

# Public Document Pack



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To: Councillor Carol Ellis (Chair)

Councillors: Mike Allport, Marion Bateman, Andy Dunbobbin, Gladys Healey, Cindy Hinds, Andrew Holgate, Kevin Hughes, Rita Johnson, Mike Lowe, Dave Mackie, Hilary McGuill, Martin White, Ian Smith and David Wisinger

10 November 2017

Dear Councillor

You are invited to attend a meeting of the Social & Health Care Overview & Scrutiny Committee which will be held at 2.30 pm on Thursday, 16th November, 2017 in the Delyn Committee Room, County Hall, Mold CH7 6NA to consider the following items

**Please note that there will be a Corporate Safeguarding briefing, which is for the members of the Committee only, commencing at 2.00 p.m. before the public session commences at 2.30 p.m.**

## A G E N D A

### 1 **APOLOGIES**

**Purpose:** To receive any apologies.

### 2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

**Purpose:** To receive any Declarations and advise Members accordingly.

### 3 **MINUTES** (Pages 3 - 20)

**Purpose:** To confirm as a correct record the minutes of the meetings held on 14 September and 5 October 2017.

### 4 **OLDER PEOPLE'S STRATEGY AND AGEING WELL PLAN** (Pages 21 - 30)

Report of Chief Officer (Social Services) - Cabinet Member for Social Services

**Purpose:** To provide Members with an update on the work that is taking place to implement the Strategy for Older People in Wales, with a specific focus on the Ageing Well Plan.

5 **SAFEGUARDING ADULTS AND CHILDREN** (Pages 31 - 44)

Report of Chief Officer (Social Services) - Cabinet Member for Social Services

**Purpose:** To receive a progress report on safeguarding and current issues

6 **FREE CHILDCARE OFFER** (Pages 45 - 58)

Report of Chief Officer (Social Services) - Cabinet Member for Social Services  
Report of Interim Chief Officer (Education and Youth) – Cabinet Member for Education

**Purpose:** To provide an update on the developing free childcare offer programme.

7 **COUNCIL PLAN 2017/18 - MID YEAR MONITORING** (Pages 59 - 82)

Report of Social and Health Care Overview & Scrutiny Facilitator - Cabinet Member for Social Services

**Purpose:** To review the levels of progress in the achievement of activities, performance levels and current risk levels as identified in the Council Plan 2017/18.

8 **ROTA VISITS**

**Purpose:** To receive a verbal report from Members of the Committee.

9 **FORWARD WORK PROGRAMME (SOCIAL & HEALTH CARE)** (Pages 83 - 88)

Report of Social and Health Care Overview & Scrutiny Facilitator

**Purpose:** To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee

Yours sincerely



Robert Robins  
Democratic Services Manager

## **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE** **14 SEPTEMBER 2017**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held in the Delyn Committee Room, County Hall, Mold on Thursday, 14 September 2017

### **PRESENT: Councillor Gladys Healey (Vice-Chair in the Chair)**

Councillors: Marion Bateman, Andy Dunbobbin, Andrew Holgate, Kevin Hughes, Rita Johnson, Mike Lowe, Dave Mackie, Hilary McGuill, Ian Smith, Martin White and David Wisinger

**APOLOGY:** Councillors: Carol Ellis and Cindy Hinds

**ALSO PRESENT:** Councillor Patrick Heesom

**CONTRIBUTORS:** Councillor Christine Jones, Cabinet Member for Social Services; Chief Officer (Social Services); Senior Manager, Children and Workforce; and Senior Manager, Safeguarding and Commissioning;

Representatives of Betsi Cadwaladr University Health Board

Rob Smith, Area Director East

Lesley Singleton, Head of Strategy and Partnerships for Mental Health

Jane Bryant, Area Nurse Director

**IN ATTENDANCE:** Social & Health Care Overview & Scrutiny Facilitator and Community & Education Overview & Scrutiny Committee

### **18. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **19. ADDITIONAL ITEM**

The Social & Health Care Overview & Scrutiny Facilitator advised that the Committee had been requested to consider an additional item titled 'White Paper Consultation – Services Fit For Future – Quality and Governance in Health and Care in Wales'. The Committee agreed to consider the additional item.

### **20. WHITE PAPER CONSULTATION – SERVICES FIT FOR FUTURE – QUALITY AND GOVERNANCE IN HEALTH AND CARE IN WALES**

The Chief Officer (Social Services) introduced the initial feedback to the Welsh Paper consultation from internal staff and officers. The White Paper sought views on proposals covering a number of health and social care issues which may require future legislation.

Proposals included the strengthening of local health boards so that they functioned as integrated, accountable; population-based organisations; new

duties of candour and quality; areas where health and social care could act more collaboratively; and more effective inspection, regulation and capture of citizens' voices. The consultation was split into four chapters, each of which was summarised within the report.

Councillor Dave Mackie, commenting as a County appointee to the Community Health Council (CHC), reported that concern had been raised by the Community Health Council around the proposals which were modelled on the Scottish system and questioned why this was the case given that the Scottish model was already being reviewed. He also said that members of the CHC had an understanding of what was involved with inspections as many members had retired from the health care system and provided expertise when carrying out inspections. He was concerned if the proposals were for the Healthcare Inspectorate Wales (HIW) to undertake inspections as they only carry out a small number in comparison to the CHC. He said that all members of the CHC were volunteers and that the continuation of volunteers should be encouraged and that there was an advantage to being on the ground visiting hospitals where staff felt they had the opportunity to outline problems they were encountering.

The Chief Officer said that he supported the comments made but clarified that the proposals were not for the HIW to replace the CHC. He agreed that there was a need to retain the experience and knowledge of volunteers and suggested that the response be strengthened to reflect the comments made by Councillor Mackie. He also agreed to question whether the proposals had been modelled on the Scottish system.

Councillor Andy Dunbobbin commented on the value of collaborative working and the positives of 3<sup>rd</sup> sector involvement. The Chief Officer agreed to ensure that the response included comments that the 3<sup>rd</sup> sector should be a key part of future legislation.

Councillor Hilary McGuill welcomed the idea of person centred care but was concerned that no funding would be forthcoming as part of the changes in legislation and because of this she felt that often patients were moved from hospital to a nursing home because of financial constraints. She felt that the money should always follow the person.

The Chief Officer suggested that the draft response be strengthened to reflect the concerns.

**RESOLVED:**

- (a) That the report be noted; and
- (b) That the response to Welsh Government be strengthened to reflect the concerns raised by the Committee.

## 21. **BETSI CADWALADR UNIVERSITY HEALTH BOARD**

The Chair welcomed Rob Smith, Area Director East, Lesley Singleton, Head of Strategy and Partnerships for Mental Health and Jane Bryant, Area Nurse Director of Betsi Cadwaladr University Health Board (BCUHB) to the meeting.

Lesley Singleton, Head of Strategy and Partnerships for Mental Health provided background to the development of the Mental Health Strategy and explained that the special measures report had identified the need to develop the Mental Health Strategy. The new strategy for mental health services was in its final stages of development and approval and set out a wide range of principles and actions to be taken forward up to 2022. She highlighted the Implementation Plan, a copy of which had been provided to Members with the agenda and specifically detailed the overall approach to implementation, establishment of Local Implementation Teams, roles of implementation structures and proposed scheme of delegation. Appendix 1 of the document showed a visual picture of the proposed arrangements for implementation with Appendix 2 showing a working example of the work arising for acute care, as an earlier priority of the implementation process. She said she was happy to share a full copy of the draft Mental Health Strategy with the Committee.

Councillor Hilary McGuill welcomed the Mental Health Strategy but said that the implementation plan did not outline how resources would be used to prevent people turning up to A&E with mental health issues. Lesley Singleton outlined the work that had been undertaken with the charity Cariad and the recent event with health professionals and police to ensure alternatives are put in place to avoid people turning up at A&E.

The Chair asked if GPs could provide information to patients with mental health issues to avoid them ending up in A&E. Rob Smith outlined the work being undertaken to ensure that there would be a number of ways in which mental health patients could be directed to the relevant service areas.

Councillor Andy Dunbobbin welcomed the Mental Health Strategy. He commented that only 7% of Armed Forces charities were dealing with mental health issues and asked how the Strategy could improve mental health services for Armed Forces personnel. Lesley Singleton advised that she was a member of the Armed Forces Forum and said that the Mental Health Strategy would link into that Forum. She outlined a pilot project which had been undertaken with Glyndwr University alongside NHS Wales which saw armed forces veterans receiving peer support to keep them engaged in receiving positive outcomes.

Questions provided by Members of the Committee had been submitted prior to the meeting. The following responses were provided by Lesley Singleton, Head of Strategy and Partnerships for Mental Health:-

1. There is concern about the lack of Mental Health beds or people who need in-patient support. Will this Strategy help that and what are BCUHB currently doing about this?

Lesley Singleton confirmed that the Strategy would provide greater focus on pathways support, including in-patient provision but also alternatives to beds but that this was a large challenge as there was currently significant blocks in services. She outlined the need for patients to flow through the service and receive the right level of aftercare support and this would be addressed through closer working with partnership colleagues moving forward.

2. We talk a lot about people with Mental Health – can BCUHB explain where people with learning disabilities fit into the strategy, and what are the plans for this client?

Lesley Singleton explained that she was currently working with the Chief Officer (Social Services) in developing a Learning Disability Strategy on behalf of North Wales. This is a priority area of the Part 9 Board.

3. How will this strategy support the needs of children and young people – in particular those moving from children support services to adult services, we know the transition can be difficult?

Lesley Singleton explained that there was a very clear focus on children and young people within the developing Mental Health Strategy. She advised that the transition period could be very challenging but gave an assurance that the Strategy focused on getting that right.

Councillor Hilary McGuill commented on cases where there were no transition arrangements for children aged 13/14 having to move to adult services when reaching the age of 16. She also asked if there was a need to recruit more psychiatry consultants. Lesley Singleton advised that work was progressing in improving integration pathways to ensure transition through services was much more streamlined. She also advised that there were some recruitment challenges in the west of North Wales but would provide the Committee with a further response on the number of psychiatry consultants following the meeting.

4. There are a growing number of young people who don't have a diagnosis of Mental Health, however there are concerns about their emotional and mental wellbeing, we believe these young people may have emerging Mental Health problems – how can we support this group and what early interventions are available?

Lesley Singleton explained that early intervention was at the heart of the Mental Health Strategy through partnership working and linking with the Children's Strategy. She outlined the importance of directing resources to the necessary services and the work being undertaken through education at schools to ensure young people were adequately supported.

Councillor Hilary McGuill outlined the importance of young people feeling valued.

Further questions provided by Members of the Committee had been submitted prior to the meeting. The following responses were provided by Rob Smith, Area Director East and Jane Bryant, Area Nurse Director:-

Could you provide an update on Mold Community Hospital?

Rob Smith advised that a recent review of all fire regulations at Mold Community Hospital had identified one ward that did not meet the required fire regulations. Work to address this issue would commence at the beginning of October and would take 8 weeks to complete. He assured Members that there would be no impact to patients and steps had been taken to mitigate the closure of the ward whilst the necessary works were being carried out.

Concerns about car parking at the Wrexham Maelor Hospital. Example given where Councillor could not find a parking place anywhere over a period of 40 minutes. There were a whole stream of cars driving round with him too. Also heard that staff there have difficulty parking

Rob Smith advised that the Health Board were currently considering recommendations to make better use of the car parking space at Wrexham Maelor Hospital to resolve parking problems and manage the flow of cars through the site. The long term plan may include options for a park and ride.

In response to a comment from Councillor Dave Wisinger around charges for parking, Rob Smith explained that all Health Boards had made representations to the Welsh Government (WG) seeking flexibility to charge for parking where it was felt appropriate.

The ever growing wait for GP Appointments in Flintshire, personal experience and residents speaking to Councillors are waiting up to six weeks for an appointment. This of course is causing an additional impact at the front door of general hospitals hence the amount of Ambulances outside hospitals and waiting times for patients

Rob Smith explained that reducing GP appointment waiting times was an ongoing challenge. He said that priority was being given to gathering data on where delays were, changing the appointment system and changing staff levels. Work was ongoing to make inroads in implementing these systems.

Councillor Mike Lowe said that one of the concerns from patients was that they had to see a different GP on every return visit and that sometimes different advice was being given. Rob Smith said that this was an important area to take forward. Consultation was currently being undertaken on whether it was more important to see the same GP or whether to be seen more quickly. The development of different staffing models would hopefully alleviate difficulties being faced by GPs.

Councillor Marion Bateman commented that there was no open surgery at Mold Health Centre and asked that a representative of the GP's be asked to attend a future meeting of the Committee. Rob Smith suggested that Dr Gareth

Bowdler be invited to a future meeting in order to have a general discussion about primary care across Flintshire.

Councillor Hilary McGuill commented on Patient and GP Forum's which used to take place and allowed practitioners and patients to discuss any concerns. She said that this did not take place at all GP practices and asked why they had stopped. Jane Bryant agreed to provide information to the Committee on which GP practices still held the Forum's following the meeting.

Concerns about the amount of planning applications for large developments and concern that the Health Board are unable to deal with current capacity let alone additional patients

Rob Smith advised that the Health Board were consulted on planning applications as and when the need arose, but commented that the Health Board were unable to provide extra capacity for additional developments.

Councillor Marion Bateman asked if the Health Board had been consulted on the Council's Local Development Plan. Rob Smith responded that the Health Board had responded appropriately on the impacts to the health service and said that he would provide the Committee with a copy of the response.

The waiting times for Cancer patients and the time between diagnosis and start of treatment, are the times being met or are there delays?

Rob Smith explained that the waiting time for diagnosis was 31 days with 62 days being the target for treatment for cancer patients. The 31 day target for diagnosis was consistently being met but the 62 target for treatment was more challenging due to recruitment issues within the endoscopy and gastrectomy fields. He said that the recruitment issues were being addressed and that there was scope for the figures to improve.

The recruitment and shortage of staff

Jane Bryant reported that there was currently a shortage of qualified nurses. This was not the case with unqualified but trained nurses. There were particular pressure points, for example, the acute service, where work was being undertaken with teams to look at doing things differently. Open days were being planned to attract people to work in North Wales. She advised that there were no crisis points but the concerns continued to be monitored.

Rob Smith advised that the recruitment of GPs continued to be a national challenge and that a great deal of work was being carried out to reduce reliance on GPs in primary care. Dr Gareth Bowdler was in constant contact with GPs to monitor the pressures they were being put under.

In response to a question around bursaries, Jane Bryant explained that there had been an increase in university places being filled by mature applicants who had worked in the care sector and wanted to move to train to become a nurse. The Chief Officer (Social Services) commented on the challenges in retaining



staff with nursing experience within the residential care sector due to the differences between terms and conditions and said that there was a need to continue to work together to address this.

In response to a question around graduate nurse salaries, Jane Bryant explained that starting salaries were between £25,000 and £27,000 but this varied between both the health and social care sectors.

In response to a question around the number of agency nursing staff, Jane Bryant explained the number of agency nursing staff within the acute service was higher due to the need to maintain patient safety. Feedback from the workforce had been obtained which sought greater flexibility on working hours due to family and carer responsibilities. This had been taken on board and it was hoped that there was more flexibility in working hours now.

What is the delay for Welsh patients for ALL procedures in English hospitals?  
What is the delay for Welsh GP's to receive these results?

Rob Smith advised that data on waiting times in English Hospitals was outside of the remit of the Health Board who do not have access to this information.

Councillor Hilary McGuill outlined a case where a patient had waited 8 weeks for their MRI result from the Countess of Chester Hospital and said that as the Welsh NHS would be paying for this service, the service being provided should be monitored. She reported that the patient had since received an apology from the Countess of Chester Hospital.

Jane Bryant said that she was aware of this case and said that as soon as these incidents were brought to the attention of the Health Board they were dealt with.

What improvements have been made since BCUHB was placed in 'Special Measures'?

Rob Smith reported that there were a number of areas which had to be addressed, including, GP out of hours, governance processes, mental health and maternity. He advised that the current response from WG in addressing these issues had been positive but there was further to go in continuing improvement.

In line with earlier comments, he suggested that Dr Gareth Bowdler be invited to a future meeting of the Committee in order to discuss a broader agenda on where the Health Board were making progress and continued areas of concern. The Committee supported this suggestion and the suggestion that the Committee meeting be moved from a Thursday to accommodate Dr Gareth Bowdler.

Councillor Kevin Hughes thanked Rob Smith, Lesley Singleton and Jane Bryant for the information received and asked that his thanks be passed to the nursing staff at Wrexham Maelor hospital for their work and dedication.

**RESOLVED:**

- (a) That the Committee supports the Together for Mental Health in North Wales Implementation Plan; and
- (b) That Dr Gareth Bowdler be invited to attend a future meeting of the Committee in order to discuss a broader agenda on where the Health Board were making progress and continued areas of concern

**22. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE**

There were no members of the public and press in attendance.

(The meeting started at 2pm and ended at 4.05pm)

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**Chair**

**SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**  
**5 OCTOBER 2017**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held in the Delyn Committee Room, County Hall, Mold on Thursday, 5 October 2017

**PRESENT: Councillor Carol Ellis (Chair)**

Councillors: Mike Allport, Marion Bateman, Gladys Healey, Kevin Hughes, Rita Johnson, Mike Lowe, Dave Mackie, Hilary McGuill, Ian Smith and David Wisinger

**SUBSTITUTES:** Councillors: David Healey (for Andy Dunbobbin) and Mike Reece (for Martin White)

**APOLOGIES:** Councillors Cindy Hinds and Andrew Holgate, and Councillor Aaron Shotton, Leader and Cabinet Member for Finance

**CONTRIBUTORS:** Councillor Christine Jones, Cabinet Member for Social Services; Chief Officer (Social Services); Senior Manager, Children and Workforce; Senior Manager, Integrated Services, Lead Adults; Senior Manager, Safeguarding and Commissioning; and Service Manager, Resources

Councillor Bernie Attridge, Deputy Leader and Cabinet Member for Housing; Chief Executive; Finance Manager; and Finance Manager, Corporate Accounting & Systems (for minute number 20)

**IN ATTENDANCE:** Social & Health Care Overview & Scrutiny Facilitator and Democratic Services Officer

**18. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**19. MINUTES**

The minutes of the meeting on 20 July 2017 were received.

**Matters Arising**

Minute number 10: Improvement Plan 2016/17 Outturn report - the Chief Officer referred to discussion on care homes and confirmed that the target had been reduced.

Minute number 11: Council (Improvement) Plan 2017-23 - the Senior Manager for Children & Workforce agreed to circulate the video on Adverse Childhood Experiences.

**RESOLVED:**

That the minutes be approved as a correct record and signed by the Chair.

**20. FINANCIAL FORECAST AND STAGE ONE OF THE BUDGET 2018/19**

The Chief Executive introduced the report to set out the current financial forecast position for 2018/19 and seek views on Stage 1 of the Council Fund revenue budget proposals for the Social Services portfolio. Proposals for other portfolios would be considered by the respective Overview & Scrutiny Committees prior to submission to Cabinet in November/December. As part of the staged approach to the budget, Members had been advised that the £11.7m gap (currently projected) did not include any modelling for levels of Council Tax.

