powys	Equal Powys	Cohesive Powys	Vibrant Powys	Globally Responsible Powys
★						

What are the key findings?



Created by various authors from North Wales

Powys has seen an apparent rise in recorded crime over the last year. However, this may be attributed to a recent change in the method of identifying and recording crime, as opposed to a major change in the actual figure. At present however, this cannot be determined with certainty. There has also been a marked rise in the number of reported sexual offences. Again though, this can be attributed to increased reporting, a consequence of victims becoming more confident in the police, instead of a rise in figures. Doorstep crime remains high by the standards of a rural county, with a high number of rogue traders and other scam operations operating within the county. Within agriculture, there is also an increasing issue of fraud and offences relating to livestock. Newtown in particular has higher crime rates than the Powys average, though this is in line with that area's demand. One new and growing area of concern, is the rise of cyber-crime, particularly in relation to online fraud and exploitation. Crimes such as these are expected to increase in number and complexity over the next 5-10 years.

What does the data tell us?



The recent rise in crime across all categories can most likely be attributed to changes in the method of crime recording by the police with all reports of alleged crime now being recorded (Dyfed Powys Police, 2015). This helps explain the sharp rise in violent crime, the more low level of which would previously have been recorded as an incident of anti-social behavior. Now, if evidence of a crime being committed comes to light, it is recorded as a crime, not anti-social behavior. The result of this is a sharp rise in the number of assaults and other violent crimes, and a sharp drop in the number of incidents of anti-social behavior (Dyfed Powys Police Service, 2015). Counter allegation are now also recorded and may be taken into account as separate crimes later on in proceedings. Serious assaults and public order offences have also reduced, largely due to the efforts of agencies working with licensees to improve their industry, particularly around bars and clubs (Dyfed Powys Police Service, 2015). In addition, the increased use of private CCTV and the Behave or Be Banned (BOBB) scheme has resulted in reduction of late night crime. There has however, been an increase in the number of sexual offences being reported to the police, with a sharp increase in January 2015 (TNS BMRB Public Insights, 2015). This too may be due to a change in reporting and recording procedures, but also due to a possible increase in police confidence following the high number of high profile sexual offence cases played out in the media. Rogue trading, particularly doorstep crime, and incidents of illicit products are also on the rise, particularly in connection with the farming industry (Dyfed Powys Police Service, 2015).



Are there any specific locality differences?

Montgomeryshire, in particular Newtown, has seen the largest increase but this is in line with the demand in that area. Doorstep crime incidents occur across the county. Illicit products have some particular problems in Newtown and Welshpool.



What do citizens say?

Customer Surveys indicate that dealing with rogue traders is a priority and achieving the correct deterrent. There is a general sense that hate crime is under-reported as there is a perception that it will not be taken seriously.

Population assessment Questionnaire 2016 - 69% felt safe in their community.



What do staff say?

Need to work with sector on home visits and coordinating support services with different schemes such as 'befriender' and 'make every contact count' and Community Safety Partnership will be the vehicle for this.



What does the third sector/private sector say?

No information identified.



Are there any preventative measures associated with this data?

Multi-agency work takes place working with partner agencies to assess threat and risk and the most vulnerable are protected. Forums such as Multi Agency Risk Assessment Committee (MARAC) works to ensure domestic abuse victims get the help they need with offenders being dealt with appropriately. Multi-Agency Public Protection Arrangements (MAPPA) are in place to monitor sex and violent offenders living in the community or those about to leave prisons and ensure that robust risk management plans are in place. The organisation has streamlined the way it shares information with the establishment of the Central Referral Unit (CRU) who quickly assess information from frontline staff who submit information either via intelligence logs or Multi Agency Referral Form (MARF) and ensure that discussion takes place with the relevant partner agency at an early stage. Work has been done with the local health board and local authority in the way members of the community with mental health are dealt with, recognition that other agencies are best placed to deal with them as they have a medical need and should not be criminalised; it should not be up to the police alone to carry the burden. Frontline staff have been trained on mental health raising their awareness of how to identify it and deal with it in the most appropriate manner. Further investment has been made to enhance the capacity and capability of safeguarding and investigating departments. Investment has taken

place in departments that examine electronic devices, the organisation is going to focus resources on targeting offenders on line with a Police Online Investigation Team being developed (POLIT). This will further enhance the work of the Digital Communications and Cyber Crime Unit (DCCU). Enhanced training to all staff on Child Sexual Exploitation (CSE), vulnerability, modern day slavery, mental health and domestic abuse. Focus on the offenders as well as victims with increased use of Child Abduction Warning Notices (CAWN), Domestic Violence Protection Notices (DVPN). Better use is being made of technology with officers issued with mobile data terminals so that they can record evidence at scene, Body Worn Video Cameras (BWVC) will be issued to all staff so that they can capture best evidence at scene. Integrated Offender Management (IOM) cohort will be reviewed to ensure there is a focus on vulnerability, resources have been realigned to come under offender management unit. Daily team briefings take place to ensure that staff are aware of the problems in their area and are tasked to respond to them and gather information on any intelligence gaps. Daily force and county wide briefings take place where incidents are reviewed to ensure the response was in line with national and force policy and positive action taken to safeguard vulnerable victims. Monthly performance meetings focus on how departments and sections have performed with remedial action being taken. These meetings also look ahead to predict any future demands and action is taken to ensure the correct resources are available to deal with them. Where rogue trader instances are reported 'rogue trade control zones' are considered with communities as a measure to act as further support and reduce crime. Community Messaging is at the forefront of preventing further instances of crime and feeding intelligence back and as a project will be developed to include all partners. Rogue Trader incidents are high in Powys as are the number of scam victims. There are currently 253 offenders on an IOM (Integrated Officers Management) scheme across Dyfed-Powys. Of these, there are 39 "Red" BRAG rated offenders (those deemed as being at the highest risk of re-offending), and 62 "Blue" (currently in prison). Based on the current available data for the Dyfed-Powys region, numbers of recorded crimes are decreasing, and have decreased by 414 crimes. There is an associated reduction in the cost of crime of £1.9 million. (This translates into a reduction in total crime across the Dyfed-Powys area of -2.1%)



What we don't yet know?

Data Gaps against Population Assessment list. Analysis of rogue trader/consumer fraud across the districts and an unmet need.

Caveat: There may be a number of crime reports that do not document the victim's age and therefore figures may be slightly under estimated.

Number of people who were alleged victims of abuse by age and type of abuse

Incidence of domestic abuse and sexual crime

Predicted number of people aged 18-64 who will be survivors of childhood sexual abuse – unable to quantify.

Data on business compliance with regulations and laws. Wildlife crime.

Data on the perception/fear of crime



National Trends

The changes seen in Dyfed Powys Police area are in line with national trends.



