

Public Document Pack

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To: Cllr Hilary McGuill (Chair)

Councillors: Tina Claydon, Jean Davies, Mel Buckley, Paul Cunningham,
Gladys Healey, Dennis Hutchinson, Dave Mackie, Debbie Owen, Michelle Perfect,
Linda Thomas and Rob Davies

2 December 2022

Dear Sir/Madam

NOTICE OF HYBRID MEETING
SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE
THURSDAY, 8TH DECEMBER, 2022 at 2.00 PM

Yours faithfully

Steven Goodrum
Democratic Services Manager

Please note: Attendance at this meeting is either in person in the Council Chamber, Flintshire County Council, County Hall, Mold, Flintshire or on a virtual basis.

The meeting will be live streamed onto the Council's website. The live streaming will stop when any confidential items are considered. A recording of the meeting will also be available, shortly after the meeting at <https://flintshire.public-i.tv/core/portal/home>

If you have any queries regarding this, please contact a member of the Democratic Services Team on 01352 702345.

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 5 - 12)

Purpose: To confirm as a correct record the minutes of the meeting held on 27 October 2022.

4 **FORWARD WORK PROGRAMME AND ACTION TRACKING** (Pages 13 - 22)

Report of Environment and Social Care Overview & Scrutiny Facilitator

Purpose: To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 - TO CONSIDER THE EXCLUSION OF THE PRESS AND PUBLIC

The following item is considered to be exempt by virtue of Paragraph(s) 15 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

The public interest in withholding the information outweighs the public interest in disclosure until such time as those consultations/negotiations have been concluded.

5 **MTFS & BUDGET SETTING 2023-24 (STAGE 2) (S&HC OSC)** (Pages 23 - 36)

Report of Chief Officer (Social Services), Corporate Finance Manager - Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement, Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

Purpose: That the Committee reviews and comments on the cost pressures and overall budget strategy, and advises on any areas of cost efficiency it would like to see explored further.

THE MEETING WILL CONTINUE IN PUBLIC SESSION FOLLOWING CONSIDERATION OF AGENDA ITEM 5

6 **ANNUAL REPORT OF THE NORTH WALES REGIONAL PARTNERSHIP BOARD 2021/2022** (Pages 37 - 68)

Report of Chief Officer (Social Services) - Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

Purpose: To provide information with regards to the North Wales Regional Partnership Board and its activities during 2021/22.

7 **DOUBLE CLICK** (Pages 69 - 74)

Report of Chief Officer (Social Services) - Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

Purpose: To receive an update on services provided by Double Click social enterprise.

8 **GROWING PLACES AND HFT** (Pages 75 - 82)

Report of Chief Officer (Social Services) - Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

Purpose: To receive a progress update on Growing Places and HFT

Please note that there may be a 10 minute adjournment of this meeting if it lasts longer than two hours

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SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE **27 OCTOBER 2022**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Thursday, 27 October, 2022

PRESENT: Councillor Hilary McGuill (Chair)

Councillors: Mel Buckley, Tina Claydon, Paul Cunningham, Robert Davies, David Mackie, Michelle Perfect and Debbie Owen.

APOLOGIES: Councillors: Carol Ellis and Gladys Healey

SUBSTITUTIONS: Councillor Gina Maddison (Linda Thomas)

CONTRIBUTORS: Councillor Christine Jones (Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing); Chief Officer (Social Services), Service Manager for Older People; Senior Manager – Safeguarding and Commissioning; Commissioning Manager; Senior Manager for Adults and Complaints Officer.

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

18. DECLARATIONS OF INTEREST

None were received.

19. MINUTES

The minutes of the meeting held on 28 July 2022 were approved and moved by Councillor Mackie and seconded by Councillor Cunningham.

RESOLVED:

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

20. FORWARD WORK PROGRAMME AND ACTION TRACKING

The Social Care and Environment Overview & Scrutiny Facilitator presented the current Forward Work Programme and pointed out that the Chief Executive of Betsi Cadwaladr University Health Board was leaving. The Chief Officer (Social Services) advised that Jill Harris who was previously acting Chief Executive of (BCUHB) would be covering the post during transition. The Chair requested that any questions member had for the meeting with the Health Board on 30th November should be submitted to the Social Care and Environment Overview & Scrutiny Facilitator by 1st November in order for her to forward them to the Board to enable them to research the questions and have answers on the day rather than answering at a later date.