The Chief Executive did not wish to speculate on the national picture until the forthcoming announcement on the Provisional Local Government Settlement. It was not known whether any cash reduction to funding would include any reductions in specific grants, and whether additional funding for social care would apply. It was important to keep under review financial pressures for the portfolio. Members were encouraged to scrutinise the resilience statements which showed the current state of risk with services.

The Chief Officer (Social Services) gave an overview of the resilience statements. A number of service areas had been risk-assessed as 'Amber' and pressures in the care sector were affecting demand on services. Increased referrals for safeguarding, and pressures on frontline teams, had never been greater.

The Finance Manager provided information on actions taken to reduce the specific portfolio pressures along with the impact of changes in legislation and eligibility criteria. Efficiency options for the portfolio totalled £0.450m and included an increase in the domiciliary care charging cap which had been agreed annually with Welsh Government (WG).

In response to a question from the Chair, the Finance Manager advised that emerging pressures reported to Cabinet did not include social care pressures such as out of county placements (approximately £0.700m) which were subject to ongoing review.

Councillor Hilary McGuill questioned the accuracy of projected increases in inflation and was informed that these were based on the latest national intelligence.

In advising the budget timeline for 2018/19, the Finance Manager (Corporate Accounting & Systems) said that detailed analysis of the outcomes from the provisional settlement would determine outcomes linked to the Medium Term Financial Strategy.

The Chief Executive spoke about the need for forward planning to achieve many of the efficiency options. On specific pressures, although the

commitment by WG to protect the Supporting People grant was welcomed, a £0.387m pressure still remained for core services that were not eligible for grant support. Three areas for negotiation were a strong case to be made for the increase in independent sector fees to be met nationally; revenue from the Intermediate Care Fund to be ring-fenced; and an exemption from the staged increase to domiciliary care charges to maximise income in 2018/19.

The Chief Officer reported that over £8m of savings had been achieved in the portfolio over the past five years - which equated to 13% of the budget - and that this impact was reflected in the risk ratings of those services.

The Chair questioned whether resilience levels for Older People's Services should be ranked as Red to reflect risks from the predicted rise in the older population and higher demand for social care residential placements. She felt that this change would also strengthen the case for additional funding. The Chief Executive said that the resilience statements were an assessment of the current position and were subject to change. He suggested that the level could be changed to Amber to acknowledge that the service was able to meet demand at present, but could be exposed to greater risk the following year. The Chief Officer was in agreement and that this should be monitored over six months.

Councillor Bernie Attridge gave a reminder of the commitment by Cabinet to protect the three care homes owned by the Council and to look at extending one of those facilities to meet demand.

Following comments from Councillor Dave Mackie, the Chief Executive said that Amber risk ratings reflected services that were currently deliverable. However, if the areas of national budget negotiation did not lead to change and any of these budgets had to be re-reviewed then the assessed risk levels for a number of service areas could change to Red.

Councillor McGuill cited Mental Health, Early Years and Re-ablement Services as areas where investment would provide future savings in other sectors. She asked whether the proposed expansion of Marleyfield care home was at the expense of an extra care facility in Buckley. Councillor Attridge said that this was not the case as Buckley had been recognised as the location for the next extra care facility.

In response to further comments on supporting older people, the Chief Officer referred to work with providers and voluntary organisations as part of the Ageing Well agenda and Councillor Christine Jones spoke about work under the Wellbeing Strategy. She agreed to pass on the suggestion for the Older Person's Day event to be held in other parts of the county.

On the cost of care per week in Flintshire County Council homes, extra care and independent sector care homes, the Senior Manager advised that the costs were currently:-

- Independent Sector £653
- Flintshire County Council homes £641
- Extra Care £430

When asked by Councillor Kevin Hughes about the impact of budget pressures, the Chief Officer said that high standards of care were maintained and he referred to the 'Progress for Providers' training initiative and 'Escalating Concerns' process to address specific concerns about care provision. He spoke about the need for WG to recognise that support was needed to enable the Council to be fair with care providers.

During discussion on extra care provision, the Chief Executive spoke about changes to funding subsidies which had resulted in a budget pressure for the Council.

To benefit newer Council Members, it was agreed that a future meeting of the Committee would be held in one of the County's extra care facilities.

**RESOLVED:**

- (a) That the portfolio budget options be noted, with resilience levels for the Older People's Services to be changed from Green to Amber; and
- (b) That the portfolio financial pressures be noted.

**21. NATIONAL ADOPTION SERVICE AND NORTH WALES ADOPTION SERVICE ANNUAL REPORTS 2016-2017**

The Service Manager (Resources) presented the reports on national and regional adoption activities in 2016-17 along with future objectives for 2017-18. As the Council's lead officer on adoption, he highlighted the lifelong impact on all of those involved in the adoption process.

A number of key challenges and actions had been taken from the reports including the need for extensive post-adoption support to adopters of children with complex needs. The findings of the regional report indicated a low number of disrupted placements which reflected the proactive approach being taken in Flintshire.

Councillor Hilary McGuill asked if focus on the child's life pre-adoption could potentially have a detrimental impact on that individual and their adopters. The Service Manager said that evidence demonstrated that generally it was more important for children to understand their life history and that the service was committed to working with adopters to help them relate to that experience as the child matured. On the issue of adopted children wanting contact with siblings, this was a sensitive matter made more challenging by social media.

Councillor Kevin Hughes felt that the photographs used in the national report could have included a wider representation of ethnic backgrounds. The

Service Manager spoke about the progressive approach taken by the service in recognising the needs of adopted children.

In response to questions from Councillor Gladys Healey, the Service Manager explained that although there were no age restrictions on potential adopters, a number of factors were taken into consideration to meet the needs of all involved. He advised that many adopters were expressing a preference for female children under 3 years old and would provide details of children currently on the waiting list.

Councillor Marion Bateman asked about the medical history of the birth family of the child and was told that this was taken into consideration as part of the adoption process to assist with any future issues.

**RESOLVED:**

- (a) That the annual report for the National Adoption Service be noted; and
- (b) That the annual report for the North Wales Adoption Service be noted.

**22. CORPORATE PARENTING STRATEGY**

The Senior Manager (Children & Workforce) presented the report on the development of a new Corporate Parenting Strategy within the context of the Social Services & Wellbeing Act and national developments on corporate parenting.

He highlighted a Member workshop on safeguarding and corporate parenting to be held the following month and advised that there were currently 220 looked after children in Flintshire. Information generated from regional and national corporate parenting activities had been collated with feedback by looked after children and care leavers to identify six themes with underlying commitments supported by an action plan. The development of the Corporate Parenting Strategy was linked to a review of existing participation forums and the appointment of a new Participation Officer to ensure that the voices of the county's looked after children were heard.

Councillor Dave Mackie commented that the Children's Services Forum had become more child-friendly over time but felt that more engagement was needed between looked after children and elected Members. The Senior Manager explained that the review would identify the best opportunities to engage with young people and that the Council had responsibility for care leavers up to age 25. On the assessment process for kinship carers, it was noted that challenging timescales were set by the court but that one individual from each side of the child's family was considered to determine who was the most suitable in those cases. The launch of the Family Friendly Employer initiative for Flintshire County Council employees had helped to generate interest from prospective foster carers.

Following remarks by Councillor Hilary McGuill, it was explained that fostering allowances were available to meet the needs of foster children and that feedback from reviews indicated that foster carers were fulfilling their duty of care by helping with lifts to social/sporting events etc.

As a former foster carer, Councillor Kevin Hughes felt that there had not been enough support available to him at that time. The Senior Manager said that the importance of support for young people and their carers was recognised and that the Repatriation and Prevention Service (RAP) had been developed to strengthen arrangements.

Councillor Mike Allport queried the average length of time in care and was told that this was variable, depending on a number of factors. There were many routes from care and the 'When I Am Ready' initiative gave the opportunity to remain in care after 18 years of age.

Councillor Dave Wisinger asked about actions to attend to the social and economic wellbeing of looked after children. It was explained that pathway plans incorporated a range of support to help prepare the young person for the transition to adulthood, for example guidance on financial matters and allocated personal advisors.

In response to comments from the Chair, assurance was given that accommodation for care leavers was amongst the priorities however if the individual chose to leave Flintshire, they would lose that priority status.

Officers responded to a question from Councillor Mike Lowe on provisions for disabled children in care such as property adaptations and respite support at Arosfa.

When asked by Councillor Rita Johnson about criteria for selecting adopters, it was explained that many factors were considered to identify the right match.

**RESOLVED:**

That the proposed actions to develop a new Corporate Parenting Strategy be endorsed.

**23. CARE SECTOR UPDATE TO INCLUDE TOP-UP FEES AND INVEST TO SAVE CARE SECTOR SUPPORT**

The Chief Officer (Social Services) introduced a report on changes taking place within the care sector in Wales and England, and the challenges faced by the Council including the increase in third party top-up fees charged by independent sector providers. The report conveyed the importance of working with partners and influencing Welsh Government (WG) to identify solutions to stabilise the fragile care sector.



The Senior Manager (Safeguarding and Commissioning) provided background to the increase in third party top-up fees arising from a range of financial pressures for the independent care home sector. Whilst the three Council-owned care homes did not charge top-up fees, it was estimated that the majority of independent care home providers in Flintshire were applying a weekly charge of between £16.50-£60. A number of short, medium and longer term objectives had been identified to develop solutions and maximise funding opportunities to support the care sector. The findings of a review of the sustainability of 18 of the county's independent care homes was also shared.

Councillor Hilary McGuill asked about the contribution by the Welsh NHS towards individual care costs and was told this was a pre-agreed rate of £147.50. She proposed that the Committee make written representations to the Assembly Members to which the Chair agreed.

Following questions from Councillors Ian Smith and Gladys Healey, the Senior Manager detailed the application process for cases where families demonstrating they were unable to meet care costs could seek support from the Council.

The Chair referred to the predicted rise in the shortfall of residential elderly mentally infirm (EMI) beds and asked how many individuals were currently on the waiting list including those out of county, and how many people were waiting for residential care placements. The Senior Manager (Integrated Services, Lead Adults) explained that this data changed daily and that a weekly bed mapping exercise helped to capture information at that point in time. As of the day before, capacity was available in all care categories (around 3-4 placements for each) but with no flexibility on preferred location.

**RESOLVED:**

- (a) That the Committee accepts the report and recognise the immediate and longer-term challenges faced in Flintshire;
- (b) That the Committee supports the short, medium and long-term initiatives to support the care sector in Flintshire;
- (c) That the Committee supports the need for national reform in the funding of the social care sector in Wales, and endorses the position to continue to engage with Welsh Government to develop solutions as a matter of urgency; and
- (d) That the Facilitator prepare a letter to be signed by the Chair on behalf of the Committee to make representations to Assembly Members for a fairer contribution from the Welsh NHS towards care costs.

**24. ROTA VISITS**

The Facilitator advised that following the recent training sessions, all new Council Members had now been trained on rota visits.

Councillors Marion Bateman and Rita Johnson gave positive feedback on their visit to Llys Gwenffrwd and gave particular mention to Jeff Horskill and Norman who they wished to invite for a visit to County Hall. Officers noted this request and suggestions to improve car parking facilities, signage and traffic calming measures to assist vehicles accessing the care home.

Councillor Kevin Hughes said that his visit to Growing Places in Shotton had exceeded his expectations.

**RESOLVED:**

That the information be noted.

**25. FORWARD WORK PROGRAMME**

In presenting the Forward Work Programme, the Facilitator advised that the next meeting would be preceded by a corporate safeguarding session. She also gave notice that the December meeting with Betsi Cadwaladr University Health Board (BCUHB) was likely to be moved to 13 December and would notify the Committee once this had been confirmed.

In response to a query, the Chief Officer provided a brief update on the expected timescales for Flint Health Centre (where handover was anticipated to be early June 2018) and agreed to circulate the latest information to the Committee.

**RESOLVED:**

- (a) That the Forward Work Programme be updated accordingly; and
- (b) That the Facilitator, in consultation with the Chair of the Committee, be authorised to vary the Forward Work Programme between meetings, as the need arises.

**26. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE**

There were no members of the press or public in attendance.

(The meeting started at 10am and ended at 12.20pm)

.....  
**Chair**



## SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 16 November 2017
<b>Report Subject</b>	Older People and Ageing Well Plan
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Each Local Authority in Wales is required to produce and implement an Ageing Well plan for submission to the Older People's Commissioner, representing a key contribution to meeting the National Strategy for Older People (2013 – 2023).

The Ageing Well in Flintshire plan provides a framework for developing activity that will support older people to take control of their lives so they can maintain their independence and wellbeing and continue to play an active part in their communities. The plan has 5 priority areas:

- Age-Friendly Communities
- Falls Prevention
- Dementia Supportive Communities
- Opportunities for Learning & Employment
- Loneliness and Isolation

This report provides an overview of the progress made in each of the priority areas and demonstrates the strong links with partners for example community groups, older people's groups and third sector organisations who play a key part in taking this work forward.

### RECOMMENDATIONS

1	Members welcome the progress made and consider how they can support the development of Age-Friendly Communities within their community.
2	Members consider how they can ensure that older people's needs are

	adequately and appropriately considered at all levels within the local authority, particularly in those areas where the focus is traditionally on young people e.g. employment and training.
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## **REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE UPDATE ON THE STRATEGY FOR OLDER PEOPLE AND AGEING WELL IN FLINTSHIRE PLAN</b>
1.01	This report provides an update to Members on the Welsh Government (WG) Strategy for Older People through a focus on the Ageing Well in Flintshire Plan (the plan) implementation.
1.02	<b>BACKGROUND</b>
1.03	The Strategy for Older People in Wales (the Strategy) was launched in 2003 with the third phase being in place since May 2013. The overall aim is to make Wales a great place to grow old, identifying what is needed for the individual to improve/maintain wellbeing in terms of financial, environmental and social resources.
1.04	With the introduction of the Social Services and Well-being (Wales) Act 2014 and the Well-being of Future Generations (Wales) Act 2015, WG recognised the need to refresh the Strategy to reflect the new requirements, and engagement has been taking place with older people over the last few months to start this process.
1.05	In 2014, the Older People's Commissioner for Wales launched the Ageing Well in Wales Programme. The programme develops and focusses local activity on meeting the Strategy through priorities that focus on improving the wellbeing of people aged 50+ in Wales by preventing ill-health, social isolation and improving independent living: <ol style="list-style-type: none"> <li>1. Age Friendly Communities</li> <li>2. Falls Prevention</li> <li>3. Dementia Supportive Communities</li> <li>4. Opportunities for Learning &amp; Employment</li> <li>5. Loneliness &amp; Isolation</li> </ol>
1.06	As required by WG and the Commissioner, a local Ageing Well in Flintshire plan (the plan) has been developed, providing a framework for action that the Council needs to do with partners in order to empower individuals of all ages to improve their wellbeing as they age. Progress against the plan is overseen by the Older People's Strategy Group and reviewed and updated as required.
1.07	<b>CONSIDERATIONS</b>

1.08	<p><u>Ageing Well in Flintshire progress</u>  The actions within the plan aim to improve the wellbeing for people as they age, each of the priorities being strongly interlinked under the overarching theme of Age-Friendly Communities.</p>
1.09	<p><u>Priority 1 : Age-Friendly Communities</u>  Developing communities that are age-friendly not only benefits older people, but by engaging with and involving people of all ages, aims to develop inclusive communities ensuring that everyone, regardless of their age is able to stay healthy and active, participate in the community and is treated with respect.</p>
1.10	<p>The process of becoming Age-Friendly is cyclical consisting of a series of steps to:</p> <ol style="list-style-type: none"> <li>i. engage with the local community to identify representatives to form a steering group and develop a community vision</li> <li>ii. gather information to establish how Age-Friendly the community already is, consider what would make things better</li> <li>iii. identify the priorities that will enable everyone to age well, and focus on one or two things that would make a positive difference for people in the community</li> <li>iv. agree a plan of action, identifying the steps that need to be taken, how progress will be monitored and how to evaluate success</li> <li>v. submit the plan to the Ageing Well in Wales team for recognition the community is working to become Age-Friendly</li> <li>vi. implement the plan</li> <li>vii. evaluate success</li> <li>viii. celebrate achievements and consider what can be achieved next (back to step ii)</li> </ol>
1.11	<p>Following a series of awareness raising workshops and engagement activity across the county in October 2016, Leeswood &amp; Pontblyddyn Community Council made a commitment to becoming Age-Friendly, with the Older People’s Strategy Co-ordinator and Older People’s Engagement Worker providing support through the process. The Community Council invited local residents to attend an Open Meeting in November 2016 following which representatives formed an Age-Friendly Steering group.</p>
1.12	<p>Information has been gathered through a workshop for stakeholders, questionnaires / consultation with local groups and survey at the annual carnival. A further Steering Group meeting is planned for October/November to review the information and identify the priorities for action.</p>
1.13	<p>Work in Leeswood and Pontblyddyn is being further supported through the Big Lottery funded Rural Wisdom Project which is a community development and shared learning project led by Volunteering Matters’ to explore the impact of community-based activities that are led by older people living in rural areas. The project is being delivered in locations in Scotland and Wales, with Leeswood &amp; Pontblyddyn and only one of them in wales being identified as the first two development areas. The funding brings additional support to Leeswood &amp; Pontblyddyn with the employment of a part-time Community Development co-ordinator for a period of 2 years until April 2019.</p>

1.14	The World Health Organisation has developed a range of resources to support the development of Age-Friendly Cities but these are by their very nature, overly complex for use by small rural communities with much fewer resources. The work with Leeswood & Pontblyddyn is enabling us to develop local skills, expertise and resources that will ultimately support other communities through the Age-Friendly process, not only in Flintshire, but through shared learning, to other parts of Wales and the UK.
1.15	<u>Update on : Falls Prevention</u> Falls prevention is a key issue in the improvement of health and wellbeing amongst older people. Falls are a major cause of death in older people and can have a significant impact on wellbeing through loss of confidence/independence.
1.16	North Wales Service Models to prevent falls at home, in hospital and in care homes focus on identifying those at highest risk of falling, carrying out a comprehensive assessment of individual risk factors (multifactorial risk assessment) and signposting/referral to a range of interventions to reduce identified risk factors.
1.17	A Flintshire Falls Co-ordinator employed by Betsi Cadwaladr Health Board leads on the implementation of the service model in Flintshire and has developed training in the use of the Falls Risk Assessment Tool (FRAT) for professionals who work with older people in the community and in care homes including domiciliary care staff, district nurses, and third sector partners.
1.18	North Wales Fire & Rescue Service (NWF&RS) fire crew have been trained to carry out Falls Risk Assessments using the FRAT during home fire safety checks. All NWF&RS FRAT referrals come through the Single Point of Access (SPOA) and processes are being developed towards ensuring that all FRAT referrals come through SPOA to remove duplication, streamline the service and enable effective reporting. Where an individual is identified as being at higher risk of falls, they are referred for the more detailed risk assessment in line with the service model. During 2016/17, 328 Flintshire residents were assessed by this service with a broad range of interventions identified to reduce individual risk factors identified.
1.19	The National Exercise Referral Scheme (NERS) Falls Programme is a 48 week, exercise programme specifically designed to help improve strength and balance to reduce the risk of falls. It is delivered by qualified exercise professionals at local Leisure Centres. Referrals are made to the programme through their GP, Practice Nurse or Physiotherapist. In Flintshire the Falls Programme runs in Holywell and Flint Leisure Centres and has been in operation since 2013, seeing 163 patients in that time. The scheme runs a 'Skilling Up' session (12–16 weeks) followed by a 'Maintaining Gains' session at each centre, with continuation sessions being available at each site. These sessions are well attended following steady growth from customers completing the 48 week programme. Referral rates have begun to increase with waiting lists in place at both sites (Flint 20 weeks, Holywell 10 weeks), and a bid for funding to extend the programme offering sessions at Deeside and Mold has been submitted to Betsi