Scenario

Short Term

Continued increase in online sexual and fraud offence.

Medium Term

The complexity of crime types linked to changes in technology will continue.

Long Term

The complexity of crime types linked to changes in technology will continue.



How do services currently contribute?

Protecting vulnerable people, Preventing crime and disorder, Problem solving and public engagement. Crime investigation and detection, reassurance, dealing with vulnerability and ensuring victims are given the best possible service. The Youth Justice Service works on reducing re-offending with young people – however a large percentage of their work revolves around “out of Court” disposals, so they do Restorative Justice etc. which means that a proportion of the young people do not have a criminal record, and therefore do not appear in any re-offending data sets. **The** Probation Service – both NPS and CRC also manage reoffending during their core work – so again there are re-offending rates here.



Is need being sufficiently met?

The demand is being reviewed to ensure that the correct resources are in place to deal with current and future threats. Further investment has been made to enhance the capacity and capability of safeguarding and investigating departments. Investment has taken place in departments that examine electronic devices, the organisation is going to focus resources on targeting offenders online with a Police Online Investigation Team being developed (POLIT). The organisation also has to ensure that it continues to meet national demands for firearms, Chemical Biological, Radioactive and Nuclear (CBRN) and Counter Terrorism (CT). The ability to meet the needs of scam victims needs to be assessed as these will grow, as well as rogue trader crime. Cybercrime strategic will need to be evolved across agencies.

Suitable Accommodation for Older People/Living Independently

Prosperous Powys	Resilient Powys	Healthier Powys	Equal Powys	Cohesive Powys	Vibrant Powys	Globally Responsible Powys

Prosperous Powys	Resilient Powys	Healthier Powys	Equal Powys	Cohesive Powys	Vibrant Powys	Globally Responsible Powys
				★		



What are the key findings?

As the elderly population of Powys is expected to increase significantly over the next 20 years, it is likely that greater pressure will be placed on accommodation for older people in the county. Unlike younger people, these older residents have little desire to leave their home area, even when such action become necessary. There were numerous reasons, but older people were often concerned with a loss of independence and loss of connection to the local community. Most instead, wish to stay in their current home and community. The number of residents over 65 living alone is also expected to increase by over 6,000 by 2035 (Office for National Statistics, 2016). The majority of these own their own home, but with a sizeable minority living in social housing and rented accommodation. However, as the population ages, so do the number of elderly and frail residents, as well as the number affected by dementia. However, there are variations within the county in terms of whether people are placed near to their home.

Older people in Powys are entitled to be supported in a number of accommodation settings, ranging between sheltered housing, extra care, residential or nursing care.

The data in the graph below demonstrates that there is a significant increase projected in Older People in the 75 years plus range over the next 20 years with the 85 plus population more than doubling. This will undoubtedly place severe pressure on Older People’s Accommodation within Powys. The modelling undertaken to date (based on the 75 years plus range over the next 20 years) as outlined in graph below, predicts the increase in the varying types of accommodation. It is evident that there is an increase in Extra Care, Sheltered Housing and Nursing provision.

The map below illustrates the locality differences throughout Powys. Where a locality has been identified with a rating of red, this is deemed a priority area. In order to determine priorities eight areas have been weighted to include: the increase in population, delayed transfers of care, whether there is Dementia provision available, sufficient sheltered housing, extra care and residential care as well as considering travel distances. The visualization map identifies five priority areas.

We want to increase the number of people that are able to live independent lives. There are challenges for independent living, especially isolation and loneliness which can increase as people get older, with the percentage of people living on their own significantly increasing once people reach 65 years and over. In Powys a large proportion of the elderly population over 65 is believed to be living alone. Due to the steadily rising elderly population, this figure is expected to increase markedly by 2035. At present, service sometimes does not meet need. There are also marked differences across localities, due to each service using its own geographical boundaries. This has resulted in overlap in some areas, such as north and mid-Powys, and an absence of service in others. The areas most likely to be worst off are the more rural localities, where a very low population density and infrastructure constraints greatly affect the financial viability of social care contractors to provide the required range of care services, such as domiciliary care. This in turn reduces the likelihood of any further investment from the private sector. The lack of suitable infrastructure has also greatly slowed down the roll out of assistive technology in more rural homes, although there has still been a small increase. Powys is expected to see an increase in the number of elderly residents unable to perform basic domestic tasks, and requiring domiciliary care and assistive technology. Mobility issues are also likely to increase as the over 65 population increases. The lack of a functioning, connected, and unified service means that there is a risk of people falling through gaps in support. This in turn could grow in the future to become a safeguarding issue.

What does the data tell us?



As the population of older people is increasing in Powys, with the over 85 population expected to more than double by 2035, it is expected that severe pressure will be placed on older people's accommodation in Powys. In Powys at present, there are 15,571 people over the age of 50 thought to be living alone, and this figure is expected to rise to 22,063 by 2035 (Welsh Government, 2014). The majority of over 65 residents (71%) own their own home, with only 14% living in social housing (ONS, 2014). This level of home ownership is in line with the national average for Wales. In Powys, there are a total of 2,467 people diagnosed with dementia. This past year, a total of 758 elderly or frail residents have been placed in residential or nursing homes (PCC, 2016). An additional 176 were placed outside the county. The majority of those placed in a home were women (538) with fewer men than in Powys in general (220) (PCC, 2016). The most placements were made in Rhayader and Llandrindod locality (152), and the fewest in Knighton and Presteigne (18) (PCC, 2016). No placements were made in Llanfair Caereinion as there are no care homes within that locality. The map below illustrates the pressures across the country in terms of suitable accommodation.

In Powys, a total of 15,571 people over the age of 50 are thought to be living alone, and this figure is expected to rise to 22,063 by 2035 (Welsh Government, 2014). In addition, the over 85 population and the overall over 65 population is expected to increase markedly over the next five years. At present, the wrong type of services are on offer, and where they do exist, the level is not sufficient to allow for the growing over 65 population. In particular, the rural nature of some localities can make social care in the area not financially viable and reduce the likelihood of further

investment. While a total of 859 clients are currently supported with domiciliary care in Powys (PCC, 2016), lack of infrastructure and assistive technology has reduced the viability of independent living. Despite this, there has still been an increase in the number of adult clients supported in the county, and in the number of adults provided with assistive technology. Over the next few years, Powys is likely to see more adults unable to perform one domestic task, mobility task, or self-care activity without help, with an increase of over 60% over the next 20 years placing further strain on existing services (Welsh Government, 2014). In addition, Powys has a higher than average number of adults with a learning disability and a higher number of adults with sensory impairment (2,987) (Welsh Government, 2011).