The Chief Officer (Social Services) advised members that staffing would be referenced in the review of Performance Reporting on 8th December which Councillor Claydon raised concern about especially with the pressures in Adult Social Care.

The Social Care and Environment Overview & Scrutiny Facilitator encouraged Members to put forward any items they may wish to add to the Programme.

The Senior Manager for Adults informed members that staff files and people in supported living were now in a digital format however CSIW were still asking for a paper copy which the Social Care and Environment Overview & Scrutiny Facilitator advised was the only item outstanding on action tracking.

The recommendations in the report were moved by Councillor Rob Davies and seconded by Councillor Cunningham.

RESOLVED:

- (a) That the Committee considers the draft Forward Work Programme and approve/amend as necessary;
- (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 and
- (c) That the Committee notes the progress made in completing the outstanding actions.

21. ANNUAL REPORT ON THE SOCIAL SERVICES COMPLAINTS AND COMPLIMENTS PROCEDURE 2021-22

The Complaints Officer introduced the report advising members that there had been a small increase in the number of complaints within Adult Social Care but lessons had been learned and on a positive note 251 compliments had been received. He also advised that the number of complaints had slightly dropped within Children's Social Services and 204 compliments had been received.

The Chief Officer (Social Services) thanked the Complaints Officer and all the Managers who responded to complaints in an effective and efficient way and stated that complaints were an opportunity for learning.

Councillor Mackie stated that the report was well presented but questioned if Councillors should be doing more as Scrutiny. The Chair responded by saying that it would be remiss of them not mention it if there was a pattern to complaints but the responsibility should be left to the Officers on a day to day basis.

The recommendations in the report were moved by Councillor Cunningham and seconded by Councillor Claydon.

RESOLVED:

That Members were satisfied with the effectiveness of the complaints procedure with lessons being learnt to improve service provision.

22. DAY CARE PROVISION

The Chief Officer (Social Services) introduced the report informing members that there were currently two formal Day Care Centres for Older People within the Council's ownership being Croes Atti in Flint and Marleyfield in Buckley. He took the opportunity to introduce Chris Phillips the new Service Manager for Older People Services to the Committee before handing over to the Commissioning Manager and the Senior Manager for Adults to give a more in depth review of the services.

The Commissioning Manager stated that where there was a high level of need, the day care services continued at a small level throughout the pandemic which enabled people to stay at home rather than going into long term care. This allowed them the opportunity to explore more broadly in allowing people to have their needs met in a much more person centred way than they did 10 years ago.

She informed members that a Micro carer had set up their own day service in Flint which was being accessed by people via direct payments enabling people who don't come into social services directly for services access to some low level preventative support. They were also looking into setting one up in the Saltney area. She also advised that they were now in a position for the Council to commission their services.

The Senior Manager for Adults explained that day care had evolved over the pandemic period and was no longer a place where people go to for the day to give the carers a well-earned rest although day care did still exist for those that needed it. The demand was now for a more mixed and matched approach to enhance hobbies and interests. Community groups had popped up which were run by local Communities, some in partnership with the Council and Flintshire Local Voluntary Services, which give a much wider range of hobbies and services. She advised that Croes Atti was still up and running and that there was capacity on a couple of days, which on a short term basis were being offered to exiting users, alongside being advertised and advising the SPOA team and Social Workers, who regularly access people for respite and the need for day care, of any vacancies. Whilst at present Marleyfield had no day care due to lack of demand. She advised that she was in consultation with Flintshire Local Voluntary Services to come up with ideas to work together to expand services that could be provided there with a possibility of becoming a warm hub that was being developed by Housing and possibly a foodbank or Community Kitchen. She was seeking support from 2 Members, one for each centre, who would be interested in helping and asked that they contact the Social Care and Environment Overview & Scrutiny Facilitator to put their name forward.

Councillors Mackie and Cunningham congratulated them on the report and welcomed the thorough answers to questions raised.

The recommendations in the report were moved by Councillor Buckley and seconded by Councillor Cunningham.