	Cadwaladr University Health Boards.
1.20	A falls campaign launched in February 2017 by Public Health Wales and Ageing Well in Wales aims to raise awareness of the risks of falls and dispel the myth that falls are an inevitable part of ageing. A series of articles supporting the campaign were included in the 50+ Action Group's newsletter, providing advice on preventing falls, how to maintain strength and balance. With 2500 paper copies of this publication now being distributed across the county, it is becoming an increasingly well-known source of information for older people.
1.21	<u>Update on : Dementia Supportive Communities</u> Flintshire's Dementia Plan sets out what we will do to enable people living with dementia to live fulfilled lives in safe and supportive communities with appropriate, flexible support services to meet their changing needs. A Planning & Development Officer within Social Services continues to lead the implementation of the Dementia Plan.
1.22	Three communities in Flintshire (Flint, Buckley, Mold) have achieved Alzheimer's Society Dementia Friends Status and there are memory café's in 8 communities across Flintshire (Flint, Buckley, Mold, Holywell, Saltney, Connah's Quay, Sealand, Mostyn). Staff across the council in Social Services, Housing, Trading Standards and Human Resources have attended a Dementia Friends session and many Members have become Dementia Friends.
1.23	'A Friendly Face' peer support project launched in June 2017 seeks to identify volunteers with early onset dementia to provide support to those with a new diagnosis. The project is supported by North Wales Dementia Network (Bangor University), North Wales Memory Service and Carers Trust. A Bangor University research project 'Creative Conversations' project is taking place in 12 Care Homes in Flintshire. Working with renowned poet John Killick, the project will develop creative sessions with Care Home staff using media such as art, music, film to explore different ways to engage with people in care homes. The approach will encourage staff to become champions of change, enabling them to acquire new skills to have creative conversations in day to day life and creating a new culture within Care Homes.
1.24	<u>Update on : Opportunities for Learning &amp; Employment</u> Continued learning and employment (including volunteering) is important for older people to maintain personal and financial wellbeing and reduce the risk of loneliness and isolation in later life. There has been a reduction in community learning opportunities for older people, with much of the focus of employment/skills programmes being largely aimed at 16-25 year olds. Any opportunity to positively influence decision making relating to opportunities to learning and employment to ensure older people's needs are met is therefore sought.
1.25	Adult learning programmes delivered in the community by Coleg Cambria offer opportunities for improving literacy, numeracy and digital skills. In the last two years more than 300 people aged 50+ have attended courses

	including: improving literacy, numeracy, digital literacy, using a tablet computer, employability & personal development. The courses are run in a variety of community venues including libraries, community centres and schools. A range of volunteering opportunities are available with third sector organisations such as OWL Cymru, Age Connects and North East Wales Carers Information Service (NEWCIS).
1.26	Organisations are encouraged to promote volunteering opportunities through the Volunteering Wales website, Flintshire Local Voluntary Council (FLVC) provides support to organisations to develop volunteering policies and offers training for organisations/individuals. Since January 2017 more than 50 people aged 50+ have made enquiries around volunteering opportunities in Flintshire through the Volunteering Wales website. Learning and volunteering opportunities are widely promoted through events for older people, through the existing network of older people's groups and through the newsletter.
1.27	Legacy funding for the continuation of Communities First programmes provide opportunities to expand successful programmes beyond Communities First areas. Vocational training traditionally aimed at younger adults in areas such as construction, hospitality, retail etc. could provide opportunities for older adults to receive appropriate training, support to re-enter the workplace.
1.28	<u>Update on : Loneliness and Isolation</u> Loneliness and isolation is risk to health and wellbeing having been linked with poor mental health, high blood pressure and dementia. People who are lonely are more likely to visit their GP, have a higher incidence of falls and are more likely to have early admission to residential or nursing care.
1.29	In December 2015, an event was held in partnership with the Campaign to End Loneliness for key Stakeholders of older people's services in Flintshire. The event raised awareness of the risks of loneliness and isolation amongst older people, looked at what is being done elsewhere and considered initiatives that could be implemented locally.
1.30	Using tools developed by the Campaign to End Loneliness and with the support of Public Health Wales and FCC mapping, a 'heatmap' has been produced of rural areas of Flintshire that have higher numbers of people aged 65+ at potential risk of loneliness.
1.31	Working with Age Connects, FLVC, Public Health Wales, OWLCymru and North Wales Energy Advice Centre, this heatmap along with other background information was gathered and considered, leading to the selection of rural north Flintshire (Gronant, Mostyn, Penyffordd) as a first area to develop and test some targeted work.
1.32	Invites were sent to over 2000 households in Rural North Flintshire, offering the opportunity for people aged 50+ to attend a 'Creating Connections' event in Mostyn or Gronant in July 2017. The aim of the events being: <ul style="list-style-type: none"> <li>• To find out whether people are lonely and why</li> <li>• To find out what help/support is needed to stay connected</li> <li>• To share what we know is going on in the community and find out</li> </ul>



	<p>about other groups/activities</p> <ul style="list-style-type: none"> <li>• To gather people's willingness to volunteer (to support others, help run a group/activity etc.)</li> <li>• Social occasion to encourage people to create connections</li> </ul>
1.33	<p>35 people attended the sessions /completed the questionnaire. Information was gathered about activities in the community and it was established that people find out about activities mostly via friends, neighbours, family, and in general people felt being part of the community is important to them. Additional opportunities are being considered to further engage with the community. In the meantime learning will be shared with the local community councils who have been supportive of this early work and a leaflet will be produced of local activity, contacts and useful information for the Mostyn &amp; Gronant areas. Support is available through FLVC to assist the Community Councils to add information about local activity to their websites.</p>
1.34	<p>Age Connects submitted a funding application to employ a part time development worker to support this work and extend Age Connects services in Rural North Flintshire. The application was approved on 19<sup>th</sup> October 2017 bringing additional resource to work with the community in relation to points raised to date.</p>
1.35	<p><u>50+ Engagement Worker role and the 50+ Action Group</u>  Flintshire County Council currently holds a three year contract until March 2020 with an option to extend for a further 2 years, with Flintshire Online Watch Link Association (formerly Neighbourhood Watch) to employ an Engagement Worker. The post holder actively engages with more than 50 Older People's groups across Flintshire in order to identify and facilitate opportunities for their contribution to the planning, development and evaluation of services. The Engagement Worker (EW) also supports the network of 50+ Forums and Groups by providing information on development, sustainability, funding sources, consultations, activities, and training opportunities. The EW provides advice, support to the 50+ Action Group to raise the profile of the group amongst older people through the production and distribution of the newsletter, and planning meetings and events such as The International Day for Older People Celebration. This annual event, organised in recent years by the 50+ Action Group with the EW support continues to be a popular day with more than 150 older people attending this year. Of note was the increased number of care home residents who attended this year and continued supported of council Member attendance and participation in the activities.</p>
1.36	<p>Key areas of work for the Engagement Worker include:</p> <ul style="list-style-type: none"> <li>• Engaging with older people in communities across Flintshire to inform the development of Age-Friendly communities.</li> <li>• Ensuring older people's voices are heard for example to inform the WG refresh of the Strategy, Parliamentary Review into Health and Social Care, and the care and support needs section within the Population Needs Assessment developed in line with requirements within the Social Care and Wellbeing (Wales) Act.</li> <li>• Raising awareness of dementia across the county through the delivery of Dementia Friends sessions to a variety of groups (more</li> </ul>

	<p>than 200 Dementia Friends trained to date)</p> <ul style="list-style-type: none"> <li>• Support for the 50+ Action Group in their role of raising issues relating to matters affecting older people, including the production/distribution of their increasingly popular quarterly newsletter.</li> </ul>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	None as a result of this report. Actions that are developed within the Ageing Well in Flintshire plan will be considered within the context of financial and wider resource implications.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	The development of Age-Friendly Communities is a process of consultation, bringing local people together to decide the priorities that will support people as they age.
3.02	A range of consultation opportunities have been used in the early development of Age-Friendly Communities in Leeswood and Pontblyddyn to gather the views of people of all ages within the community e.g. community open meetings, questionnaires/meetings with local groups, survey of local residents through the Annual Carnival.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	<p>The Ageing Well in Flintshire plan aims to improve people’s wellbeing as they age. It follows therefore, that its implementation will have a positive impact on individuals and communities across their life course including for people with protected characteristics. Any developments arising from implementation of the plan will consider the possible impact on people with protected characteristics, with attention given to disadvantaged groups to ensure equality of access, and services are sensitive and appropriate to particular needs.</p> <p>A number of emerging areas for action within the Ageing Well plan will address some of the causes and consequences of poverty in older age. Any environmental impact that could result from developments proposed within the plan will be considered.</p>

<b>5.00</b>	<b>APPENDICES</b>
5.01	<b>None</b>

6.00	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p data-bbox="320 235 1005 302"><a href="#"><u>Ageing Well in Flintshire Plan Summary</u></a>  <a href="#"><u>Ageing Well in Flintshire Plan – One Year On</u></a></p> <p data-bbox="320 338 1300 450"><b>Contact Officer:</b> Helen Jones, Older People’s Strategy Co-ordinator  <b>Telephone:</b> 01352 701429  <b>E-mail:</b> helen.jones@flintshire.gov.uk</p>

7.00	<b>GLOSSARY OF TERMS</b>
7.01	<p data-bbox="320 629 1380 875"><b>(1) Older People’s Commissioner:</b> The Older People’s Commissioner for Wales is an independent voice and champion for older people across Wales, standing up and speaking out on their behalf. The Commissioner works to ensure that those who are vulnerable and at risk are kept safe and ensures that all older people have a voice that is heard, that they have choice and control, that they don’t feel isolated or discriminated against and that they receive the support and services they need.</p> <p data-bbox="320 920 1380 1021"><b>(2) Single Point of Access (SPOA):</b> A new single point of contact for adults who wish to access advice, assessment and co-ordinated community health and social care services.</p> <p data-bbox="320 1066 1380 1245"><b>(3) Social Services and Well-being (Wales) Act 2014:</b> The Act will set out the core legal framework for social services and social care, reinforcing people’s rights to information and services and supporting the delivery of our services in an integrated way to ensure that social services and social care are sustainable.</p> <p data-bbox="320 1290 1380 1469"><b>(4) Wellbeing of Future Generations (Wales) Act 2015:</b> The Well-being of Future Generations Act requires public bodies in Wales to think about the long-term impact of their decisions, to work better with people, communities and each other, and to prevent persistent problems such as poverty, health inequalities and climate change.</p>

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## SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 16 November 2017
<b>Report Subject</b>	Safeguarding Adults and Children
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

To provide members with information in relation to the joint Adults and Children's Safeguarding provision within the county boundaries

In line with the Council's strategy for developing a systematic Performance Management Framework, Social Services routinely collate safeguarding activity for all aspects of safeguarding. This report is to inform Members of key statistical and performance related information about children and adults at risk for whom the Authority has significant safeguarding responsibilities.

This report is also to highlight the variety of work covered by the Safeguarding Unit and the activity it undertakes.

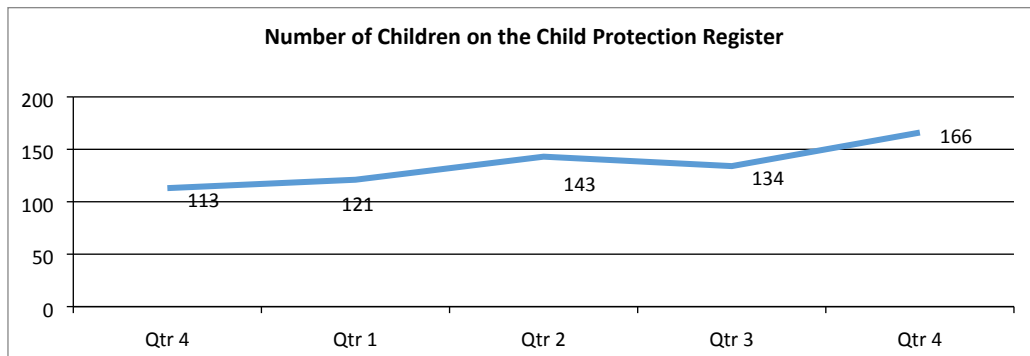
### RECOMMENDATIONS

1	That Members accept this report as relevant information in relation to the Flintshire Safeguarding Unit for the period 1 <sup>st</sup> April 2016 to 31 <sup>st</sup> March 2017
2	That Members note additional data available from 1 <sup>st</sup> April 2017 to 31 <sup>st</sup> October 2017 for the Safeguarding Unit
3	That members take due regard to the increase in activity across all parts of the Safeguarding Unit

## REPORT DETAILS

1.00	<b>EXPLAINING THE SAFEGUARDING UNIT REPORT APRIL 2016 – MARCH 2017</b>
1.01	<b>BACKGROUND</b>
1.02	<p>The Flintshire Safeguarding Unit has been an amalgamated team since early 2016. The post of Safeguarding Unit Manager was created last year to oversee all aspects of the unit which compromise:</p> <ul style="list-style-type: none"> <li>• Child Protection</li> <li>• Adult Protection</li> <li>• Adults at Risk</li> <li>• Deprivation of Liberty Safeguards (DOLS)</li> <li>• Looked After Children (LAC)</li> </ul>
1.03	<p>The Safeguarding Unit Manager reports directly to the Senior Manager Safeguarding and Commissioning. The full establishment of the team is 21 people. The Unit is based in Flint and has close working relationships with both Adults and Children’s Social Services as well as with other key partner agencies both locally and regionally.</p>
1.04	<p><b><u>Children’s Safeguarding – Child Protection Register</u></b>  The purpose of the Child Protection Register (CPR) is to keep a confidential list of all children in the local area who have been identified as being at risk of significant harm. The register:</p> <ul style="list-style-type: none"> <li>• Allows authorised individuals in social work, education, health, police and other partner agencies to check if a child they are working with is known to be at risk</li> <li>• Allows Children’s Safeguarding Managers to ensure that the child protection plans are formally reviewed in accordance with the All Wales Child Protection Procedures 2008</li> </ul>
1.05	<p><b><u>Numbers on the Register</u></b>  The numbers on the register naturally fluctuate as either cases have progressed and the risk reduced and the child therefore removed from the register, or the risk has increased and the child has been taken into care. The Safeguarding Unit have no control over the number of referrals coming through First Contact nor do they have any influence over cases that are brought to conference.</p> <p>As was reported last year, there has been a steady increase in line with national fluctuations. However we are now showing a stabilisation at this trend as cases move towards care and support plans on a voluntary basis, close completely due to a reduction in risk or at the other end of the risk spectrum, move into looked after children processes.</p> <p>By the end of March 2017 there were <b>166</b> children on the register. Current</p>

figures for the end of October 2017 are **138** Flintshire Children on the register, 8 of whom are unborn children. There are 17 temporary registrations making a total of **155** children on the register at the present time.



We are now experiencing a downward trend in numbers being added to the register, although the total numbers on the register remain historically high at 155.

1.06

**Categories of Risk**

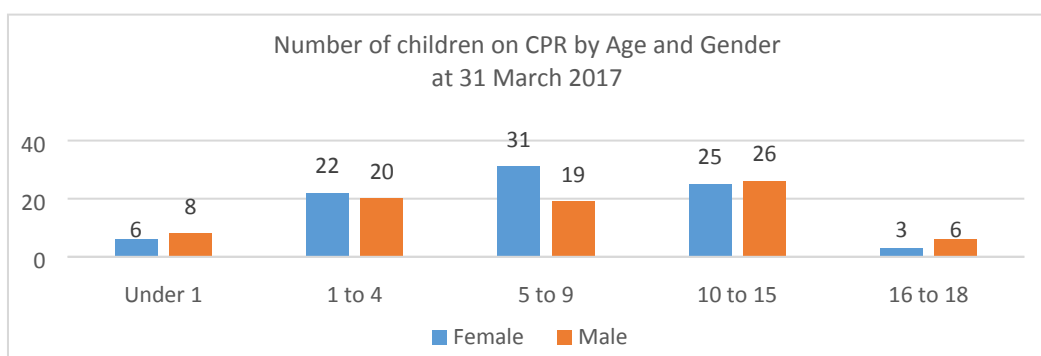
The current breakdown of 155 children shows the highest categories for physical and emotional abuse, or emotional abuse alone. Such categories are usually linked to the increase in reported incidents of Domestic Abuse. The next highest category is Neglect. Our lowest number is risk of Sexual Harm showing only 4 at the present time with another 7 combined with either Emotional Abuse or Neglect.

The majority of cases in Flintshire were previously neglect, while emotional abuse is now more prevalent. However, emotional abuse is considered to be implicit in all types of abuse, and therefore the emotional abuse category will only be used where there is no other abuse indicated. There are currently 35 children registered for emotional abuse only.

1.07

**Age and Gender**

For the period April 2016 – March 2017 the majority of children are registered between the ages of 5 and 15 with the lowest number being in the younger age range and the higher teenage range. Flintshire continue to register under multiple categories in line with guidance, allowing us to reflect the true risk.



1.08

**Length of Time on the Register**

Children on the register are reviewed in line with the All Wales Child Protection Procedures 2008 – at 3 months and then every 6 months.

Children on the Register reaching their third review are automatically reviewed under the Court and Public Law Outline and are subject to a legal advice meeting to identify whether cases need to move into proceedings.

The Children’s Safeguarding Managers undertake regular reviews of cases that have been on the child protection register for twelve months or more, and report the findings to Senior Managers. This process provides an additional layer of oversight to ensure children are not on the register longer than necessary. On 31<sup>st</sup> October there were 6 Flintshire families who had been on the register for over 12 months, the longest being 18 months. This case was rightly challenged by the Chair in a case conference in August 2017, moved into a Legal Advice Meeting and then into PLO processes where the family remain, a good example of the effectiveness of the Safeguarding Managers as chairs.

1.09

**Number of Child Protection Conferences Held**

The breakdown for the number of conferences held in the period is given below. Two safeguarding managers chair up to 8 conferences per week. Initial case conferences have to be convened within 15 working days of the decision to hold a case conference. Reviews have to be held within 3 months of the initial meetings and every 6 months thereafter.

In Flintshire, from April 2016 – March 2017, 86.3% of initial child protection conferences and 99.2% of reviews were carried out within the statutory timescales. A 30% increase in requests for initial conferences during the year impacted on the ability of the Safeguarding managers to schedule conferences with timescales.