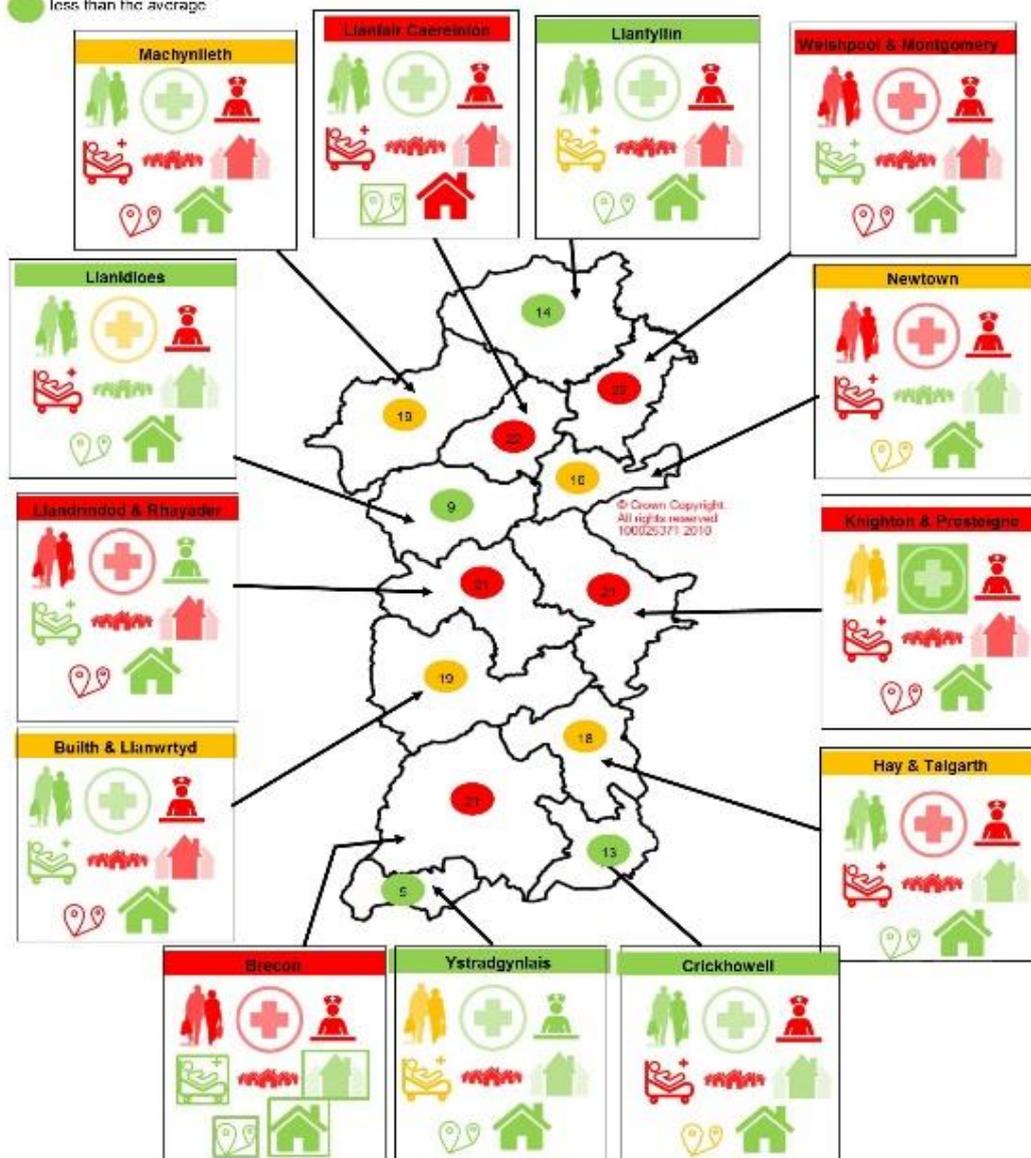
Older People Accommodation - Detailed Data Visualisation: 13 localities - Weighted Scoring

The following areas were considered extremely important factors to assess older people accommodation and have been assigned a weighting