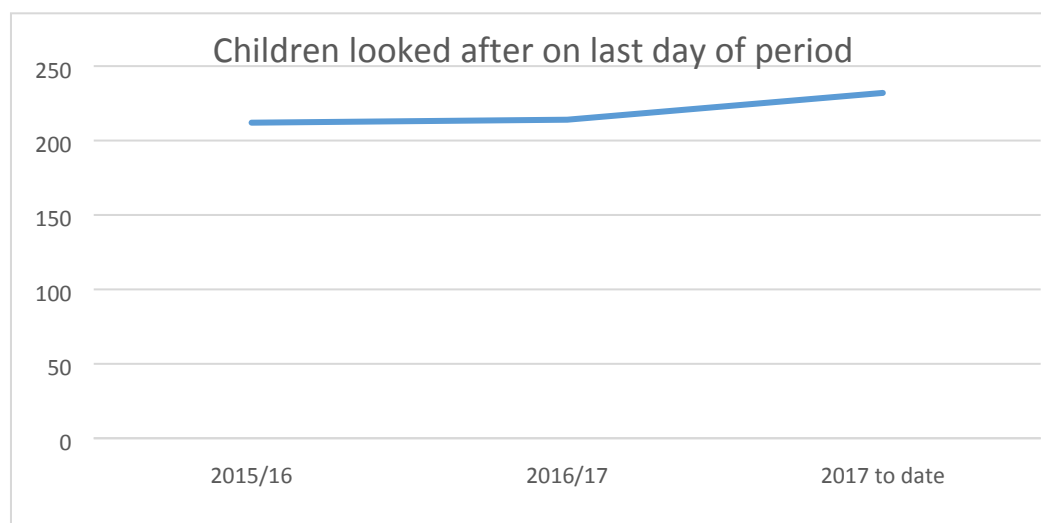


Current figures for Q4 are showing initial conferences 98% in timescales and reviews 100% in timescales.



	<p>It is occasionally necessary to reschedule conferences, for reasons outside of the control of the Safeguarding Manager. All narrative is collated to offer feedback to Quality and Performance frameworks. Late conferences can be due to a number of factors such as in the best interests of the child or family, family non-cooperation or lateness of essential reports. The final decision rests with the Chair and any conferences that have to go outside timescales are agreed with the Service Manager for Safeguarding and Children's Services. In the interim, Children's Services ensure immediate safeguarding issues are managed with partner agencies.</p>
1.10	<p><b><u>Pre-birth Conferences</u></b></p> <p>There has recently been an increase in case conferences for unborn children. These increases cannot be quantified. Flintshire arrange conferences for unborn children in line with All Wales Child Protection Procedures guidance, i.e. between 24 – 32 weeks gestation, whilst they undertake assessments. This gives the Social Worker a timescale to work towards rather than bringing the mother into conference late into her pregnancy. There are currently 8 unborn children on the Child Protection Register. The Regional Safeguarding Children's Board has recently launched a Multi-Agency Pre-Birth Pathway document to better identify those babies most at risk and promote more effective sharing of information between agencies. It promotes early referrals into Children's Services so that agencies can work together to safeguard the unborn child where necessary.</p>
1.11	<p><b><u>Looked After Children - Numbers of Looked After Children</u></b></p> <p>Despite increases in the numbers on the Child Protection Register the number of Looked After Children in Flintshire has remained steady only showing slight increases over the past 12 – 18 months. At the end of October 2017 there were 231 children looked after by the Local Authority.</p> <p>Between 1<sup>st</sup> April 2016 and 31<sup>st</sup> March 2017 59 Children started to be Looked After, 75 Children moved placement and 68 Children have left care. Since April 2017, 52 children have come into care, 55 have moved placement and 34 children have left care.</p> <p>Children can leave care for a number of reasons, either going home to their families, becoming adopted or reaching the age of 18 where they no longer need to be reviewed under looked after procedures.</p> <p>Children can receive support and services up to the age of 19 from transition services. Young people are also supported through Pathway Plans up until they are 24 should they need this input.</p> <p>There are a number of reasons why a child may move placements and they are not always negative reasons. On occasions children may have their complex needs met at a different establishment or within a different family. IROs are consulted if Care Plans are to change and they are also expected to comment on final Care Plans before they are presented to a Court.</p>

If a placement breaks down, a Disruption meeting is convened chaired by an internal but independent chair. The meeting will look at the circumstances that led up to the placement breakdown to determine whether any lessons can be learned.



Current guidance indicates that children should have one plan. Both the Children’s Safeguarding Managers and the Independent Reviewing Officers (IROs) communicate well within the unit when cases cross over from CP to LAC.

IROs attend National All Wales meetings to keep abreast of current trends and legislation. They are also represented on the Flintshire Children’s Forum where issues pertinent to LAC are discussed along with responsibilities for Corporate Parents.

1.12

**Deprivation of Liberty Safeguarding (DOLS)**

The Safeguarding Unit also manages Flintshire’s application of the Deprivation of Liberty Safeguards (DOLS). The Safeguards were introduced in April 2009 to provide legal protection for vulnerable people who are in care homes or hospital and who lack the mental capacity to consent to be in the care setting.

Deprivations of Liberty in Flintshire care homes are assessed by a Best Interests Assessor (BIA), with a mental health and mental capacity assessment carried out by a doctor who is qualified under Section 12 of the Mental Health Act 1983.

In March, 2014 the Supreme Court gave a ruling which greatly widened the scope of Deprivation of Liberty Safeguards. The new ruling means that anyone in a care home is being deprived of their liberty if they:

- lack mental capacity to agree to live in the care home and
- are under continuous supervision and control and
- would be prevented from leaving the care home if they were to try to do so

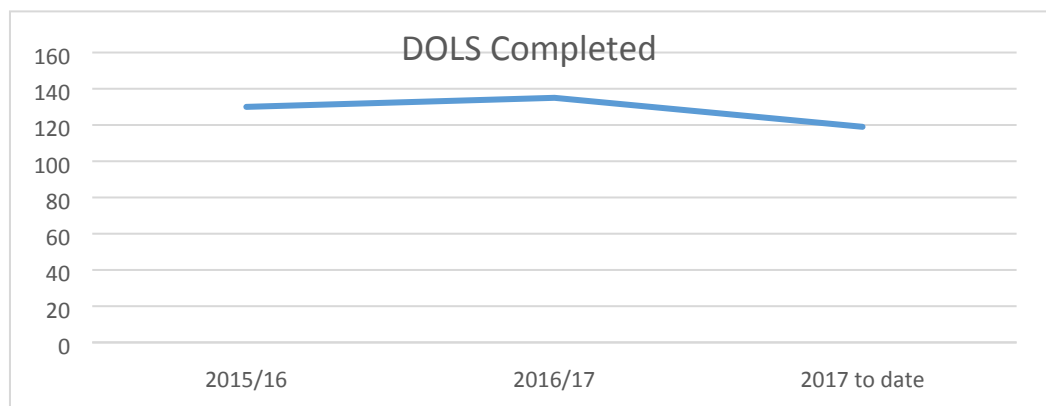
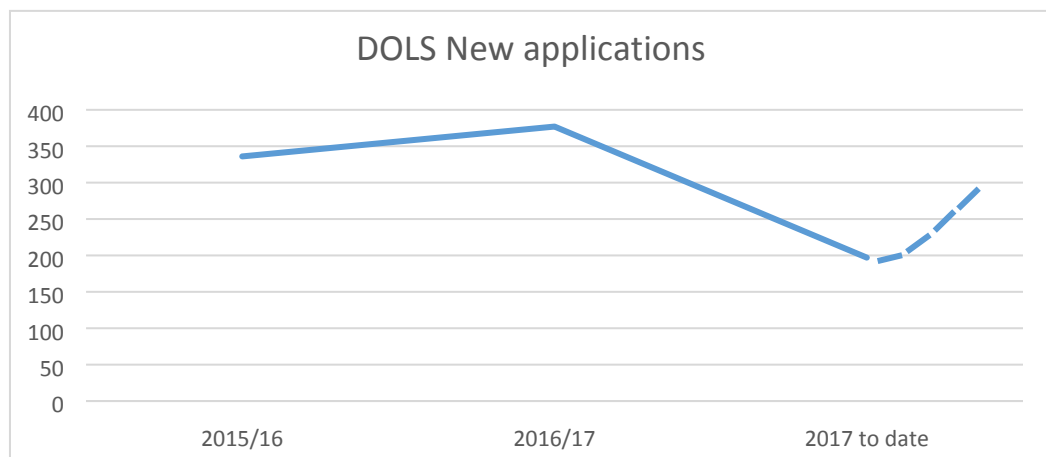
1.13

Flintshire County Council have a dedicated DOLS team which comprises

two BIAs and one Senior Practitioner. Due to the substantial increase in applications following the Cheshire West ruling, much of the past 18 months has been spent managing the peak of applications that came in 2015/16. .

In 2013 – 2014, 13 applications were received. In 2014 – 2015, 255 applications were received. The chart below shows that applications for the period in review, April 2016 – March 2017 were 377. Since April 2017 we have received 204 applications.

Although the chart below shows a decrease in applications it should be noted that this is over half a year to date and current figures indicate we may exceed the figure for last year.



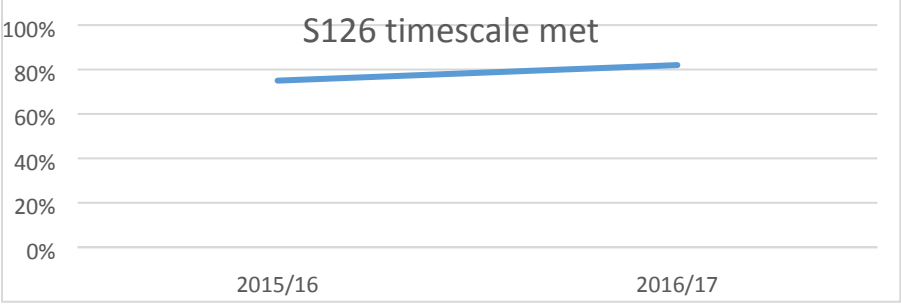
Current guidance available nationally indicates that it can take approximately 12 hours to complete a DOLS assessment from point of allocation to authorisation by the Supervisory Body. The Supervisory Body is the Local Authority and is represented by a nominated individual within the Safeguarding Unit currently an Adult Safeguarding Manager.

The BIAs have to undertake assessments on individuals resident or ordinarily resident within Flintshire. This means some of their work takes them out of county, visiting and assessing individuals in other counties, for whom Flintshire has responsibility.

1.14

The DOLS team make every effort to review cases due to reach the end of their authorisation period in order to keep legal and medical costs down. At

	<p>the end of October 2017 there were 40 authorisations due to expire. These will need to be prioritised. 121 assessments have been completed since April 2017.</p> <p>Nationally all Local Authorities are struggling to keep up the demands for DOLS assessments. Three of the North Wales Local Authorities have much higher waiting lists than Flintshire.</p> <p>The DOLS team are currently working with Legal Services to devise guidance to support Adult Locality Teams processing Appeals against Deprivation of Liberty Safeguards which are heard in the Court of Protection. These appear to be on the increase and will add to already stretched resources within Social Services.</p>
1.15	<p><b><u>Adult Safeguarding and Adults at Risk</u></b></p> <p>The Adult Safeguarding team within the Safeguarding Unit has a duty to ensure there are effective arrangements in place to identify adult abuse and respond accordingly. Since the implementation of the Social Services and Well-Being Act (Wales) 2014 (SSWBA) in April 2016, adult safeguarding has been in transition. The new act requires Safeguarding Leads to screen all reports of adults at risk and make enquiries under s126 SSWBA to determine if the individual is at risk of abuse. This determination has to be made within 7 days of the report being received.</p>
1.16	<p>All Adult Safeguarding reports are received by the First Contact team based at Preswylfa. They are then input onto the client information system (PARIS) and passed to the Safeguarding Team to process and screen. The adult safeguarding lead then determines who is to take the lead in making enquiries or makes a decision to convene a strategy meeting to discuss the alleged abuse.</p>
1.17	<p>The chart below shows that the s126 timescale has been met in over 80% of cases and is continuing on an upward trajectory. Reasons for the timescale not being met are often when safeguarding leads are waiting for partner agency information to come to the unit, particularly the outcome of police investigations.</p> <p>North Wales Police moved towards a Central Referral Unit in the Summer to bring consistency of decision making across the region, however, both Children and Adult Services have had difficulties making contact with Police through this Unit and obtaining relevant information in a timely manner. This has been flagged on a number of occasions.</p>

	 <table border="1" data-bbox="400 159 1305 461"> <thead> <tr> <th>Year</th> <th>Percentage Met</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>78%</td> </tr> <tr> <td>2016/17</td> <td>84%</td> </tr> </tbody> </table>	Year	Percentage Met	2015/16	78%	2016/17	84%
Year	Percentage Met						
2015/16	78%						
2016/17	84%						
1.18	<p><b><u>Adult Safeguarding Referrals</u></b></p> <p>From 1<sup>st</sup> April 2016 – 31<sup>st</sup> March 2017, 440 safeguarding reports were received by the Safeguarding Unit. 84% were deemed appropriate referrals of these, 56% were determined not to have met the threshold for adult safeguarding processes to be applied.</p> <p>From 1<sup>st</sup> April 2017 – 31<sup>st</sup> October 2017, 317 safeguarding reports have been received which suggests the Safeguarding Unit may process a higher number of referrals than last year. Only 65% were deemed appropriate and 43% did not meet the safeguarding threshold.</p>						
1.19	<p>The First Contact team in Flintshire does not screen any referral made on an Adult Safeguarding Report. They are immediately passed to the Safeguarding Unit to determine next steps. The percentage of inappropriate referrals and those that do not meet the threshold still take time to process alongside those that need to go straight to a strategy meeting. There have been discussions about how we as a Local Authority can better manage the flow of Adult Safeguarding referrals with limited resources. It is an issue being experienced locally and regionally.</p> <p>Physical and Emotional abuse are the main categories with cases of financial abuse on the increase.</p>						
1.20	<p>During the period 1<sup>st</sup> April 2016 – 31<sup>st</sup> March 2017, 129 safeguarding reports were closed and 122 strategy meetings were held. The majority of cases were non-criminal and also proven or admitted. The majority of referrals come from provider agencies, care homes or hospitals.</p> <p>Since April 2017 there have been 122 safeguarding reports closed and 119 strategy meetings held already. Again the majority of cases are non-criminal and proven with the majority of referrals coming from provider agencies.</p> <p>National data will not be available until later on in the year but internal data indicates that the categories of abuse have remained fairly consistent with previous years.</p>						
1.21	<p><b><u>Developmental Work within Adult Safeguarding</u></b></p>						

	<p>In conjunction with Wrexham CBC, Flintshire Adult Safeguarding Managers have been the lead agencies in developing a new Adult Safeguarding referral form to reflect the changes brought about by the SSWBA. This form was launched several months ago following ratification by the Regional Adult Safeguarding Board and is now in use across the region. The form is designed to place more duties on the referrer to gain information about the person they are referring, including what immediate safeguards have been put in place, consent for the referral if the individual has capacity and the views and wishes of that individual. All Adult Safeguarding teams still await detailed guidance from Welsh Government to replace the All Wales Adult Protection (Interim) Procedures which have, in the main, been superseded by the SSWBA.</p>
1.22	<p>A rewrite of the All Wales Adult Protection (Interim) procedures has been agreed and will be conducted by Cardiff &amp; the Vale. Local Authorities have been informed that this work is likely to take between 6 and 9 months. Until such time as this is delivered, Flintshire has been working closely with Wrexham Adult Social Care and Safeguarding teams to develop consistent practice as far as possible. Developments are passed through the Regional Adult Safeguarding Policies and Procedures sub-group.</p>
1.23	<p><b><u>Key Roles and Responsibilities Across the Safeguarding Unit Portfolio</u></b></p> <p>As well as core roles as detailed above, all safeguarding managers within the unit have other responsibilities. They work in collaboration with one another to ensure adults and children are safeguarded holistically. Some of their key roles are:</p> <ul style="list-style-type: none"> <li>• To provide safeguarding representation at Adult and Children’s Policy and Procedures groups which are sub-groups of the Regional Safeguarding Boards</li> <li>• To deliver training on Child Protection, Adult Protection, Mental Health and DOLs</li> <li>• To attend or chair meetings convened under Part 4 AWCPP 2008 and Professional Concerns guidance, to consider allegations made against professionals</li> <li>• To provide representation on MARAC panels for both adults and children</li> <li>• To provide representation on the CSE panel to consider themes and trends for Child Sexual Exploitation in Flintshire</li> <li>• To act as Chair under the Prevent agenda providing a link for North Wales Police in managing individuals at risk of radicalisation</li> <li>• To support key agendas across Adults and Children’s Services such as Quality Circle, Joint Interagency Monitoring Panel (JIMP), Regional Safeguarding Board Delivery Groups, Quality and Assurance Groups, Children’s Forum, Audit groups, CSE Panel</li> <li>• To undertake adult safeguarding investigations in conjunction with</li> </ul>

	<p>partner agencies</p> <ul style="list-style-type: none"> <li>To provide a point of contact and consultation for key stakeholders, partner agencies and other professionals on all aspects of safeguarding</li> </ul>
1.24	<p><b><u>Corporate Safeguarding</u></b></p> <p>The Corporate Safeguarding Panel was established in December 2015 in response to a Wales Audit Office (WAO) report 'Review of Corporate Safeguarding Arrangements in Welsh Councils' (July 2015)</p> <p>The Council's responsibilities for safeguarding are set out in legislation including the SSWBA 2014 which creates a duty on council employees, elected members and relevant partners to report any actual or suspected incidents of abuse or harm.</p> <p>The Corporate Safeguarding Panel was set up to ensure the Council provides a framework for all council services to safeguard and protect vulnerable adults and children.</p> <p>Safeguarding is included as a priority under 'Supportive Council' in the Council Plan 2017-2023. The Panel is well attended and supported by two Chief Officers and elected members. Each portfolio has an identified safeguarding lead.</p>
1.25	<p>The Corporate Safeguarding Panel has recently published the first in a series of News bulletins designed to keep all Flintshire County Council employees and elected member up to date with safeguarding news. The links can be found below.</p> <p><a href="http://fcc_systems_01/FCC_News/Attachment/Display/395">http://fcc_systems_01/FCC_News/Attachment/Display/395</a></p> <p><a href="http://fcc_systems_01/FCC_News/Attachment/Display/394">http://fcc_systems_01/FCC_News/Attachment/Display/394</a></p> <p>Flintshire Internal Audit have recently completed an audit of Corporate Safeguarding 2016/17 indicated a numbers of areas considered to be managed well and suggesting some areas for further improvement. This report is being considered at the present time.</p>
1.26	<p><b><u>Safeguarding Week 13<sup>th</sup> – 17<sup>th</sup> November</u></b></p> <p>Local authorities across Wales will be raising public and employees' awareness of safeguarding to promote the role of 'everyone' in safeguarding vulnerable adults and children. The support and interventions available in in North Wales will also be highlighted during the week and will be published on the Regional Safeguarding Board website.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no financial implications arising from this report.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	N/A

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	N/A

<b>5.00</b>	<b>APPENDICES</b>
5.01	None

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p><b>Contact Officer:</b> Jayne Belton – Safeguarding Unit Service Manager  <b>Telephone:</b> 01352 702600  <b>E-mail:</b> <a href="mailto:jayne.belton@flintshire.gov.uk">jayne.belton@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<p><b>(1) Looked After Children:</b> Looked after children are children and young people who are in public care and looked after by the state. This includes those who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. The term is also used to describe ‘accommodated’ children and young people who are looked after on a voluntary basis at the request of, or by agreement with, their parents.</p> <p><b>(2) MARAC Process:</b> (Multi Agency Risk Assessment Conference) is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs) and other specialists from the statutory and voluntary sectors. A victim/survivor should be referred to the relevant MARAC if they are an adult (16+) who resides in the county and is at high risk of domestic violence from their adult (16+) partner, ex-partner or family member, regardless of gender or sexuality.</p> <p><b>(3) All Wales Child Protection Procedures 2008:</b> All Wales Child Protection Procedures, implemented on April 1st 2008, help safeguard children and promote their welfare. The All Wales Child Protection Procedures 2008 replace earlier jurisdiction. The procedures combine the shared knowledge and experiences of Wales’ 22 Local Safeguarding Children Boards (LSCBs) and reflect the changes required as a result of high-profile child protection reports like the Laming Report.</p> <p>They address a wide range of safeguarding issues, including new mediums</p>



in which abuse can occur, such as the internet, and incorporate learning from research and practice from other parts of the world.

**(4) Corporate Parenting:** The Council has a duty to act as a good parent to children and young people in its care and those young people in the process of leaving care. The Council wants these children to have the best possible outcomes. Clear strategic and political leadership is crucial in ensuring that Looked After Children and the Corporate Parenting agenda is given the appropriate profile and priority.

**(5) Child Sexual Exploitation (CSE):** Flintshire County Council's Children's Services and its partner agencies employ the CSE Panel as the mechanism to improve outcomes for children and young people in cases of known or suspected child sexual exploitation.

The CSE Panel has three primary roles:

- To ensure that cases of suspected or actual child sexual exploitation are well-managed and co-ordinated and that all possible action has been taken to protect the victims.
- To ensure that all cases are considered by a single group who are then able to identify any links between individual cases.
- To ensure that intelligence relating to patterns of child sexual exploitation in the area can be identified and action taken where necessary. This will include the sharing of intelligence in relation to suspect groups of victims, perpetrators, vulnerable locations etc.

The primary role of the CSE Panel is to provide oversight of cases. The CSE Panel does not replace any existing systems or procedures for the investigation of child protection concerns or individual care planning. In many respects, the CSE Panel will function in the same way as the existing MARAC process.

**(6) JIMP:** Joint Inter-Agency Monitoring Panel – made up of two distinctive roles; Professionals JIMP & Provider JIMP. The JIMP is made from key stakeholders to discuss / evaluate / mitigate and monitor concern(s) and risk(s) in relation to Escalating Concerns in Commissioned Adult Services.

**(7) Public Law Outline:** (Also known as PLO) sets out the duties local authorities have when thinking about taking a case to court to ask for a Care Order to take a child into care, or for a Supervision Order to be made. Under the Public Law Outline (2014) and the Children and Families Act (2014) guidance states that care and supervision proceedings should be completed within 26 weeks. The Public Law Outline sets out, amongst other duties, that the local Authority must ensure it identifies concerns that it has about a child early and where possible provides support for the family to address those concerns.

**(8) SSWBA:** Social Services and Wellbeing (Wales) Act 2014 - The Social Services and Well-being (Wales) Act came into force on 6 April 2016.

The Act provides the legal framework for improving the well-being of people who need care and support, and carers who need support, and for

transforming social services in Wales

**(9) DoLS:** Deprivation of liberty Safeguards - The Deprivation of Liberty Safeguards are an amendment to the Mental Capacity Act 2005. They apply in England and Wales only. The Mental Capacity Act allows restraint and restrictions to be used – but only if they are in a person's best interests. Extra safeguards are needed if the restrictions and restraint used will deprive a person of their liberty. These are called the Deprivation of Liberty Safeguards. The Deprivation of Liberty Safeguards can only be used if the person will be deprived of their liberty in a care home or hospital. In other settings the Court of Protection can authorise a deprivation of liberty.



## SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Tuesday, 21 <sup>st</sup> November 2017
<b>Report Subject</b>	Free Childcare Offer
<b>Cabinet Member</b>	Cabinet Member for Social Services Cabinet Member for Education
<b>Report Author</b>	Chief Officer (Social Services) Chief Officer (Education and Youth)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

This report provides an update on the free Childcare offer and seeks agreement from members to extend the offer to other areas of Flintshire.

The aim of the 30 Hour Childcare Offer is to mitigate against the effects of poverty on outcomes for children and reduce inequalities. The provision of high-quality early education and childcare is central to the Welsh Government's 'Building a Brighter Future', the 10 Year Plan which sets out the Government's commitment to improve the life chances and outcomes of all children in Wales.

In the autumn of 2016 the Cabinet Secretary for Communities and Children sought bids from all 22 Local Authorities to become early adopters of a pilot funded child care scheme. Flintshire's bid to become an early implementer and to pilot the scheme was successful and was selected as one of seven authorities across Wales.

The offer is currently being piloted in three specific areas within Flintshire. We are working with Welsh Government to develop local models for the further full national roll out of the funded childcare offer.

The Childcare Offer undertakes, by the end of the current Welsh Assembly in 2021 to provide working parents with 30 hours of government-funded childcare and early education for 3 and 4 year olds for 48 weeks of the year. This includes 9 weeks of up to 30 hours funded childcare within the school holiday period, with the aim of supporting families with quality, flexible and affordable care. It will also support economic regeneration and reduce pressures on family income and help parents to participate in work reducing a family's risk of poverty.

The Offer also supports the wellbeing of children through positive and rich childhood experiences.

The development and delivery of the Offer is a joint partnership between Early Years

and Family Support (Social Services) and Early Entitlement (Education and Youth).

The first children took up the offer on 4 September 2017, with 215 applications having been received. Flintshire have been successful in automating the application process enabling parents to register on line and self-select registered childcare providers from the registered 134 providers.

The original figure of 441 children will be increased to 748 children, is subject for approval by cabinet.

## RECOMMENDATIONS

1	Members to consider the progress made with the implementation of the Childcare offer and the proposed extension of the pilot to all areas within Flintshire.
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## REPORT DETAILS

<b>1.00</b>	<b>THE CHILDCARE OFFER FOR WALES</b>
1.01	The Childcare offer will, by the end of the current Welsh Assembly in 2021, aim to provide working parents with 30 hours of government-funded childcare and early education for 3 and 4 year olds for 48 weeks of the year. This includes 9 weeks within the school holiday periods.
1.02	<p>The funded childcare offer will combine the successful Foundation Phase (Early Entitlement) provision during term times with additional childcare. During the weeks of the year when Early Entitlement is not provided, qualifying children can receive up to 30 hours of childcare, supporting working families with the costs of holiday care.</p> <p><b>Example:</b> Child's date of birth: 21 December 2014 – they will be 3 on 21 December 2017. This entitles the child to attend Foundation Phase education for a minimum of 10 hours per week, from the term after their 3<sup>rd</sup> birthday (January 2018 – July 2018).</p> <p>Providing the child's parent is a 'working parent' and satisfies the eligibility criteria the child can also receive up to a further 20 hours childcare during the term time, making a total of 30hrs. This may be at the same childcare setting or an alternative arrangement with up to 3 registered childcare settings. Settings have to be registered with the Care and Social Services Inspectorate Wales (CSSIW).</p>
1.03	The Welsh Government want the offer to be as clear and easy to access as possible, for parents and childcare providers. Flintshire has developed

	a simple electronic application form, similar to the school admissions process. The form automatically checks whether parents meet the eligibility criteria and whether they live in one of the pilot areas.
1.04	The scheme allows parents to choose the provider that best suit their circumstances subject to availability of places. Since May 2017, there have been several workshops with providers and childcare organisations to inform them of the offer and how it will be developed in Flintshire.
1.05	The Welsh Government are monitoring the availability and accessibility of childcare in different parts of Wales and seeing if it matches what parents need. They will reviewing the nature of childcare issues and barriers facing parents and providers and what can be done to overcome them. One of the issues that Flintshire has identified it will test through the pilot is working with Cheshire concerning cross-border take up.
1.06	The first year of the Offer is a pilot and will seek to test and learn from: <ul style="list-style-type: none"> <li>➤ How accessible and easy it is for parents to access the offer;</li> <li>➤ How accessible and easy it is for providers to provide the offer;</li> <li>➤ How the offer fits alongside Flying Start and the Early Years Foundation Phase (Early Entitlement).</li> </ul>
1.07	The pilot will also provide an opportunity to identify any issues that may surface for parents, local authorities and childcare settings as a result of providing and testing the offer and how these issues can be addressed.
1.08	In March the Cabinet Secretary published a statement on the offer detailing the eligible areas to be included in the Flintshire pilot and the rationale supporting the selection of the areas: <p>Flintshire initially tested the Childcare Offer in the three areas at Bagillt, Broughton and Buckley. Approval for a rollout across Flintshire will see maximisation of the grant and provide support for up to 748 children.</p> <p>Extending the Offer will test the areas of low and high employment, across travel to work routes, including travel outside Wales and through a mixture of maintained and non-maintained settings.</p> <p>The Offer will test the capacity and demand of childcare with how it fits with the Foundation Phase (Early Entitlement) and Welsh medium provision.</p> <p>Testing the Offer more widely will allow the Welsh Government to make sure they learn what works and what doesn't in the delivery of the Offer, in readiness for the rollout across the whole of Wales during the lifetime of this Assembly.</p>
1.09	Initially it was estimated that 441 children could be eligible to access the Offer. However, by extending the offer and depending upon take up it may be possible to offer places for up to 748 children for the financial year to 31 March 2018. Work continues with Welsh Government to anticipate and monitor demand and take up.
1.10	It is important to ascertain that there are enough providers and settings for 748 children, so a detailed piece of work is taking place in relation to the

	Childcare Sufficiency Assessment and working with settings to register as a new provider or update an existing CSSIW registration to accommodate 3 and 4 year olds, for childcare.
1.11	A Grant Offer letter was issued to the Authority to provide funding for a planning stage covering the period December 2016 – March 2017. Further grant letters have been received for the term 1 April 2017 to 31 March 2018 for administration; childcare; and Special Educational Needs.
1.12	A comprehensive project plan was developed which continues to be followed, reviewed and updated as the Offer in Flintshire evolves. Regular meetings with Welsh Government officials have helped shape the Offer and ensure that it meets the project objectives. All key milestones set by WG have been achieved ahead of schedule by the Flintshire team.
1.14	In consultation with the Early Implementer Local Authorities, the Welsh Government has developed and continues to update a core script which governs the development of the offer locally. The core script has also been used to develop a series of comprehensive Frequently Asked Questions (FAQ) from the perspective of the childcare provider and the parent. This script and the FAQ continue to evolve as the offer develops.
1.15	In June the Deputy Director for Childcare, Play and Early Years Division of the Welsh Government, indicated that the budget for the offer is in place for the next two years in the first instance. In September, the Deputy Director visited Flintshire to discuss the development of the Offer.
1.16	<p>In June the Cabinet Secretary published a statement on the offer, announcing the rate childcare providers would be paid at £4.50 per hour per child. This rate covers childcare only and does not include food, drink, off-site activities that incur an additional cost or transport. Providers will be able to charge an additional fee for these services if necessary. However, providers will not be allowed to charge more than £7.50 per day for any food and drinks provided.</p> <p>Parents paying for additional hours over the 30 hours available through the Offer and for food, transport and activities will also be able to use the Tax Free Childcare Scheme to help meet these costs.</p> <p>The scheme in Wales is not to be confused with the scheme in England which is different.</p>
1.17	<p>Periodically, during the time parents receive the offer, they will be required to reconfirm their eligibility for the offer. Parent eligibility checks will be carried out as follows:</p> <p>100% of parents will be asked to provide evidence of eligibility when making an application for the first time.</p> <p>100% of parents receiving the offer will be asked to re-confirm eligibility via a tick box at the beginning of each term.</p> <p>20% of parents receiving the offer will be asked to provide evidence of eligibility within each term.</p>

1.18	<p>As the £4.50 childcare rate provided by Welsh Government is higher than the rate received by providers of Early Entitlement Education from Councils, a risk has been identified that parents may be encouraged to take the full childcare hours and not take up their early education hours. An advisory group has been established by the Welsh Government to monitor this issue. Flintshire will also carefully monitor any trends or patterns in changes to Early Entitlement Education uptake.</p> <p>In some areas, schools are meeting the childcare demand by parents. However, this does require schools to register with CSSIW. Support is provided by Family Information Service. All Flintshire schools have been issued with guidance. Parent choice is a factor and this choice may impact on schools. This will be monitored carefully to investigate how the maintained sector can service the choice made by parents.</p>
1.19	<p>In August Welsh Government announced more funding to support the roll out of the Offer and to encourage childcare providers to access business support to help them be more sustainable. Business Wales will begin offering proactive support to childcare sector businesses later this Autumn. It is hoped this support may encourage providers to expand to meet the demand for childcare during school holidays.</p>
1.20	<p>The Offer is designed to be inclusive and so children with Special Educational Needs (SEN)/Additional Learning Needs (ALN) will be supported to access their place. Where specialist provision is required, ALN funding has been issued in a separate offer letter to Early Implementer Local Authorities, who will administer this element of funding, working closely with the chosen childcare provider to meet the needs of the child.</p>
1.21	<p>Online systems and procedures have been developed to allow parents to check their eligibility for the offer and apply for the offer online.</p> <p>The online system will also assist in the Welsh Government's requirement for Flintshire to sufficiently store and manage data collection to enable the monitoring and evaluation of the performance and impact of the offer locally.</p> <p>Further, the online system will also assist in the completion of relevant reports to government, the advisory group and wider partners on a weekly, monthly and termly basis as required.</p> <p>The online system has been viewed by the Welsh Government and they are satisfied Flintshire has a cost effective and suitable data collection system in place, which is also compliant with data protection requirements.</p>
1.22	<p>The Flintshire Childcare Offer Advisory Group meet regularly to develop the offer and provide guidance and direction to the project team. The advisory group representation consists of individuals from Flying Start, Family Information Service, Early Entitlement, childcare development and childcare umbrella organisations e.g. Mudiad Meithrin, National Day Nurseries Association, PACEY (Childminders) and Wales Pre-School Providers Association.</p>

1.23	The next steps of the scheme include enhancing the online system, checking parent eligibility via email notification on a termly basis and developing online provider claim forms to assist in the timely payment of registered childcare offer approved providers.
1.24	Also we will further roll out the offer and maximise the take up of the Offer by continuing to publicise and promote the offer in a variety of ways, including the physical distribution of posters, presentations to schools, community and town councils, childcare providers and through the use of social media and the Public Service Board.
1.25	Workshops will be held to update providers on the development of the Offer locally. Providers will be introduced to the Childcare Offer Claim Form and be supported with systems. The next phase of the Welsh Government's #TalkChildcare campaign will not only help inform the Childcare Offer, but work with the sector to help it grow and to thrive across Wales. A new survey for Childcare providers is available on our webpages:  <a href="http://gov.wales/topics/people-and-communities/people/children-and-young-people/childcare/talk-childcare/?lang=en&amp;sdha">http://gov.wales/topics/people-and-communities/people/children-and-young-people/childcare/talk-childcare/?lang=en&amp;sdha</a>
1.26	We will work with Welsh Government and Arad Research who will monitor and evaluate the Offer from September 2017 and provide the required monitoring information to enable the production of reports.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no immediate financial implications for Flintshire County Council resulting from the 'the Offer' this is a fully grant funded programme by the Welsh Government. The grant is administered by the local authority as the accountable body.  Should in the future Welsh Government decide to end the scheme there may be some redundancy costs.
2.02	The Welsh Government has provided a budget for the administration of the offer locally for 2016/17 and 2017/18. This is a separate grant to the payments to settings.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Locally, the Childcare Sufficiency Assessment has been undertaken as well as a provider event which was held on the 4 May 2017 and 13 September. Further consultations will be conducted as the offer develops.
3.02	A detailed consultation exercise called <b>#talkchildcare</b> was undertaken nationally by the Welsh Government. Engagement through the consultation resulted in 3768 responses from parents online; 180 queries and comments;



	2000 parents spoken to at roadshows; 262 providers involved; 64 parents participated in focus groups; 6250 responses in total. Initial findings of the consultation have been published by the Welsh Government.
3.03	Phase two of the <b>#talkchildcare</b> consultation commenced October 2017. The focus of this phase of the consultation will be on the views of providers. It will build on consultation already undertaken with providers. The main themes will include Business Support and sustainability of the sector in relation to the delivery of the offer.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
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4.01	<p>Risks to the project</p> <ul style="list-style-type: none"> <li>• Not having sufficient registered childcare settings to provide places for 748 children, enabling parental choice. In mitigation there is a phased approach to the implementation - early indications are that Flintshire will have sufficient quality childcare, however, due to the tight timeframes and school summer holidays it may be that schools will want to offer education and childcare but will not be able to offer places initially or will need to work through a different model of delivery.</li> <li>• Not signing up enough parents to achieve the target number of children signed up for childcare through the Offer. In mitigation, childcare places filled already are being monitored closely on a weekly basis. Reserve eligible areas have been identified, which the offer can be extended to in Flintshire if required and if approved by the Welsh Government.</li> <li>• As the Offer includes up to 30 hours of childcare during school holidays, holiday provision has been identified (using data from the childcare sufficiently assessment) as an area that requires further development. In mitigation, providers are being encouraged to extend provision during the school holidays to meet potential demand with assistance from the Flintshire Childcare Development Officer.</li> </ul>
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<b>5.00</b>	<b>APPENDICES</b>
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5.01	<p>Appendix 1: 3-4 Year Childcare Offer - Provider FAQ.  Appendix 2: 3-4 Year Childcare Offer - Parent FAQ.  Appendix 3: 3-4 Year Childcare Offer - Parent Poster.</p>
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<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
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6.01	None.
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Contact Officer: Gail Bennett, Early Years and Family Support Manager  
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**7.00 GLOSSARY OF TERMS**

**7.01 The Childcare Offer<sup>1</sup>:** 30 hours of funded childcare and education for 3 and 4 year olds, in working families for 48 weeks a year.

**Working parents:** both parents are working (or the sole parent is working in a lone parent family), with each parent earning, on average, a weekly minimum equivalent to 16 hours at national minimum wage (NMW) or national living wage (NLW). Some of this is still to be defined as the work develops.

**Foundation Phase:** the statutory curriculum for all 3 to 7 year olds in Wales, in both maintained and non-maintained settings.

**CSSIW:** Care and Social Services Inspectorate Wales.

**Childcare Sufficiency Assessments:** A report that brings together a range of different data and information to develop a picture of the current childcare market and to identify whether there are any gaps in supply.