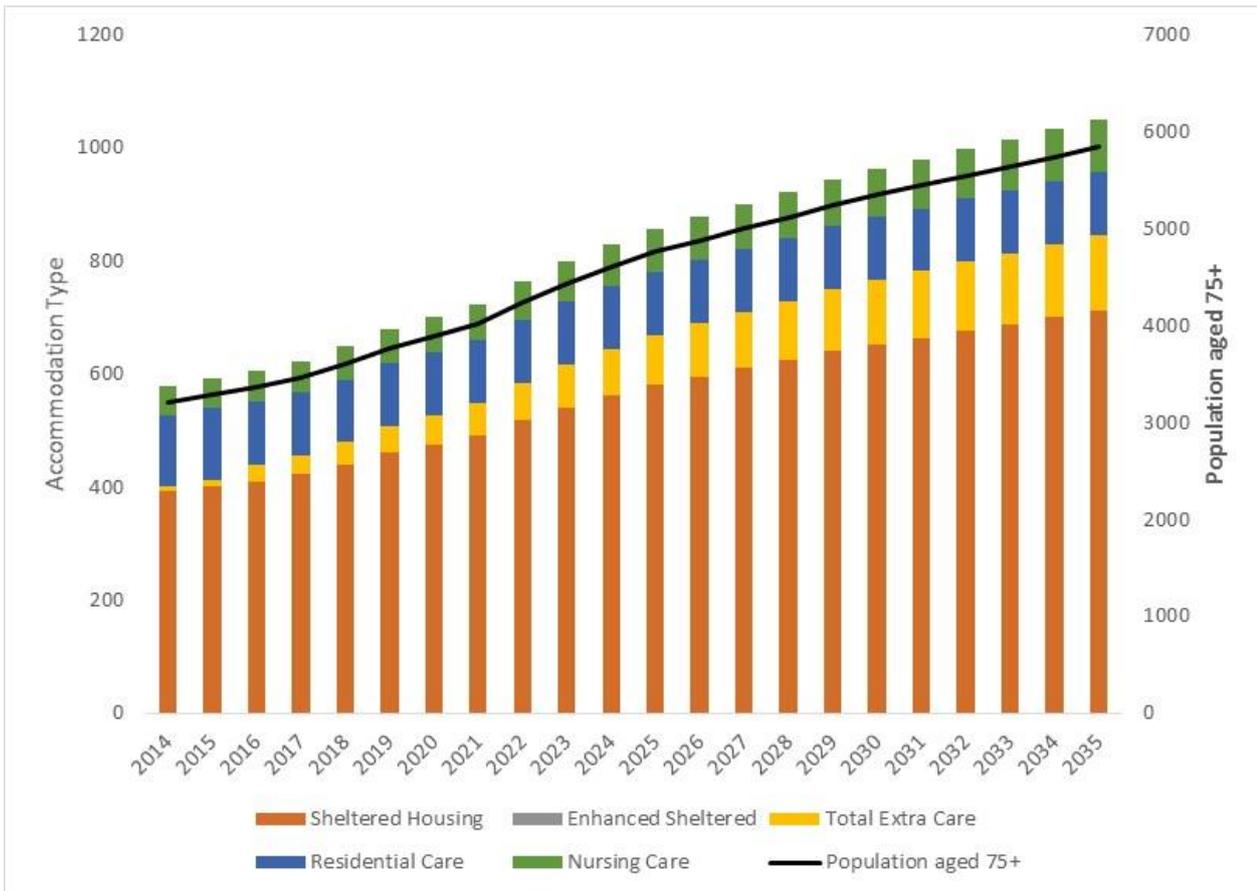
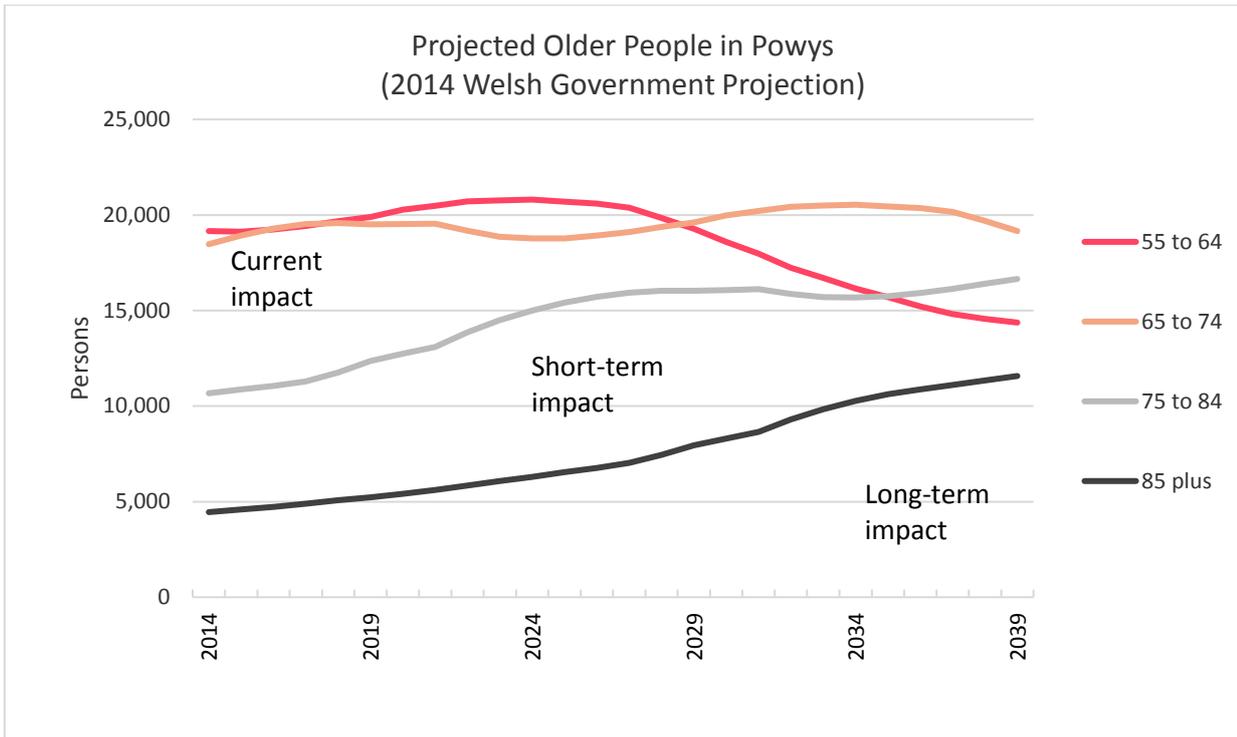


The shading assigned to each of the icons below reflects how far from the Powys average each locality is:

- more than 10% above average (or no provision)
- up to 9.9% MORE than the average
- less than the average



The data visualisation above shows the key indicators that we have used to assess the differences in our 13 localities. Delayed Transfer of Care (DTC) refers to those individuals who are in hospital and unable to return home or to a care home due to various reasons. Whilst, distance travelled refers to the distance that older people are placed from their original address, specifically looking at those more than 10 miles from the original address.



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 Ni ddylid gwneud unrhyw gopiâu ychwanegol heb ganiatâd y Cyngor.

Domiciliary Care Clients August 2016
 Source: Powys CC © Powys CC

- 115 to 142
- 72 to 115
- 51 to 72
- 36 to 51





Are there any specific locality differences?

The distribution of older people within a care setting varies across each of the 13 localities within Powys. Of the 13 localities, Welshpool and Montgomery currently has the largest population of people over 85 (635), with Llanfair Caereinion having the lowest (146). Over the next 20 years, it is projected that Knighton and Presteigne will see the highest increase to its older person's population (172%) and Llanfyllin the lowest (143%). The average increase of people over 85 across Powys is projected to increase from 4,451 in 2016 to 11,456 in 2036 (157%).

- Different services have been built up over the years using different geographical boundaries - this can create both overlap and duplication and alternatively areas which do not historically get services adequately. Populations have gravitated where infrastructure is better - for example the North of the County.
- Those living in towns may also benefit from increased choice where local markets are large enough to support more than one provider/community network, ongoing benefits from historic investments in local services, better transport infrastructure, and greater access to employment opportunities within social care services than people living in isolated hamlets or localities that do not possess the innate critical mass to support cost effective investment in private sector or communities networks.
- In term of Domiciliary Care, localities with the highest provision tend to be in north and mid-Powys. For example, provision is more than double in Knighton and Presteigne compared with Brecon



What do citizens say?

- More people want to stay in their own home.
- Want to stay connected with their community.
- Household chores and upkeep become difficult.
- Want to feel safe and secure.
- Do not want to move as personal needs change.
- Options to buy or rent accommodation.
- There was widespread recognition that the residential sector is changing, with increasing demand for nursing care (particularly dementia related) and lessening demand for 'traditional' residential care;
- Similarly to day centres, residential accommodation provides opportunities for older people to socialise. However, examples were given of residents who didn't consider they had interests in common with their fellow residents and thus didn't experience this;

- Examples of reduced independence and a lack of bespoke opportunities were given by users;
- Some felt that people were steering away from residential care in Powys and were going elsewhere in the country or to England.
- Being able to live in their current home for as long as possible.
- Some calls for more residential care provision in parts of the county and calls for more specialist dementia care and nursing provision in parts of the county.
- There was also calls for more extra care, residential, and nursing placements.
- There was support for using the residential home as a hub to bring community groups in.
- One respondent felt that some homes will not accept people with a dementia diagnosis and that there was an extra need for respite beds for carers/family members of people with dementia.