# The Childcare Offer for Wales



Llywodraeth Cymru  
Welsh Government

## Early Implementation of the Childcare Offer Q&A's for providers

**What is the childcare offer?** The new childcare offer will provide working parents with 30 hours of early education and childcare for 3 and 4 year olds, for up to 48 weeks per year. The offer will build on children's existing early education entitlement during term time, and provide 30 hours of childcare for 9 weeks of the holidays.

**What does it mean for me as a provider?** Providing you are registered with CSSIW (or the equivalent in England), you could receive funding from a pilot local authority for eligible 3 and 4 year olds accessing the offer in your setting.

**Where are the pilot areas?** There are pilot areas in Anglesey, Blaenau Gwent, Caerphilly, Flintshire, Gwynedd, Rhondda Cynon Taf and Swansea. More information on specific areas is available on the local authority websites.

**Do I need to be based in a pilot area to be involved in the early implementation of the offer?** No. Parents need to be eligible and live in a pilot area to access the offer. However the childcare element of the offer can be delivered by any registered childcare setting, regardless of location.

**Do I need to deliver the Foundation Phase to deliver the childcare element of the offer?** No. Some children will continue to access early education in maintained settings. Childcare providers do not need to deliver both the early education and childcare elements of the offer.

**Do I need to be able to deliver the offer for 48 weeks per year to take part?** No. Parents can access the offer through different providers that best suit their circumstance. Providers who only offer term-time provision, or provision only the in school holidays can still deliver the offer.

**How much will I get paid?** All providers will receive a rate of £4.50 per hour for children receiving the childcare element of the offer.

**Can I charge parents a top-up rate?** No. You cannot charge hourly top-up rates if you'd normally charge more than £4.50 per hour.

**Can I charge for food and additional activities?** Yes. If necessary, you can charge parents for additional elements such as food, transport and off-site activities which incur a cost. The Welsh Government guidelines in respect of setting additional fees under the offer for a full day care session (approximately 10 hours) are that parents should not be charged more than £7.50 per day (this would include three meals at £2 per meal and 2 snacks at a charge of 75p per snack). For a half day session (approximately 5.5 hours) parents should not be charged more than £4.75 (two meals at £2 per meal plus a snack at a charge of 75p per snack). For sessional care where a meal is not provided but children receive a snack, guidelines are that parents should not be charged more than 75p per day for snack provision.

**How will I get paid?** You should claim funding for the hours a child has registered with you under the offer from your local authority

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Llywodraeth Cymru  
Welsh Government

# Y Cynnig Gofal Plant ar gyfer Cymru

## Cwestiynau cyffredin i rieni yn yr ardaloedd peilot

**Beth yw'r cynnig gofal plant?** Bydd y cynnig gofal plant newydd yn darparu 30 awr o addysg gynnar a gofal plant am gyfnod o hyd at 48 wythnos y flwyddyn ar gyfer plant 3 a 4 oed i rieni cymwys sy'n gweithio.

**Beth y mae'n ei olygu i mi fel rhiant?** Os oes gennych chi blentyn sy'n 3 neu'n 4 oed, mae'r hawl i gael addysg gynnar ar gael ichi nawr. Os ydych chi'n gweithio, gallech chi gael oriau ychwanegol o ofal plant wedi ei ariannu gan y Llywodraeth fel eich bod yn cael cyfanswm o 30 awr o ofal plant ac addysg gynnar yr wythnos am gyfnod o hyd at 48 wythnos y flwyddyn, yn dibynnu ar ba bryd y bydd eich plentyn yn dathlu ei ben-blwydd.

**Beth yw addysg gynnar?** Mae hawl gan blentyn i gael **addysg gynnar** (Meithrin Cyfnod Sylfaen) o'r tymor ar ôl ei ben-blwydd yn 3 oed. Mae pob awdurdod lleol yn darparu isafswm o 10 awr o addysg gynnar yr wythnos, naill yn yr ysgol leol neu mewn lleoliad tebyg, fel lleoliad gofal dydd neu ganolfan gymunedol. Yn ystod y tymor ysgol, bydd yr addysg gynnar yma yn rhan o 30 awr y cynnig gofal plant. Yn ystod gwyliau ysgol, pan nad oes addysg gynnar, bydd y cynnig yn rhoi 30 awr o ofal plant am gyfnod o hyd at 9 wythnos. Gall eich Gwasanaeth Gwybodaeth i Deuluoedd lleol eich helpu i ddarganfod darpariaeth cofrestredig sy'n ateb eich gofynion.

**Sut y byddaf yn gwybod a ydw i'n gymwys?** Mae rhieni plant 3 a 4 oed eisoes yn gallu manteisio ar yr hawl i gael addysg gynnar. Rydych chi'n gymwys i gael y gofal plant ychwanegol os ydych chi'n byw yn ardal y cynllun peilot, os oes gennych blentyn o fewn yr ystod oedran, a'ch bod yn ennill ar gyfartaledd isafswm wythnosol cyferth ag 16 awr ar isafswm cyflog cenedlaethol neu ar gyflog byw cenedlaethol neu fwy. Os yr ydych yn deulu unig riant bydd yn rhaid i chi fod mewn gwaith a mewn teulu dau riant, mae angen i'r ddau ohonoch fod yn gweithio. Os yr ydych yn hunangyflogedig neu ar gontract dim oriau bydd disgwyl ichi brofi hyn drwy gyflwyno dogfennau perthnasol. Cysylltwch â'ch Gwasanaeth Gwybodaeth i Deuluoedd i gael rhagor o wybodaeth.

**Pa ardaloedd yw'r ardaloedd peilot?** Maent mewn ardaloedd dynodedig o Abertawe, Caerffili, Gwynedd, Rhondda Cynon Taf, Sir y Fflint ac Ynys Môn. Bydd y cynllun ar gael ar draws Blaenau Gwent. Mae rhagor o wybodaeth am yr ardaloedd hyn i'w gweld ar wefannau'r awdurdodau lleol. Mae angen ardaloedd peilot arnom er mwyn profi'r cynnig i wneud yn siŵr ei fod yn gweithio, ond bydd ar gael ledled Cymru yn y pen draw.

**Gai ddewis unrhyw ddarparwr gofal plant?** Gallwch, ar yr amod bod y darparwr hwnnw yn hapus i fod yn rhan o'r cynnig a'i fod wedi ei gofrestru ag AGGCC neu â'r Swyddfa Safonau mewn Addysg (yr arolygiaethau ar gyfer lleoliadau gofal plant). Gallant wneud hynny drwy gysylltu â'r Gwasanaeth Gwybodaeth i Deuluoedd lleol. Gall y darparwr gofal plant fod wedi eu lleoli y tu allan i'ch ardal beilot, y tu allan i'ch sir, neu fod yn Lloegr hyd yn oed, os ydych chi'n byw ar y ffin. Nid oes unrhyw gyfyngiad o ran pa bryd y gallwch ddefnyddio'r oriau gofal plant ychwanegol, ond eich cyfrifoldeb chi yw dod o hyd i ddarparwr gofal plant sy'n addas i anghenion eich teulu chi. Gall y Gwasanaeth Gwybodaeth i Deuluoedd eich helpu drwy ddarparu gwybodaeth ar yr holl leoliadau gofal plant.

**Fydd angen imi dalu am unrhyw beth?** Mae'r Cynnig Gofal Plant yn cyllido uchafswm a chyfanswm o 30 awr o addysg gynnar a gofal plant. Mae hyn ar gyfer yr addysg a'r gofal y mae'r gweithwyr proffesiynol yn y lleoliad yn eu darparu. Nid yw'n cynnwys bwyd, cludiant i leoliadau eraill ac oddi yno na gweithgareddau oddi ar y safle sy'n gofyn am dâl ychwanegol, a bydd eich darparwr yn gallu codi tâl amoch chi am y pethau hyn. Bydd y costau cludiant yn ddiabyddol ar leoliad eich cartref a pha mor bell y mae angen iddynt deithio. Ni ddylai darparwr godi mwy na £7.50 y diwrnod am fwyd neu £4.75 am hanner diwrnod (yn cynnwys cinio).

**Oes rhaid imi ddefnyddio'r 30 awr yr wythnos yn llwyr?** Nac oes. Chi sy'n dewis faint o'r 30 awr yr ydych chi am eu defnyddio. Fodd bynnag, os na fyddwch chi'n defnyddio pob un o'r 30 awr mewn wythnos, ni allwch chi ddefnyddio'r oriau sy'n weddill mewn wythnos arall. Gallwch chi dalu am oriau ychwanegol eich hun yn seiliedig ar gontract preifat rhyngoch chi a'ch darparwr gofal plant.

**Sut ydw i'n gwneud cais?** Gallwch wneud cais am y cynnig, gan gynnwys y lle addysg gynnar y mae hawl gennych ei gael, drwy eich awdurdod lleol. Cysylltwch â'ch Gwasanaeth Gwybodaeth i Deuluoedd i gael rhagor o wybodaeth.

# The Childcare Offer for Wales



Llywodraeth Cymru  
Welsh Government

## FAQ's for parents in pilot areas

**What is the childcare offer?** The childcare offer will provide eligible working parents with 30 hours of a combination of early education and childcare for 3 and 4 year olds, for up to 48 weeks per year.

**What does it mean for me as a parent?** If you have a 3 or 4 year old you could access your early education entitlement now. If you're working, you could receive additional hours of government-funded childcare on top, so that you receive a combined total of 30 hours of childcare and early education per week for up to 48 weeks a year, depending on when your child has their birthday.

**What is early education?** Children are entitled to **early education** (Foundation Phase Nursery) from the term after their 3<sup>rd</sup> birthday. All local authorities provide a minimum of 10 hours per week early education, either in the local school or in a setting like a day-care setting or a community centre. During term time, this early education will be part of the childcare offer's 30 hours. During the school holidays, when there is no early education, the offer will provide 30 hours a week of childcare, for up to 9 weeks. Your local Family Information Service will be able to help you find a registered provider that offers the service that meets your needs.

**How will I know if I'm eligible?** All parents of 3 and 4 year olds can already access the early education entitlement. You are eligible to receive the additional childcare if you live within a pilot areas, have a child within the age range and earn on average a weekly minimum equivalent of 16 hours at national minimum wage (NMW) or national living wage (NLW) or more. If you are in a lone parent family you need to be working and if you are in a two parent family you both need to be working. If you are self-employed or on a zero hours contract you need to be able to prove this by providing the relevant documents. You can contact your Family Information Service for more information.

**Where are the pilot areas?** They are in specific areas of Anglesey, Caerphilly, Flintshire, Gwynedd, Rhondda Cynon Taf and Swansea. It will be available in all of Blaenau Gwent. More information on these areas is available on the local authority websites. We need pilots to test the offer to make sure it works, but it will eventually be available across Wales.

**Can I choose any childcare provider?** Yes, as long as they are willing to be part of the offer and they are registered with CSSIW or OFSTED (the inspectorates for childcare settings). They can do this by getting in touch with your local Family Information Service. Childcare providers can be outside of your pilot area, your county or even in England if you live on the border. There is no restriction on when you can use the additional childcare hours of the offer but it is up to you to find a childcare provider that suits your families' needs. The Family Information Service can help you by providing information on all the childcare settings.

**Will I have to pay for anything?** The Childcare Offer funds a maximum and total of 30 hours of early education and childcare. This is for the education and care the professionals within the setting provides. It does not include food, transport to and from other settings or off-site activities that incur an extra charge and providers will be able to charge you for these. The cost of transport will depend on where you live and how far they have to travel. Providers should not charge more than £7.50 per day for food or £4.75 for half a day (including lunch).

**Do I have to use all 30 hours per week?** No. You can chose how much of the 30 hours you use. However, if you do not use all of yours 30 hours in one week, you can not use them in another week. You can pay for additional hours yourself based on a private contract between you and your childcare provider.

**How do I apply?** You can apply for the offer, including your early education entitlement place, through your local authority. Contact your local Family Information Service for more information.

# The Childcare Offer for Wales



Llywodraeth Cymru  
Welsh Government

Your Childcare Offer in Flintshire:

- ✓ Do you work **16 hours or more** per week?
- ✓ Is your child aged **3 or 4 years old**?
- ✓ Do you **live in**:

**Buckley, Bagillt, Broughton**  
or within areas of **Aston, Connahs Quay (Central and Golftyn), Garden City, Greenfield, Higher Shotton, Holywell (Central), Mancot, Queensferry or Sandycroft?**

If so, the Welsh Government might be able to fund up to 30 hours per week of combined Childcare and Early Years Foundation Phase Education during term time and up to 9 weeks of 30 hours of Childcare per week during school holidays, for up to 48 weeks of the year.

For further information, to check your eligibility and apply visit:

[www.flintshire.gov.uk/childcareoffer](http://www.flintshire.gov.uk/childcareoffer)

**Further areas will be added as the ‘Childcare Offer’ is rolled out, check with the Family Information Service Flintshire for up-to-date information.**

For more information, please contact the [Family Information Service Flintshire](#) on 01352 703500 or email: [fisf@flintshire.gov.uk](mailto:fisf@flintshire.gov.uk)



# Y Cynnig Gofal Plant i Gymru



Llywodraeth Cymru  
Welsh Government

Eich cynnig gofal plant yn Sir y Fflint:

- ✓ Ydych chi'n gweithio 16 awr neu fwy bob wythnos?
- ✓ Yw eich plentyn yn 3 neu 4 oed?
- ✓ Ydych chi'n byw yn:

**Bwcle, Bagillt, Brychdyn  
neu yn ardaloedd Aston, Cei Connah (Canol a Golftyn), Garden City,  
Greenfield, Higher Shotton, Treffynnon (Canol), Mancot,  
Queensferry neu Sandycroft?**

Os hynny, mae'n bosibl y gall Llywodraeth Cymru ariannu hyd at 30 awr yr wythnos o Ofal Plant ac Addysg Cyfnod Sylfaen Blynnyddoedd Cynnar yn ystod amser tymor, a Gofal Plant am 30 awr yr wythnos am hyd at 9 wythnos, yn ystod gwyliau'r ysgol, am hyd at 48 wythnos y flwyddyn.

Am mwy o wybodaeth, gwirio os ydych yn gymwys a chofrestru ewch i:

[www.siryfflint.gov.uk/cynniggofalplant](http://www.siryfflint.gov.uk/cynniggofalplant)

**Bydd ardaloedd eraill yn cael eu hychwanegu fel bydd y 'Cynnig Gofal Plant' yn cael ei gyflwyno yn ehangach, gwiriwch gyda Gwasanaeth Gwybodaeth I Deuluoedd Sir y Fflint am wybodaeth gyfredol.**

Am ragor o wybodaeth, cysylltwch â [Gwasanaeth Gwybodaeth I Deuluoedd Sir y Fflint](http://Gwasanaeth Gwybodaeth I Deuluoedd Sir y Fflint) ar 01352 703500 neu [fisf@flintshire.gov.uk](mailto:fisf@flintshire.gov.uk)





## SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 16 <sup>th</sup> November, 2017
<b>Report Subject</b>	Mid-Year Council Plan 2017/18 Monitoring Report
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The Council Plan 2017/23 was adopted by the Council in September 2017. This report presents the mid-year monitoring of progress for the Council Plan priority 'Supportive Council' relevant to the Social & Health Care Overview & Scrutiny Committee.

Flintshire is a high performing Council as evidenced in previous Council (Improvement) Plan monitoring reports as well as in the Council's Annual Performance Reports. This first monitoring report for the 2017/18 Council Plan is a positive report, with 88% of activities being assessed as making good progress, and 67% likely to achieve the desired outcome. In addition, 65% of the performance indicators met or exceeded target. Risks are also being successfully managed with the majority being assessed as moderate (67%) or minor (8%).

This report is an exception based report and therefore detail focuses on the areas of under-performance.

### Recommendations

1	That the Committee consider the Council Plan 2017/18 mid-year monitoring report to monitor under performance and request further information as appropriate.
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## REPORT DETAILS

1.00	EXPLAINING THE COUNCIL PLAN 2017/23 MONITORING REPORT
1.01	The Council Plan monitoring reports give an explanation of the progress being made toward the delivery of the impacts set out in the 2017/23 Council Plan. The narrative is supported by performance indicators and / or milestones which evidence achievement. In addition, there is an assessment of the strategic risks and the level to which they are being controlled.
1.02	This is an exception based report and detail therefore focuses on the areas of under-performance.
1.03	<p><b>Monitoring our Activities</b></p> <p>Each of the sub-priorities have high level activities which are monitored over time. 'Progress' monitors progress against scheduled activity and has been categorised as follows: -</p> <ul style="list-style-type: none"> <li>• RED: Limited Progress – delay in scheduled activity; not on track</li> <li>• AMBER: Satisfactory Progress – some delay in scheduled activity, but broadly on track</li> <li>• GREEN: Good Progress – activities completed on schedule, on track</li> </ul> <p>A RAG status is also given as an assessment of our level of confidence at this point in time in achieving the 'outcome(s)' for each sub-priority. Outcome has been categorised as: -</p> <ul style="list-style-type: none"> <li>• RED: Low – lower level of confidence in the achievement of the outcome(s)</li> <li>• AMBER: Medium – uncertain level of confidence in the achievement of the outcome(s)</li> <li>• GREEN: High – full confidence in the achievement of the outcome(s)</li> </ul>
1.04	<p>In summary our overall progress against the high level activities is: -</p> <p><b>ACTIVITIES PROGRESS</b></p> <ul style="list-style-type: none"> <li>• We are making good (green) progress in 51 (88%).</li> <li>• We are making satisfactory (amber) progress in 7 (12%).</li> </ul> <p><b>ACTIVITIES OUTCOME</b></p> <ul style="list-style-type: none"> <li>• We have a high (green) level of confidence in the achievement of 39 (67%).</li> <li>• We have a medium (amber) level of confidence in the achievement of 19 (33%).</li> <li>• We have a low (red) level of confidence in the achievement of 0 (0%).</li> </ul>
1.05	<p><b>Monitoring our Performance</b></p> <p>Analysis of performance against the Improvement Plan performance indicators is undertaken using the RAG (Red, Amber Green) status. This is defined as follows: -</p>

	<ul style="list-style-type: none"> <li>• RED equates to a position of under-performance against target.</li> <li>• AMBER equates to a mid-position where improvement may have been made but performance has missed the target.</li> <li>• GREEN equates to a position of positive performance against target.</li> </ul>
1.06	<p>Analysis of current levels of performance shows the following: -</p> <ul style="list-style-type: none"> <li>• 46 (65%) had achieved a green RAG status</li> <li>• 18 (25%) had achieved an amber RAG status</li> <li>• 7 (10%) had achieved a red RAG status</li> </ul>
1.07	<p>The performance indicator (PI) which showed a red RAG status for current performance relevant to the Social &amp; Health Care Overview &amp; Scrutiny Committee is: -</p> <p><b>PI: Percentage of child protection referrals that result in ‘no further action’</b></p> <p>55% of child protection referrals received by Children's First Contact currently have no action taken after screening. These referrals are now being considered for early support below the child protection threshold, through the newly implemented Early Help Hub. This should reduce the number of referrals with no action taken, and provide low level multi agency early intervention to more families who do not meet the threshold for statutory services.</p>
1.08	<p><b>Monitoring our Risks</b></p> <p>Analysis of the current risk levels for the strategic risks identified in the Improvement Plan is as follows: -</p> <ul style="list-style-type: none"> <li>• 1 (2%) is insignificant (green)</li> <li>• 4 (8%) are minor (yellow)</li> <li>• 32 (67%) are moderate (amber)</li> <li>• 11 (23%) are major (red)</li> <li>• 0 (0%) are severe (black)</li> </ul>
1.09	<p>The major (red) risks identified for the Social &amp; Health Care Overview &amp; Scrutiny Committee are: -</p> <p><b>Risk: Demand outstrips supply for residential and nursing home care bed availability.</b></p> <p>A report has been prepared around the potential expansion of the care sector, and presented to Programme Board. Recommendations have been approved to explore further the extension of Marleyfield (32 beds for intermediate care and discharge to assess). This expansion will also help to support the medium term development of the nursing sector. A Strategic Opportunity Review has been completed, with a report being presented to Cabinet in October. A lobbying letter to Welsh Government has been drafted subject to cabinet approval, highlighting the risks and areas for concern. There are several active workstreams, including the development of resources to</p>

	<p>support the sector, such as a provider portal.</p> <p><b>Risk: Annual allocation of Integrated Care Funding (ICF) - Short term funding may undermine medium term service delivery.</b></p> <p>We have reached agreement in principal for ICF capital funding to be allocated for the expansion over the next 3 years (£415K per year). However, we are still awaiting confirmation that the full funding will continue. The Minister has announced a further review of ICF; this risk remains Red.</p> <p><b>Risk: Knowledge and awareness of safeguarding not sufficiently developed in all portfolios.</b></p> <p>The Corporate Safeguarding Policy was approved by Cabinet in October 2017 and will be promoted widely to the workforce to ensure everyone understands their responsibilities. The first Corporate Safeguarding newsletter has been published, this will help raise knowledge and awareness of safeguarding.</p> <p><b>Risk: Failure to implement safeguarding training may impact on cases not being recognised at an early stage.</b></p> <p>Social Services Workforce Development Team are updating and reviewing the Safeguarding e-learning modules which will be re-launched to the workforce. Safeguarding will be included in induction ensuring all new employees have a basic understanding.</p>
1.10	<p>Areas within the 'Supportive Council' priority, not relevant to the Social &amp; Health Care Overview &amp; Scrutiny Committee, have been removed and will be reported to the relevant Overview &amp; Scrutiny Committees going forward. Measures within the sub-priority 'Safeguarding' will also be reported to the Corporate Resources Overview &amp; Scrutiny Committee who have responsibility for monitoring corporate safeguarding measures.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no specific resource implications for this report.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	The Council Plan Priorities are monitored by the appropriate Overview and Scrutiny Committees according to the priority area of interest.
3.02	Chief Officers have contributed towards reporting of relevant information.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	Progress against the risks identified in the Council Plan is included in the report at Appendix 1. Summary information for the risks assessed as major

	(red) is covered in paragraphs 1.07 and 1.09 above.
<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 - Council Plan 2017/18 Mid-Year Progress Report – Supportive Council.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p><b>Council Plan 2017/18:</b> <a href="http://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Improvement-Plan.aspx">http://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Improvement-Plan.aspx</a></p> <p><b>Contact Officer:</b> Margaret Parry-Jones  <b>Telephone:</b> 01352 702324  <b>E-mail:</b> <a href="mailto:Margaret.parry-jones@flintshire.gov.uk">Margaret.parry-jones@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>																																													
7.01	<b>Council Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish a Council Plan.																																													
7.02	<b>Risks:</b> These are assessed using the improved approach to risk management endorsed by Audit Committee in June 2015. The new approach, includes the use of a new and more sophisticated risk assessment matrix which provides greater opportunities to show changes over time.																																													
7.03	<p><b>Risk Likelihood and Impact Matrix</b></p> <table border="1"> <tr> <td rowspan="4"><b>Impact Severity</b></td> <td><b>Catastrophic</b></td> <td><b>Y</b></td> <td><b>A</b></td> <td><b>R</b></td> <td><b>R</b></td> <td><b>B</b></td> <td><b>B</b></td> </tr> <tr> <td><b>Critical</b></td> <td><b>Y</b></td> <td><b>A</b></td> <td><b>A</b></td> <td><b>R</b></td> <td><b>R</b></td> <td><b>R</b></td> </tr> <tr> <td><b>Marginal</b></td> <td><b>G</b></td> <td><b>Y</b></td> <td><b>A</b></td> <td><b>A</b></td> <td><b>A</b></td> <td><b>R</b></td> </tr> <tr> <td><b>Negligible</b></td> <td><b>G</b></td> <td><b>G</b></td> <td><b>Y</b></td> <td><b>Y</b></td> <td><b>A</b></td> <td><b>A</b></td> </tr> <tr> <td></td> <td></td> <td><b>Unlikely (5%)</b></td> <td><b>Very Low (15%)</b></td> <td><b>Low (30%)</b></td> <td><b>Significant (50%)</b></td> <td><b>Very High (65%)</b></td> <td><b>Extremely High (80%)</b></td> </tr> <tr> <td></td> <td></td> <td colspan="5"><b>Likelihood &amp; Percentage of risk happening</b></td> <td></td> </tr> </table> <p>The new approach to risk assessment was created in response to recommendations in the Corporate Assessment report from the Wales Audit Office and Internal Audit.</p>	<b>Impact Severity</b>	<b>Catastrophic</b>	<b>Y</b>	<b>A</b>	<b>R</b>	<b>R</b>	<b>B</b>	<b>B</b>	<b>Critical</b>	<b>Y</b>	<b>A</b>	<b>A</b>	<b>R</b>	<b>R</b>	<b>R</b>	<b>Marginal</b>	<b>G</b>	<b>Y</b>	<b>A</b>	<b>A</b>	<b>A</b>	<b>R</b>	<b>Negligible</b>	<b>G</b>	<b>G</b>	<b>Y</b>	<b>Y</b>	<b>A</b>	<b>A</b>			<b>Unlikely (5%)</b>	<b>Very Low (15%)</b>	<b>Low (30%)</b>	<b>Significant (50%)</b>	<b>Very High (65%)</b>	<b>Extremely High (80%)</b>			<b>Likelihood &amp; Percentage of risk happening</b>					
<b>Impact Severity</b>	<b>Catastrophic</b>		<b>Y</b>	<b>A</b>	<b>R</b>	<b>R</b>	<b>B</b>	<b>B</b>																																						
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# Mid-year Council Plan 2017/18 Progress Report

## Supportive Council

Flintshire County Council

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## 1 Supportive Council Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.3.1.1 Ensure Care Home Provision within Flintshire enables people to live well and have a good quality of life.	Jane M Davies - Senior Manager, Safeguarding & Commissioning	In Progress	01-Apr-2017	31-Mar-2018	50.00%	 GREEN	 GREEN

### ACTION PROGRESS COMMENTS:

A report has been prepared around the potential expansion of the care sector and presented to the Programme Board. Recommendations have been approved to explore further the extension of Marleyfield (32 beds for intermediate care and 'discharge to assess'). This expansion will also help to support the medium term development of the nursing sector. We continue to collect intelligence around providers exiting the care sector and regional capacity. Meetings with Betsi Cadwaladr University Health Board (BCUHB) East Division have been held to discuss pooled budgets for the expansion. We have reached agreement in principal for Integrated Care Fund (ICF) capital funding to be allocated for the expansion over the next 3 years (£415K per year). This year's allocation will be used to commission a feasibility study for the expansion. A Strategic Opportunity Review has been completed with a report being presented to Cabinet in October. A lobbying letter to Welsh Government (WG) has been drafted, subject to cabinet approval, highlighting the risks and areas for concern. There are several active workstreams, including the development of resources to support the sector such as a provider portal. The Regional Domiciliary Framework is now live with new contracts commencing 1 April 2018. The intention is to increase the number of providers in order to help sustain the market. The roll out of "Progress for Providers" continues; care homes are in the process of assessing themselves against the new Flintshire standards. One home has already achieved the bronze standard.

Last Updated: 31-Oct-2017



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.3.1.2 Support greater independence for individuals with a frailty and/or disability, including those at risk of isolation.	Susie Lunt - Senior Manager, Integrated Services	In Progress	01-Apr-2017	31-Mar-2018	50.00%	 GREEN	 GREEN

### ACTION PROGRESS COMMENTS:

This year our Ageing Well Plan is focused on the development of age friendly and dementia friendly communities with the aim of creating a better understand of dementia. The Plan also seeks to support those in the community who feel lonely and isolated by identifying opportunities to tell people about activities as well as how they can receive information and advice to help reduce the risks of loneliness. An Implementation Plan for the staged replacement of double staffed packages of care has been drafted and work is beginning through a targeted approach with care providers. In parallel with this the Council are investing in new single handling equipment which is less intrusive in the home. Working with Welsh Government and the Social Services Improvement Agency we are moving into Phase 2 of the Collaborative Communication Skills Programme, through which we will ensure that practitioners are equipped with the necessary skills to support people to achieve their personal outcomes, as set out in the Social Services and Wellbeing Act (Wales). Alongside this we are developing our local recording systems to support the measurement of personal outcomes.

Last Updated: 31-Oct-2017





ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.3.1.3 Improve outcomes for looked after children	Craig Macleod - Senior Manager, Children's Services & Workforce	In Progress	01-Apr-2017	31-Mar-2018	50.00%	 GREEN	 AMBER

**ACTION PROGRESS COMMENTS:**

Work is underway to develop a Corporate Parenting Strategy which will set out our commitments to Looked After Children. Health and Social Services Scrutiny Committee have agreed that consultation on the Strategy will centre on the themes of Home, Education and Learning, Health and Well-being, and Leisure and Employment Opportunities. Finding suitable placements for Looked After Children can be a real challenge, particularly for teenagers who have complex needs. There is a national shortage of foster care and residential provision and work has commenced on a regional footprint to look at potential medium term solutions. This work complements more local work to develop our strategic approach to securing permanent, stable homes for Looked After Children. A Senior Manager from BCUHB's Child and Adolescent Mental Health Service (CAMHS) attended the Children's Services Forum in June 2017. The Manager provided an overview of the work that is taking place to ensure timely access to CAMHS health assessments for Looked After Children. Positively it was reported that assessment for Looked After Children are being initiated within 28 days of referral. Ensuring that 'looked after' health assessments are carried out in a timely manner is challenging with performance targets missed. This matter has been escalated to BCUHB.

Last Updated: 31-Oct-2017



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ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.4.1.1 Ensure that effective services to support carers are in place as part of collaborative social and health services	Susie Lunt - Senior Manager, Integrated Services	In Progress	01-Apr-2017	31-Mar-2018	50.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

Our carer's services are working well based on performance and carer feedback. We are now looking at a commissioning exercise following a full review of all services to address any duplication or gaps in provision. We have a planned programme for utilising the Carer's Respite Grant award, which includes creative respite through direct payments and piloting a school holiday camp in the two specialist primary schools for disabled children. We are contributing to the regional strategic review of carer's services across North Wales which includes exploring opportunities for collaboration, sharing good practice and ensuring equitable services across the region. The final report is due to be presented to Regional Partnership Board in December 2017. The existing Carer's Strategy action plan is being updated and recent consultations with carers will refresh their needs and demand. The other workstreams are progressing such as a review of processes, carers need assessments, and monitoring and information. These all continue to ensure carer's services in Flintshire are effective, responsive to need, and are outcome focused. Young Carers' services in Flintshire are provided by Barnardo's. The service aims to improve confidence and emotional resilience whilst also providing a secure environment for peer support. Young carers can access community groups to ensure resilience is sustainable long term. Carers are able to be re-referred into the service if circumstances become difficult or the individual needs more intensive support. The service receives a high number of referrals from statutory services and the third sector and education, and is exploring potential fundraising avenues in order to continue to meet the needs of Young Carers in Flintshire.



Last Updated: 31-Oct-2017

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.4.1.2 Further develop the use of Integrated Care Fund (ICF) to support effective discharge from hospital and ensure a smoother transition between Health and Social Care Services.	Susie Lunt - Senior Manager, Integrated Services	In Progress	01-Apr-2017	31-Mar-2018	50.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

During the first half of 2017/18 the ICF has been used to continue to fund placements for 'Step Up / Step Down' beds, with over 80 admissions during that time period. In addition, the Community Resource Team of multi-disciplinary professionals is rolling out and is increasing its time of operation in Flintshire. The team provides home-based support through clinical and generic Health and Support workers to support discharge and avoid hospital admission.



Last Updated: 31-Oct-2017

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.4.1.3 Establish an Early Help Hub, involving all statutory partners and the third sector.	Craig Macleod - Senior Manager, Children's Services & Workforce	In Progress	01-Apr-2017	31-Mar-2018	75.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

An Early Help Hub has been established with a 'soft launch' in July 2017. The Hub is made up a staff from across statutory partners including Social Services, North Wales Police, Youth Justice, housing, education. health and early years/Flying Start. The third sector is strongly represented through a third sector co-ordinator from Flintshire Local Voluntary Council (FLVC) and through services provided by the third sector via the Families First programme.



Last Updated: 31-Oct-2017

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.4.1.4 Further develop dementia awareness across the county.	Susie Lunt - Senior Manager, Integrated Services	In Progress	01-Apr-2017	31-Mar-2018	50.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

Flintshire has ten Dementia Cafes and three accredited Dementia Friendly Communities, with a further six working towards accreditation, making Flintshire the lead county with Dementia Friendly Communities in North Wales. We have 46 accredited Dementia Friendly Businesses, the highest in North Wales. We have Launched an Early Onset Peer Support Service (Friendly Faces) lead by people living with Dementia and supported by the Council, Betsi Cadwaldr University Health Board, Bangor University and the Dementia Engagement and Empowerment Project (DEEP), the first of its kind in Wales. The Intergeneration Project with learners and people living with dementia has been completed in 5 schools. The Creative Conversation research study has improved skills in 18 Care Homes in creatively communicating with people living with dementia using the arts. Dementia Friendly film screenings are taking place in Mold and Flint on a regular basis. The Walks in Flint will have dementia friendly street signage, the first in North Wales, to ensure people living with dementia can navigate the change in environment. Llys Raddington Extra Care has consulted with people living with dementia on the interior design of the building to ensure it is dementia friendly. The Health Centre in Flint has a working group to ensure the centre is dementia friendly and is working with Flint dementia friendly community and people living with dementia.



Last Updated: 31-Oct-2017

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.5.1.1 Strengthen the arrangements within all council portfolios to have clear responsibilities to address safeguarding.	Fiona Mocko - Policy Advisor (Equalities and Cohesion)	In Progress	01-Apr-2017	31-Mar-2018	40.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

There are delegated leads for safeguarding in all Portfolios . A Corporate Safeguarding policy was presented and adopted by Cabinet in October 2017, and will be rolled out across the Council. A review of Disclosure and Barring Service checks has taken place to ensure Services follow safe recruitment practices. Internal Audit has undertaken a review of Corporate Safeguarding. Their final report will inform the future work programme of the Corporate Safeguarding Panel.



Last Updated: 02-Nov-2017

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.5.1.2 Ensure that our response rates to referrals remain within statutory targets	Jane M Davies - Senior Manager, Safeguarding & Commissioning	In Progress	01-Apr-2017	31-Mar-2018	50.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

Performance for timeliness of initial child protection conferences carried out within timescales has improved this year to 94.8%. The timeliness of child protection reviews has also improved, with 99.2% of review conferences being held within timescales. One review was delayed because the family had a court date pending.



Last Updated: 31-Oct-2017

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.5.1.3 Develop a preventative approach towards Child Sexual Exploitation (CSE)	Jane M Davies - Senior Manager, Safeguarding & Commissioning	Completed	01-Apr-2017	16-Oct-2017	100.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

North Wales Police Child Sexual Exploitation (CSE) videos have been shared Senior Management Team meetings across the Authority and at the Corporate Safeguarding Panel. CSE awareness is also on the agenda for general safeguarding training for members of all Scrutiny Committees.



Last Updated: 02-Nov-2017

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.5.1.4 Identify and address the signs and symptoms of domestic abuse and sexual violence	Sian Jones - Public Protection Manager	In Progress	01-Apr-2017	31-Mar-2018	25.00%	 AMBER	 AMBER

**ACTION PROGRESS COMMENTS:**

Welsh Government require all Flintshire County Council staff to complete the Violence Against Women and Domestic Abuse and Sexual Violence, level 1, e-learning module. Significant technical issues has meant that all local authorities in Wales have encountered difficulties accessing the system. These technical issues have now been resolved. The Council is now using a different IT platform. The e-learning module file has now been uploaded on to Learning Pool Flintshire Academi, our own internal platform so we can report on a daily basis. In terms of future considerations, 60% of FCC employees do not have access to a computer. Face to face sessions are planned for January 2018, and will be delivered in partnership with Wrexham County Council. Sessions will last 2.5 to 3 hrs. We are currently exploring the possibility of face to face sessions with a theatre style company. A presentation on the training requirements will be provided to Change Exchange members in December 2017.



Last Updated: 31-Oct-2017

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.5.1.5 Strengthen regional community safety through collaboration and partnership arrangements	Sian Jones - Public Protection Manager	Completed	01-Apr-2017	31-Mar-2018	100.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

The North Wales Safer Communities' Board Plan has now been approved. This document sets out the priorities for the statutory partners for the next three year period. A work programme is included. Flintshire continues to occupy an active role in this forum, and on a local level has adopted the regional priorities through the work of the Flintshire Public Service Board.

Last Updated: 24-Oct-2017



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.5.1.6 Ensure we meet the requirements of the North Wales Contest Board	Sian Jones - Public Protection Manager	In Progress	01-Apr-2017	31-Mar-2018	50.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**



The self assessment, which measures the Council's progress against the 'Prevent' duties, has been undertaken. Progress is reviewed on a regular basis at the Corporate Safeguarding Panel. The Panel continues to work on the areas of weakness highlighted in the self-assessment, and respond to any requests from the North Wales Contest Board, as and when required.