Population Assessment Questionnaire 2016 - 64% of people living in a residential care home chose to live there. Of the group who did not personally make the choice to move into a home, the majority were moved there due to a decline in their health, and an inability of family or carers to adequately provide for them.

Older people like the services they currently use and cannot see the reason for an alternative (Listen & Learn)

Differences in the opinions of younger people to what they should be commissioned in the future compared to existing older person generation (Joint Older Peoples Commissioning Strategy Consultation).

Customers would use more assistive technology if they knew what was available and how it operates: (Joint Older Peoples Commissioning Strategy Consultation/Listening and Learning).

Home Care Survey: 40% of respondents felt that the service in Powys was Very Good/Good, 46% felt that it was Very Poor/Poor. A great deal of concern was expressed about the perceived lack of skills and professionalism of carers although there was also a lot of praise for the dedication and caring nature of the staff. A lot of concern was expressed about the time allowed for individual visits. Many respondents raised the issue about the lack of continuity of carers visiting clients.

Concern was also raised about missed appointments and other changes to routines.

Criticism of the provider agencies and the council's management/monitoring of these was expressed, including references to the retendering process.

There were also criticisms of the working conditions which agency carers work under

Support for carers to be enabled to take clients out (e.g. to the doctors) as part of their role.

Population assessment questionnaire 2016. 75% felt that they lived in a home that supported their well-being; 48% could do the things that were important to them; 70% knew who to contact about their care and support; 66% had had the right information and advice when needed; 67% were actively involved in decisions about how their care and support was provided; 84% could

communicate in their preferred language; 75% were happy with their care and support; 68% of those aged 18-24 had advice and support that prepared them for adulthood.



What do staff say?

Dependency levels increase upon admission into a residential home, and staff vary at each home in terms of promotion of independence.

- Independence can be promoted in smaller group homes, as individuals get lost in larger homes. Care homes should be built on one level.
- Smaller homes in the community are more ideal than larger homes. Those larger homes must maintain a sense of community.
- People are not aware of the options available to them and often only find out a full range of options after working with providers.
- Transport links throughout the county (and on a local level) can be a barrier.
- A retirement village in Powys would be ideal. It would provide peace of mind in the next 10 years.
- There is a lack of suitable accommodation within Powys, lots of adaptations are required.
- Some people do not want to leave their home, which means service provision can be difficult in remote areas.
- Home ownership is high in Powys.
- Need environments where people can be discharged and have additional support - possibly a training apartment.
- Some people would like to go and live back in their own homes but worry it would be too isolating and lonely.
- Domiciliary care is not as effective. People are at risk of neglect/abuse/safeguarding issues and no support of a night.
- Many residents lived in their own homes before moving into a care home and some would like to return to live at home but need care.
- Population Assessment Staff Questionnaire: "Local provision within the community – i.e. good residential and nursing care. Safe from risks in the home. Medication management. Nutrition Hygiene'. – Adult Services". "Powys, like many authorities, has an ageing population. We predominantly support the older population and demand for homecare, residential/nursing care, direct payments is increasing; demand will always continue to increase".

Culture on the whole is still an embedded notion that we have to meet all people's needs via public/state: is there any evidence/quotes for this?

This can only be a generalisation reflected in continued practice and models of delivery. Some staff do see the need for developing capacity and resilience at community level engaging with the 3rd sector.

Population Assessment Staff Questionnaire: "Some survey respondents identified the need for continued independence, self-sufficiency, and control over one's own life as the key outcomes desired by service users. This was most prominent in areas dealing with Powys' ageing population"

"The service users want to be able to remain in their own homes with adequate support. With this support the service user would like to be treated like a human being and not just a job. So a certain level of social interaction is required.' – Contracts and Commissioning"

"Local provision within the community – i.e. good residential and nursing care. Safe from risks in the home. Medication management. Nutrition Hygiene'. – Adult Services"

"There are an ever increasing numbers in people requiring home support and with the new legislation there will be more emphasis on people staying at home. This will in turn have an increase in home care request as families do not live close together any more. The population are also working longer hours so they are unable to support their family members in day to day activities."

"Complexity of health conditions. Increased demand due to people retiring into Powys. Continued strategic direction from institutional to home setting. Technology advances will change the need for the way in which services are delivered. More specialist Community support model will develop."

"The aging population require more support and to know that as they grow older they will be looked after."

"There is a lack of care providers within the area, so people are unable to get the care packages they request."

"Unable to recruit: paid carers, volunteers, skilled professionals e.g. social workers Market capacity – e.g. domiciliary care providers. Access to specialist and complex provision. Critical mass to locate services Transport Supporting more people to remain in their own home."

"Increased gatekeeping around financial spending. Increased signposting to other therapeutic interventions services. Specialist domiciliary care e.g. Mental Health, delayed transfer of care (DTC) due to availability of home of choice, waiting for housing adaptations"



What does the third sector/private sector say?

Scale and Commitment

- £200m plus in terms of value

- Long-term contract.
- Would generally not be interested in being part of a framework.

Model

- Flexible approach from Council willing to embrace innovative solutions
- Prime development land for new build and sales.

Funding

- Would want clarity in terms of how the developments would be funded.

Process for appointment

- Would want the appointment to be conducted through a swift, short Competitive Dialogue process.

They see they have a critical role to play. They also have concern over losing historical funding they may not be sufficiently targeted to meet our strategic priorities.



Are there any preventative measures associated with this data?

Greater collaboration and understanding amongst services;

- Model of early intervention and prevention
- Domiciliary Care
- Assistive Technology
- Utilisation of Supported Housing/Council Stock
- Day Care/Befriending
- Extra Care – (including Severnside)

Preventative measures will need to take a networked approach at community level to ensure that people remain connected to their community. Better co-location of services and services that focus on staying healthy and planning for older age. 3rd sector and communities are in the best position to meet needs early before they become worse and or become critical. Examples include:

- Information and advice
- Home Support (Including 24 / 7 rapid response & hospital to home)
- Befriending, home sitting, and group socialisation
- Dementia support services and Dementia Friendly Communities
- Assistive Technology

- Care & Repair / Home Safely / Healthy Home / Moving on / relocation
- Carers Support
- Assistive technology

Preventative health measures will be critical and will include activity such as:

- Long Term Condition Management
- Falls Prevention
- Stroke Support
- Palliative Care
- Mental Health Support
- Health Prevention Programmes
- Telehealth



What we don't yet know?

Causes of hospital admissions as it is the ailment recorded rather than the cause.

People who are admitted and then as a result need a change in accommodation post-hospital admission.