Last Updated: 31-Oct-2017



## Performance Indicators



KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.4.1.1M01 The number of care homes who have implemented the new Progress for Providers Programme	No Data	16	5	 GREEN	N/A	16	5	 GREEN
<p><b>Lead Officer:</b> Nicki Kenealy - Contracts Team Manager  <b>Reporting Officer:</b> Jacque Slee - Performance Lead – Social Services  <b>Aspirational Target:</b>  <b>Progress Comment:</b> The programme has been implemented in 14 residential and 2 nursing homes.</p> <p>Last Updated: 11-Oct-2017</p>								

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KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.4.1.4M04 Sustaining existing care homes within Flintshire	No Data	26	26	 GREEN	N/A	26	26	 GREEN
<p><b>Lead Officer:</b> Dawn Holt - Commissioning Manager  <b>Reporting Officer:</b> Jacque Slee - Performance Lead – Social Services  <b>Aspirational Target:</b>  <b>Progress Comment:</b> 26 care homes for adults (includes residential, EMI and nursing). We are sustaining the number of care homes in Flintshire despite the pressures in the market, by concentrated input. Two homes are in escalating concerns. This action links to the red risk around demand for bed availability (ST163).</p> <p>Last Updated: 31-Oct-2017</p>								

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.4.1.5M05 The percentage occupancy within Flintshire care homes	No Data	96.7	95	 GREEN	N/A	96.7	95	 GREEN
<p><b>Lead Officer:</b> Dawn Holt - Commissioning Manager  <b>Reporting Officer:</b> Jacque Slee - Performance Lead – Social Services  <b>Aspirational Target:</b>  <b>Progress Comment:</b> This is based on vacancy rate in the last week of the quarter.</p> <p>Last Updated: 26-Oct-2017</p>								

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.4.2.3M03 The percentage of employees trained in Person Centred Care in line with the Social Services and Well-being act (Wales) 2014	20	100	25	 GREEN	↑	100	50	 GREEN
<p><b>Lead Officer:</b> Jane M Davies - Senior Manager, Safeguarding &amp; Commissioning  <b>Reporting Officer:</b> Jacque Slee - Performance Lead – Social Services  <b>Aspirational Target:</b>  <b>Progress Comment:</b> The first phase of training on person centred practice in line with the Act has been rolled out across the workforce. The Draft Strategic Workforce Development Plan sets out what needs to be done to ensure that this is incorporated in to the induction for new staff and that existing staff are supported to keep their skills up to date. In November we will begin phase 2 of the programme for person centred practice / personal outcomes, as it is rolled out across Wales over the next 6 months.</p> <p>Last Updated: 20-Oct-2017</p>								

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.4.3.2M02 (PAM/029) Percentage of children in care who had to move 2 or more times	8.74	5.26	10	 GREEN	↑	5.26	10	 AMBER

**Lead Officer:** Craig Macleod - Senior Manager, Children's Services & Workforce



**Reporting Officer:** Jacque Slee - Performance Lead – Social Services

**Aspirational Target:**

**Progress Comment:** 12 children have moved more than twice since April of this year. For 6 of these children, moves were planned and in accordance with the child's plan. It is a priority to place children in stable placements wherever possible. This is a cumulative indicator and we will not see the full impact until the end of the year; however, we anticipate that there will be a challenge in meeting the target at year end. This is reflected by the Amber progress RAG.

Last Updated: 24-Oct-2017

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KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.4.3.3M03 Percentage of children assessed by CAMHS within 28 days by BCUHB	No Data	100	95	 GREEN	N/A	100	95	 GREEN

**Lead Officer:** Craig Macleod - Senior Manager, Children's Services & Workforce



**Reporting Officer:** Jacque Slee - Performance Lead – Social Services



**Aspirational Target:**

**Progress Comment:** BCUHB are reporting that they are now meeting their target of 28 days for CAMHS assessments.



Last Updated: 24-Oct-2017







KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.5.1.1M01 Number of adult carers identified.	216.75	310	225	 GREEN	↑	310	450	 GREEN
<p><b>Lead Officer:</b> Dawn Holt - Commissioning Manager  <b>Reporting Officer:</b> Jacque Slee - Performance Lead – Social Services  <b>Aspirational Target:</b>  <b>Progress Comment:</b> Target met. We continue to work with our commissioned services to improve the capture of carers data.</p> <p>Last Updated: 26-Oct-2017</p>								

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.5.2.1M01 (PAM/025) Number of people kept in hospital while waiting for social care per 1,000 population aged 75+	0.32	0.08	1.78	 GREEN	↑	0.68	1.78	 GREEN
<p><b>Lead Officer:</b> Janet Bellis - Localities Manager  <b>Reporting Officer:</b> Jacque Slee - Performance Lead – Social Services  <b>Aspirational Target:</b> 1.78  <b>Progress Comment:</b> The Council and Betsi Cadwaladr University Health Board (BCUHB) work together on a case by case basis to ensure prompt discharge. The target rate is equivalent to 23 delays in the year. There have been 9 delays so far this year, the longest wait being 27 days, and the shortest wait being 1 day. Awaiting data for September from Welsh Government.</p> <p>Last Updated: 31-Oct-2017</p>								



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KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.5.3.1M01 Percentage of child protection referrals that result in “no further action”.	37.6	55	35	 RED	↓	55	35	 RED
<p><b>Lead Officer:</b> Craig Macleod - Senior Manager, Children's Services &amp; Workforce  <b>Reporting Officer:</b> Jacque Slee - Performance Lead – Social Services  <b>Aspirational Target:</b> 30.00  <b>Progress Comment:</b> 55% of child protection referrals received by Children's First Contact currently have no action taken after screening. These referrals are now being considered for early support below the child protection threshold, through the newly implemented Early Help Hub. This should reduce the number of referrals with no action taken, and provide low level multi agency early intervention to more families who do not meet the threshold for statutory services.</p> <p>Last Updated: 20-Oct-2017</p>								

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.5.4.1M01 The number of dementia cafes in Flintshire	3	8	6	 GREEN	↑	8	6	 GREEN
<p><b>Lead Officer:</b> Dawn Holt - Commissioning Manager  <b>Reporting Officer:</b> Jacque Slee - Performance Lead – Social Services  <b>Aspirational Target:</b> 6.00  <b>Progress Comment:</b> Flintshire has 8 dementia cafes (Mold, Buckley, Connahs Quay, Sealand and Queensferry, Saltney, Holywell, Mostyn, Flint) and there is one Alzheimer’s Society lead one in Broughton. Leeswood has also started a Memory Café but no links to the others currently in Flintshire.</p> <p>Last Updated: 11-Oct-2017</p>								



KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.5.4.2M02 The number of dementia friendly communities in Flintshire	No Data	3	3	 GREEN	N/A	3	3	 GREEN
<p><b>Lead Officer:</b> Dawn Holt - Commissioning Manager  <b>Reporting Officer:</b> Jacque Slee - Performance Lead – Social Services  <b>Aspirational Target:</b> 6.00  <b>Progress Comment:</b> There are 3 accredited Dementia Friendly Communities in Fliintshire (Mold, Flint, Buckley) and 6 more are working towards accreditation (Alyn Villages, Holywell, Saltney, Connahs Quay, Sealand and Ysciefiog). Next to be accredited will be Saltney and Alyn Villages. Flintshire is the lead county with Dementia Friendly Communities in North Wales.</p> <p>Last Updated: 11-Oct-2017</p>								



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KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.6.1.1M01 Increased referral rates from services other than Social Services	No Data	5	7.5	 RED	N/A	7	15	 AMBER
<p><b>Lead Officer:</b> Jane M Davies - Senior Manager, Safeguarding &amp; Commissioning  <b>Reporting Officer:</b> Jacque Slee - Performance Lead – Social Services  <b>Aspirational Target:</b> 30.00  <b>Progress Comment:</b> 7 referrals have been received from other portfolio areas this year. As the action to increase safeguarding awareness is rolled out across the Authority we should see a rise in the number of referrals received from areas outside of Social Services.</p> <p>Last Updated: 02-Nov-2017</p>								

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.6.2.1M01 Percentage of adult protection enquiries completed within 7 days	No Data	71.59	78	 AMBER	N/A	82.14	78	 GREEN
<p><b>Lead Officer:</b> Jayne Belton - Team Manager - Safeguarding  <b>Reporting Officer:</b> Jacque Slee - Performance Lead – Social Services  <b>Aspirational Target:</b>  <b>Progress Comment:</b> We are seeing an increase in Adult Protection enquiries this year because of the impact of the Act. Enquiries completed outside the 7 days are those that are not straightforward and are waiting for additional information. New, tighter processes are in place so non-complex enquires are being dealt with within the timescale.</p> <p>Last Updated: 24-Oct-2017</p>								




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KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.6.2.2M02 Percentage of initial child protection conferences due in the year and held within timescales	99.53	98.15	95	 GREEN	↓	94.81	95	 GREEN
<p><b>Lead Officer:</b> Jayne Belton - Team Manager - Safeguarding  <b>Reporting Officer:</b> Jacque Slee - Performance Lead – Social Services  <b>Aspirational Target:</b>  <b>Progress Comment:</b> The high numbers of children on the Child Protection Register and need to complete ongoing reviews has impacted on capacity in the Safeguarding Unit; however, timescales have improved since last quarter.</p> <p>Last Updated: 26-Oct-2017</p>								

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.6.2.3M03 Percentage of reviews of children on the child protection register due in the year and held within timescales	99.17	99.2	98	 GREEN	↑	99	98	 GREEN
<p><b>Lead Officer:</b> Jane M Davies - Senior Manager, Safeguarding &amp; Commissioning  <b>Reporting Officer:</b> Jacque Slee - Performance Lead – Social Services  <b>Aspirational Target:</b> 98.00  <b>Progress Comment:</b> Target met; all reviews were completed on time.</p> <p>Last Updated: 26-Oct-2017</p>								



## RISKS



### Strategic Risk



RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Delivery of social care is insufficient to meet increasing demand	Jane M Davies - Senior Manager, Safeguarding & Commissioning	Jacque Slee - Performance Lead – Social Services				Open
<p><b>Potential Effect:</b></p> <p><b>Management Controls:</b> Developing the market for residential and nursing care            Extending the opening hours for single point of access            Implementing Community Resouce Team            Developing community resilience            Implementing an Early Help Hub for children and families</p> <p><b>Progress Comment:</b> Recommendations have been approved to explore further the extension of Marleyfield (32 beds for intermediate care and discharge to assess). This expansion will also help to support the medium term development of the nursing sector.            The Single Point of Access will operate under extended opening hours to increase the opportunity for contact by the public.            The multi agency Early Help Hub for children and families is in operation, and a formal launch is planned for November.            The level of risk is reducing.</p> <p>Last Updated: 24-Oct-2017</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Demand outstrips supply for residential and nursing home care bed availability	Jane M Davies - Senior Manager, Safeguarding & Commissioning	Jacque Slee - Performance Lead – Social Services	Red	Red	↔	Open
<p><b>Potential Effect:</b></p> <p><b>Management Controls:</b> Working with Corporate colleagues to use capital investment to support the development of our in-house provision. Outcomes from the 'Invest to Save' Project Manager made available together with a short, medium and long term plan to support the care sector. Quick wins from the 'Invest to Save' Project Manager to be implemented. Increase bed and extra care capacity for dementia/ learning disabilities. Develop specialist respite for Early Onset Dementia. Identify and create market change and dynamics, generate more competition, new providers for all ages including children and LD. Assist with local housing (subsidised?) for specified employees in social care i.e. direct care staff. Joint marketing and recruitment campaign, including portals, sharing of candidates, shared approach.</p> <p><b>Progress Comment:</b> A report has been prepared around the potential expansion of the care sector, and presented to Programme Board. Recommendations have been approved to explore further the extension of Marleyfield (32 beds for intermediate care and discharge to assess). This expansion will also help to support the medium term development of the nursing sector.</p> <p>A Strategic Opportunity Review has been completed, with a report being presented to Cabinet in October. A lobbying letter to WG has been drafted subject to cabinet approval, highlighting the risks and areas for concern. There are several active workstreams, including the development of resources to support the sector, such as a provider portal.</p> <p>Last Updated: 16-Oct-2017</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Annual allocation of ICF - Short term funding may undermine medium term service delivery	Susie Lunt - Senior Manager, Integrated Services	Jacque Slee - Performance Lead – Social Services	Red	Red	↔	Open
<p><b>Potential Effect:</b></p> <p><b>Management Controls:</b> Seeking agreement from partners on allocation of funds to deliver medium term services</p> <p><b>Progress Comment:</b> We have reached agreement in principal for ICF capital funding to be allocated for the expansion over the next 3 years (£415K per year). However, we are still awaiting confirmation that the full funding will continue. The Minister has announced a further review of ICF; this risk remains Red.</p> <p>Last Updated: 24-Oct-2017</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Early Help Hub cannot deliver effective outcomes	Craig Macleod - Senior Manager, Children's Services & Workforce	Jacque Slee - Performance Lead – Social Services			↔	Open
<p><b>Potential Effect:</b></p> <p><b>Management Controls:</b></p> <p><b>Progress Comment:</b> Partners have identified staffing for the Early Help Hub. The soft launch has provided an opportunity to test and refine processes to secure effective service delivery and outcomes. Partner commitment for the long term financial sustainability for the Early Help Hub has been identified as an area for conclusion.</p> <p>Last Updated: 19-Oct-2017</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Rate of increase of adult safeguarding referrals will outstrip current resources	Jane M Davies - Senior Manager, Safeguarding & Commissioning	Jacque Slee - Performance Lead – Social Services			↓	Open
<p><b>Potential Effect:</b></p> <p><b>Management Controls:</b> Realign response to front door referrals by utilising resources within First Contact and Intake, in order to free up time to allow the Safeguarding Managers to effectively delegate tasks.</p> <p><b>Progress Comment:</b> Ongoing realignment of responsibilities within Adult Safeguarding and First Contact and Intake means that the level of risk of not meeting statutory timescales is decreasing, and those enquiries that do not meet timescales are of a lower priority.</p> <p>Last Updated: 20-Oct-2017</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Deprivation of Liberty Safeguarding (DoLS) assessment waiting list increases	Jane M Davies - Senior Manager, Safeguarding & Commissioning	Jacque Slee - Performance Lead – Social Services			↔	Open
<p><b>Potential Effect:</b></p> <p><b>Management Controls:</b> Realignment of responsibilities in the teams to meet increasing demand.</p> <p><b>Progress Comment:</b> Actions taken to realign the responsibilities of the teams to meet the demands of the increase in adult safeguarding enquiries may have the unwanted effect of increasing the waiting list for DoLS assessments. The waiting list continues to be actively managed, with urgent and review authorisations being prioritised, and therefore the level of risk remains the same.</p> <p>Last Updated: 24-Oct-2017</p>						





## SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 16 November 2017
<b>Report Subject</b>	Forward Work Programme
<b>Cabinet Member</b>	
<b>Report Author</b>	Social & Health Care Overview & Scrutiny Facilitator
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work programme of the Committee of which they are Members. By reviewing and prioritising the Forward Work Programme Members are able to ensure it is Member-led and includes the right issues. A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

The Committee is asked to consider, and amend where necessary, the Forward Work Programme for the Social & Health Care Overview & Scrutiny Committee.

### RECOMMENDATION

1	That the Committee considers the draft Forward Work Programme and approve/amend as necessary.
2	That the Facilitator, in consultation with the Chair and Vice-Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE FORWARD WORK PROGRAMME</b>									
1.01	Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.									
1.02	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none"> <li>1. Will the review contribute to the Council's priorities and/or objectives?</li> <li>2. Is it an area of major change or risk?</li> <li>3. Are there issues of concern in performance?</li> <li>4. Is there new Government guidance of legislation?</li> <li>5. Is it prompted by the work carried out by Regulators/Internal Audit?</li> </ol>									
1.03	<p>At the meeting of the Constitution &amp; Democratic Services Committee which was held on 25<sup>th</sup> October, it was resolved that each committee should be canvassed for views on meeting preference as part of their forward work programme item. The options are as follows:</p> <table border="1" data-bbox="284 1122 1366 1256"> <tr> <td>9.30am</td> <td>10am</td> <td>1.30pm</td> <td>2pm</td> <td>4.30pm</td> <td>6.00pm</td> <td>Alternate am/pm</td> <td>Rotate 10am/2pm/ 4.30pm</td> <td>Rotate am/ pm/ 6pm</td> </tr> </table> <p>The Social &amp; Health Care Overview &amp; Scrutiny committee, which currently meets on a Thursday morning and afternoons at 10.00 a.m. and 2.00 pm, is asked to express a preference for its meeting pattern. This information will be reported back to the Constitution &amp; Democratic Services Committee.</p>	9.30am	10am	1.30pm	2pm	4.30pm	6.00pm	Alternate am/pm	Rotate 10am/2pm/ 4.30pm	Rotate am/ pm/ 6pm
9.30am	10am	1.30pm	2pm	4.30pm	6.00pm	Alternate am/pm	Rotate 10am/2pm/ 4.30pm	Rotate am/ pm/ 6pm		
<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>									
2.01	None as a result of this report.									
<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>									
3.01	Publication of this report constitutes consultation.									
<b>4.00</b>	<b>RISK MANAGEMENT</b>									
4.01	None as a result of this report.									

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Draft Forward Work Programme

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>None.</p> <p><b>Contact Officer:</b> Margaret Parry-Jones Overview &amp; Scrutiny Facilitator</p> <p><b>Telephone:</b> 01352 702427</p> <p><b>E-mail:</b> <a href="mailto:margaret.parry-jones@flintshire.gov.uk">margaret.parry-jones@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<b>Improvement Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.

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**CURRENT FWP**

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible / Contact Officer	Submission Deadline
Wednesday 13 <sup>th</sup> December 2017 10.00 am	<b>Q1 &amp; Q2 Improvement Plan Monitoring</b>  <b>BCUHB</b>	To enable members to fulfil their scrutiny role in relation to performance monitoring for the 1 <sup>st</sup> and 2 <sup>nd</sup> quarters of 2017/18  To receive an update	Performance Monitoring/Assurance	Facilitator	
Thursday 25 <sup>th</sup> January 2018 10.00 am	<b>Transition</b>		Service Delivery	Chief Officer Social Services	
Thursday 29 <sup>th</sup> March	<b>Q3 Improvement Plan Monitoring</b>	To enable members to fulfil their scrutiny role in relation to performance monitoring	Performance monitoring/assurance	Facilitator	
Thursday 10 <sup>th</sup> May 2018 10.00 am	<b>Flintshire Local Voluntary Council</b>  <b>Comments, Compliments &amp; Complaints</b>	Annual review of the social care activity undertaken by the third sector in Flintshire  To consider the Annual Report on the Social Services Complaints and Compliments Procedure 2017/	Assurance  Assurance	Chief Officer Social Services  Chief Officer Social Services	
Thursday 14 <sup>th</sup> June 2018 2.00 pm	<b>Betsi Cadwaladr University Health Board</b>	To maintain regular meetings and promote partnership working.	Partnership working	Facilitator	

	<b>2017/18 Year End Reporting Improvement Plan Monitoring</b>	To enable members to fulfil their scrutiny role in relation to performance monitoring	Performance monitoring/assurance	Facilitator	
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**Regular Items**

<b>Month</b>	<b>Item</b>	<b>Purpose of Report</b>	<b>Responsible/Contact Officer</b>
<b>Nov/Dec</b>	<b>Safeguarding</b>	To provide Members with statistical information in relation to Safeguarding - & Adults & Children	Chief Officer (Social Services)
<b>March</b>	<b>Educational Attainment of Looked After Children</b>	Education officers offered to share the annual educational attainment report with goes to Education & Youth OSC with this Committee.	Chief Officer (Social Services)
<b>March</b>	<b>Corporate Parenting</b>	Report to Social & Health Care and Education & Youth Overview & Scrutiny.	Chief Officer (Social Services)
<b>Half-yearly</b>	<b>Betsi Cadwaladr University Health Board Update</b>	To maintain 6 monthly meetings – partnership working.	Facilitator
<b>May</b>	<b>Comments, Compliments and Complaints</b>	To consider the Annual Report.	Chief Officer (Social Services)