The advantage of obtaining this data is to help understand whether there are hospital admissions due to people living in hazardous accommodation. Understanding whether there could have been alternative accommodation types for people leaving hospital is key in terms of the modelling being undertaken preventing residential care admissions.

A tracking and mapping of outcomes for people accessing early intervention and prevention services - we need to ensure that WCCIS (Welsh Community Care Information System) is linked to any early intervention and prevention model so that we can provide robust evidence of interventions taken and potential costs saved.



National Trends

Across Wales, the over 85 population is expected to rise markedly over the next twenty years, although the decrease in other areas of the population is expected to be less severe than in Powys. Across Wales, the number of single person households has also been increasing, though at a slower rate compared to Powys.

Wales overall is expected to see an increase in the number of people over 65 living alone, rising from 283,313 in 2015 to 388,608 in 2035. The percentage of people in Wales that are unable to complete self-care, mobility, or domestic tasks is similar to the Powys figure. This suggests that demand is going to increase across Wales at a similar rate.



Scenario

Short Term

Provision is available but not in the right place. Vacant beds Mid and South and insufficient capacity in the North resulting in out of county placements. People travelling afield for services plus an increased cost for service provision.

Expenditure will keep rising because we are unable to manage the front door of people flowing in to statutory services - more time will be spent assessing people's needs and public anxiety will grow because we are unable to respond. The worst case scenario is that safeguarding issues will rise because people are falling through the net because the service is unable to cope. Higher Delayed Transfer of Care, longer delays and higher expenditure for Health and other services.

Medium Term

Insufficient provision across the County, increase in hospital admissions, increased demand on domiciliary care, increase in delayed transfer of care (DTC), increased cost.

Unmanageable Medium Term Financial Plan - legal challenge and litigation due to needs not being met. More of the above. Rising citizen frustration and political challenge. The local authority could go in to special measures. More older people not having their eligible needs met.

Long Term

Very traditional environment that does not meet society's changing/increased expectations. Unsustainable services.

Embedded with a clearer idea of the projected needs of citizens



How do services currently contribute?

Housing, 2,000 units of accommodation designated for Older People

Housing, Registered Social Landlords and Powys Teaching Health Board are all key partners in offering a solution.

Adult Social Care own 12 Residential homes and work in partnership with Powys Teaching Health Board on one integrated care facility.

Adult Social Care have recently worked in partnership with Wales and West to open Extra Care in Newtown.

All Council commissioned provision for Care Homes requires individual residents to be assessed in line with legislation.

There is currently a range of services but not well aligned or co-ordinated, traditionally focused on crisis management and continued care rather than addressing demand failure, early signs of crisis and Reablement/independence.



Is need being sufficiently met?

Need is not able to be met in County with increasingly complex cases particularly in the Mid and North of County having to be met outside of Powys. Current choice of accommodation is limited to own home, sheltered housing, limited numbers of Extra Care or Residential/Nursing Care.

Not yet but beginning to address.

Culture

Findings not scored against wellbeing goals



What are the key findings?

There are many opportunities within Powys to access arts and culture, with several theatres and art centers and numerous attractions. Arts and cultural services in Powys are primarily independently delivered largely through charitable organisations, some receiving regular support from Powys County Council and from the Arts Council of Wales, some organisations receive little or no support and are reliant on volunteers to operate. The arts and cultural sector (made up of voluntary, third party and private groups) including the creative industries makes a significant contribution to the local economy as well as ensuring places and communities are active, vibrant and cohesive.

Welsh Language: Powys is committed to ensuring that the Welsh language is promoted and treated no less favourably than the English language, and that people are able to live their lives through the medium of Welsh if they choose to do so.

Powys has experienced a reduction in the number and percentage of Welsh speakers between 2001 and 2011. However, the number of Welsh speakers within the county is greater than the figure in 1991.



What does the data tell us?

Participation in arts activities and events is relatively high in Powys and in line with the national average, being reasonably accessible. Powys also sees an average of 4.6 million tourists per year, who in turn invest £615 million into the local economy. Tourism accounts for 12% of all employment in Powys, above the Welsh average of 8%. Powys has five Museums, the Brecknock Museum is currently closed for development of the Cultural Hub and Llanidloes museum is also currently closed whilst we co-locate the museum with the library. In 2015/16 there were 21,436 visitors to all museums. Powys has 17 libraries, there were 603,833 visits in 2015/16 which is an increase from 2015/14 which saw 570,288 visitors. Powys also has 2 mobile libraries (Brecon and Newtown) which received 10,599 visits in 2015/16, there were 4 mobile libraries (Brecon, Newtown, Radnor and Welshpool) in 2015/14 which saw 19,466 visits.

Powys funds the following arts and culture venues; 4 theatres in Powys which provide a wide range of entertainment including drama, comedy, music and dance; Theatr Brycheiniog, Brecon, The Wyeside, Builth Wells, The Hafren, Newtown, The Welfare, Ystradgynlais. Llanwrtyd and District Heritage and Arts Centre, this center is an interactive history of the town and surrounding areas. www.arts-engine.org.uk is an online hub for visual and performing arts in

Powys. The creative services directory on arts engine lists artists and organisations in Powys who provide, workshops, courses, tuition and other services.

There are also 97 cultural attractions within Powys;

Attraction Type Count

Attraction Type	Count
Abbey	1
Castle	17
Cathedral	1
Countryside	1
Garden	10
Historic Building	4
Historic Church	35
Historic House	5
Museum	5
Prehistoric Site	6
Roman Site	12
Grand Total	97

8 of the attractions (4 castles, 3 historic buildings and 1 roman site) are the organization Cadw

3 of the attractions (2 Historic Houses and 1 Garden) are from the organisation Historic Houses Association

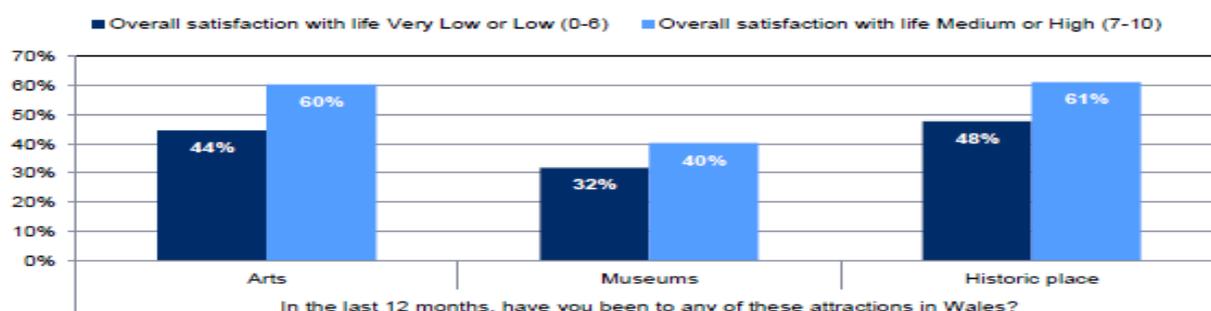
1 of the attractions are part of the National Trust, this is Powis Castle and Gardens.

There are 2 other attractions within Powys which are part of the National Trust and high in culture;

Brecon Beacons – Mountain tracts such as those around Pen Y Fan (highest peak in South Wales, glaciated valleys and waterfalls such as Sgwd Henrhyd (tallest waterfall in South Wales).

Abergwesyn Commin – Twelve mile wide expanse of remote mid-Wales, crossed by a few minor road, dotted with prehistoric and medieval sites

Powys has a slightly below average number of Welsh speakers with 18.6% of the population speaking Welsh. However, this figure is noticeably higher among 3-15 year olds at 39.9%, and noticeably owner among 50-64 year olds at 12.1%. Overall, there has been an increase of 2,300 Welsh speakers between 2006 and 2013, representing the third highest increase in Wales.



Are there any specific locality differences?

Residents survey showed all localities have high percentages for don't use or no opinion, highest being Newtown (56%), for museums and Llanidloes (62%) for Arts.

Welsh Language: There is a great difference in the percentage of Welsh speakers within the different localities in Powys, ranging from 53.8% in the Machynlleth locality and 39% in the Ystradgynlais locality to 8.6% and 9.8% in the Knighton and Presteigne, and Hay and Talgarth localities respectively. But it is also important to recognise that there are Welsh speakers and that the language is used within every community and locality in Powys.



What do citizens say?

Residents value access to arts and culture, citing this as contributing to active and healthy lifestyles.

21% of respondents say that they regularly participate in voluntary work. Over half say they never undertake voluntary work.



What do staff say?

Welsh Language: Service provision, including quality Welsh medium education, opportunities to use the Welsh language, both with the Council and in a social capacity, for them and their families, and opportunities to develop careers through the medium of Welsh are key to keeping Welsh speaking staff within the area, which is essential for the authority, and partner organisations, to be able to provide services according to the requirements of the Welsh Language Standards and More Than Just Words, the Welsh Government's Strategic Framework for providing Welsh language services in health and social care, and according to the expectations of the Welsh speaking public.



What does the third sector/private sector say?

Anecdotal consultation with arts sector partners cites the importance of arts and culture in contributing to people's health and well-being, providing opportunities for social interaction, creative involvement and active involvement.



Are there any preventative measures associated with this data?

The Arts Service has recently designed, obtained external funding from Arts Council Wales (ACW) and led a resilience programme for arts organisations to develop sustainability and prepare for meeting challenges (funding, capacity). The 'Sustainability School for the Arts' involved 30 Powys based arts and cultural organisations in a training programme including; fundraising, resourcing & finance, business development & mentoring, marketing & audience development, strategic planning and evaluation (Report available). The Arts Service is currently delivering a further adjunct programme in partnership with Arts & Business Cymru to assist organisations in developing their Boards, recruitment of new Board members, governance training and planning - Sustainability PLUS. Coordinated, strategically delivered support, training and mentoring of this nature is highly valued by independent charitable organisations who cite such assistance as contributing to their capability in adapting, maintaining and growing their operations and thereby continuing the availability of arts provision to residents with minimal funding support for Powys County Council.

New Welsh Language Standards have been introduced, under the Welsh Language (Wales) Measure 2011, and issued by the Welsh Language Commissioner, which list ways in which the

Council is expected to provide services through the medium of Welsh and provide opportunities to use the language, to assess the impact of policies and decisions on the Welsh language, and state how it will promote the Welsh language in order to increase the number of Welsh speakers and its use within the county.

The Council must also operate according the requirements of More Than Just Words, the Welsh Government's Strategic Framework for providing Welsh language services in health and social care.

The Council's Local Development Plan includes a section which considers the impact of planning decisions on the Welsh language, and steps which must be undertaken by developers in areas where the Welsh language is a material consideration.

The Council also contributes towards the work of two language initiatives (Mentrau Iaith) in north and south Powys, which promote and provide opportunities to use the language socially, and work with other Welsh language organisations working within the area.



What we don't yet know?

Data development requirement: Evidential data capturing direct links between attendance and participation in the arts and the positive effects on physical and mental health, well-being and prosperity, skills and employment. Economic impact assessments - cultural and creative industries. Young person led study analysis of value, skills outcomes & impact on mental health and well-being, including social effects, of participation in the arts.

Welsh Language: The Council currently does not hold data for the Welsh language skills of all its staff (it currently holds data for 56.45% of the workforce). This data is required to measure the ability of service areas to provide services according to the requirement of the Welsh Language Standards, and therefore according to the needs of the community.



National Trends

The National Survey for Wales 2014-15 Arts, museums and historic places shows 58% visited Arts events, 39% Museums and 59% Historical places.

Powys shows the same for Arts events, but a slight decrease of 35% visiting museums and 56% visiting historical places.



Scenario

Short Term

Reducing public funding for arts & cultural services. The Council would not be fulfilling the requirements of the Welsh Language Standards, and therefore the Welsh Language Measure, and would therefore not be providing services according to the expectations of the Welsh speaking public, and would risk having sanctions imposed by the Welsh Language Commissioner, including financial penalties.

Medium Term

Expectation that funding will continue to reduce or at the very least stand still for Arts and Culture. As above, and also leading to a further reduction in the number of Welsh speakers in the area, which will in turn further affect the Council's ability to provide services to the public in Welsh, and fulfil the requirements of the Standards. It would also make Powys a less attractive place for Welsh speakers to live and work, making it more difficult to recruit Welsh speakers to key roles within the Council, partner organisations and schools, and a loss of a distinct element of the area's culture.

Long Term

Diminished revenue funding, reduced capacity and lack of investment in arts facilities, venues and organisations will lead to a depleted infrastructure unable to sustain itself long term. This in turn would lead to closure of venues, folding of arts organisations, and a widening gap in accessible provision for residents of and visitors to Powys. As above, with reduced work opportunities and opportunities to socialise through the medium of Welsh leading to young people leaving the area.



How do services currently contribute?

The Arts & Cultural Services currently deliver or support arts projects, venues and activities, library service and museums including education programmes. The Arts Service works in direct partnership with the third and private sector to sustain, develop, and deliver high quality arts provision across the county. Delivery includes confidence and skill building targeted work with children and young people through inclusive and accessible youth theatre, music, and visual arts for the more able & talented, for example, often including those with disabilities, mental health issues and disorders particularly affecting young people such as anxiety, depression as well as social exclusion. Dementia friendly film showings, issue based theatre productions, rurally based touring performing arts productions in village halls and community venues, music festivals and events contribute to meeting the particular needs of rural communities who otherwise would have little or no access to arts and cultural activities without the need for significant travel. Libraries offer a wide range of community services including: prescription book scheme, storytelling for children & families, book clubs, children's' summer reading campaigns, and a host of community activities and events for older isolated people, young people who do not have access to ICT at home (student study facilities) and the general public. Additionally they work in partnership hosting Powys Training, Job Centre Plus and customer services and support members of the public with ICT support, online job searches and applications, and skills development. The Museum Service provides access to local history and national collections, exhibitions, events, talks and educational outreach activities - all contributing to a rich quality of life, social interaction, sense of community value and cohesion. The Museum Service led

'Dementia Box' scheme involving artifacts and objects packaged together pertaining to certain periods throughout history, for example the Second World War, are created and lent to older peoples groups, carers and community service providers to engage with and stimulate interest, memories and storytelling in Dementia suffers - the positive impact on people is high and demand is growing because of this.

Welsh Language: All Council services are required to operate according to the requirements of the Welsh Language Standards, issued under the Welsh Language (Wales) Measure 2011, as well as services provided on behalf of the Council by partner organisations. The Welsh Language Standards have also been, or will be rolled out to other public bodies operating within Powys.



Is need being sufficiently met?

Already access to arts and cultural services is widely spread out throughout Powys, so access for those without means of transport is limited. Schemes such as the 'Night Out Rural Touring Scheme' contributes very successfully to the local 'offer' by bringing performing arts productions into rural community based settings. Independently run professional theatre venues are based in Newtown, Brecon, Builth Wells and Ystradgynlais.

Welsh Language: There are gaps in the provision, with all service areas not able to provide services according to the requirements of the Welsh Language Standards at present.

Community services

Findings not scored against wellbeing goals



What are the key findings?

Being unable to access the services we need and want in a rural county which stretches across a quarter of Wales is something that can have a big impact on resident well-being. With budget cutbacks totalling £29.8m over the next three years (PCC, 2016) and this impacting on front line services from libraries to refuse collections it's forcing a rethink on how and where services are delivered the issue of future access is one that is beginning to cause concern for residents. The same applies for other services from health to policing.



What does the data tell us?

Across Powys, there is good access to public services, with all key towns being able to access at least one public service (Welsh Government, 2014). However, due to budget constraints, many services are now being concentrated in a single building. Other areas, such as maintenance of public toilets and leisure centres have been transferred either to private concerns or to town councils or other community groups. This has result in saving for the council without necessarily compromising service. Finally, residents found it easy to get in contact with the council, with Customer Services taking 13,000 calls every month (PCC, 2016). However, the importance of face to face communication should not be underestimated.



Are there any specific locality differences?

Powys has a number of buildings that are accessible to the public and are used to access services like libraries, leisure centres, youth clubs, housing and main offices like County Hall where residents can and do visit to receive advice, meet officers and or drop off letters. In terms of access we are beginning to see services delivered out of key towns like Newtown, Welshpool, Llandrindod Wells, Brecon and Ystradgynlais. The Youth Service have stopped delivering services from youth centres but are looking to commission services to smaller communities using third sector groups. There are also discussions between organisations around co-location and shared use of buildings but these take time. The more rural market towns may be faced with losing services if town and community councils or community organisations aren't able to or don't step in under the community delivery offer re-taking on services like toilets, grass cutting, libraries, museums, and/or local buildings.



What do citizens say?

In the Residents Satisfaction Survey from 2015, 85% of respondents said they would prefer to contact us via the telephone, 12% said by email and 7% said in-person. 3% said they would use the internet and 2% said they would prefer to write. 54 respondents out of 821 said they did experience problems accessing services. Planning and street services were the most mentioned. When asked if people felt they had experienced access issues due to their age, gender, religious beliefs, etc. only five people said they felt this was an issue. Residents responding to the library savings survey felt co-location wherever possible made sense and this applies not just to library closure threats but on a wider basis.

Population assessment Questionnaire 2016 - 61% felt that they were part of the community. 74% were happy with the support from family, friends, and neighbours.



What do staff say?

Staff are concerned about budget pressures and reductions in services to communities across Powys. Some front line staff are also affected by the changes around service provision with some redundancies an obvious outcome where services are no longer being delivered.



What does the third sector/private sector say?

Some communities would be willing to take on services but feel they need far more support from the council than is currently being offered. Re-machinery usage, insurance issues, financial expertise and funding and timescales re-funding i.e. the change from 3 to 5 years has improved the offer and sustainability.



Are there any preventative measures associated with this data?

Residents feel that combining resources and sharing buildings would create efficiencies and sustain services. The community delivery project is a measure to try and address loss of services locally and encourage resilience.



What we don't yet know.

No specific data gaps identified.



National Trends

This information was not available, but has been identified as a data gap.



Scenario

Short Term

There is a picture emerging of reduced services being offered from bases in more rural market towns. The focus is on delivering from five or six key towns for some council services like leisure centres, youth clubs and libraries.

Medium Term

This cornerstone approach will continue which may impact on specific communities and geographies and residents with specific needs from being able to access services. Although Powys has a high number of households with two cars, some residents don't drive and thus rely on these services. These may be our more vulnerable residents.

Long Term

The loss of a key and significant element of the community in parts of the county could affect the viability of services and community provision in general in those areas. Reduction in public sector services delivered out of community type buildings. Move to digital delivery methods only?



How do services currently contribute?

Some services like social care provision work on an individual basis so those who are vulnerable and needing care will be visited in their own homes. Some residents who are mobile may be able to access to third sector activities via community transport schemes funded by the council in conjunction with PAVO as the delivery arm. Currently the school moderations programme isn't having a huge impact on surplus places but changes will be occurring during the next five - ten years with the one school over two sites decision taken for Builth Wells and Llandrindod High School and some primary school closures. Mid-term population figures suggest pupil numbers continuing to fall and by 2018 there being 400 less school aged pupils in the county. Access to leisure centres is generally good with the transfer of management to Freedom Leisure. Changes to youth clubs are likely to be having an impact on those young people who used to access the provision. There is a move to deliver more and more services via a digital format e.g. customers services are encouraging people to report or contact the council via social media and their website and request or pay for a service rather than via face to face or telephone.



Is need being sufficiently met?

Already access to arts and cultural services is widely spread out throughout Powys, so access for those without means of transport is limited. Schemes such as the 'Night Out Rural Touring Scheme' contributes very successfully to the local 'offer' by bringing performing arts productions into rural community based settings. Independently run professional theatre venues are based in Newtown, Brecon, Builth Wells and Ystradgynlais.