RESOLVED:

- (a) That members understood the current availability of day care provision available to adults in Flintshire and
- (b) That members support the continued commitment to provide and increase day care choices and options across Flintshire

23. SINGLE POINT OF ACCESS

The Senior Manager for Adults explained that the Single Point of Access team (SPOA) for Adult Social Services were located in Preswylfa, Mold this was where referrals were reported to and signposted to the appropriate team. They also offered advice and gave information and assistance 7 days a week. The Service Manager for Older People added that over 2,000 reports from the Police, Ambulance and Fire Service were received annually which needed to be dealt with and he gave praise to the Officers dealing with them.

The Senior Manager – Safeguarding and Commissioning informed members of the number to ring to contact the SPOA Team was 03000 858 858 and the Senior Manager for Adults explained that officers received extensive mandatory training as well as additional training as required to enable them to give the best advice on a wide range of circumstances. Officers were also debriefed particularly after difficult cases.

Councillor Cunningham commented on how fortunate they were to have this exceptional service as Councillors were often approached for help and advice and Councillor Maddison said that she had used their service on several occasions and each time had a prompt and professional response. This was also the view of Councillor Owen.

The recommendations in the report were moved by Councillor Claydon and seconded by Councillor Buckley.

RESOLVED:

- (a) That members accept and note the report as relevant information in relation to the Single Point of Access for Adult social services and
- (b) That members take due regard to the variety of activity across Single Point of Access and note the continuing development and improvement in the service provision.

24. COUNCIL PLAN 2022/23

The Social Care and Environment Overview & Scrutiny Facilitator explained that at County Council in July it was requested that each Overview and Scrutiny Committee review action timelines due to several target completion dates being set as March 2023. The review could be seen in the appendix to the report. Dates had been reviewed by Officers to ensure accurate targets were now identified. The document contained

updated target dates and rationale for the changes or no changes. The three categories of rational are:-

- Core Business – activity is ongoing
- Project – activity has clear start and end date
- New Initiative – activity has clear start date which may develop in the future

Councillor Mackie questioned the number of items on the review compared to the Council Plan. The Chief Officer (Social Services) advised that as far as he was aware this was a summary of the list. The Social Care and Environment Overview & Scrutiny Facilitator would check with the performance team and report back to him.

The recommendations in the report were moved by Councillor Mackie and seconded by Cllr Davies.

RESOLVED:

That the Committee agreed the Council Plan part 1 reviewed and updated timelines for completion post review of the original.

25. COUNCIL PLAN DEVELOPMENT 2023/28

The Social Care and Environment Overview & Scrutiny Facilitator advised members that the Council Plan for 2023-28 had been reviewed and refreshed to reflect the key priorities of the Council for the five year term of the new administration as a requirement of the Local Government and Elections (Wales) – Act 2021 for organisations to set out any actions to increase the extent to which the Council is meeting the performance requirement. She explained that a full review had taken place that included:-

- Priority actions that continue from 2023 onwards for sustained attention
- Priority actions which could be removed as they have been completed or become operational
- Emerging priority actions for 2023-28

The proposed structure of the Council Plan 2023-28 consists of seven priorities, well-being objectives and sub-priorities as listed in 1.03 of the report.

The final plan would be available as a web-based document published on the Council's website following adoption by County Council in June 2023. The table in the report provided an overview of proposed priorities for the Council Plan 2023-28 in relation to personal and Community Well-being.

The Chief Officer (Social Services) added that the 5 elements in the report were only a summary of what goes into the Corporate Council Plan. The Social Care and Environment Overview & Scrutiny Facilitator added that the drilling down would be part 2 of this plan which they would have at a future date.

The recommendations in the report were moved by Councillor Mackie and seconded by Councillor Buckley.

RESOLVED:

That the Committee support the proposed Priorities, Sub-priorities and Well-being objectives of the Council Plan 2023-28, as set out at Appendix 1.

26. PRIMARY LEGISLATION CHANGES

The Commissioning Manager advised that the Welsh Government were seeking views on a number of proposals for changes to be made to primary legislation through a consultation process with all responses to the consultation being received by 7 November.

The consultation covers:-

- Eliminating profit from the care of children looked after
- Introducing Direct Payments for Continuing Health Care
- Extending mandatory reporting of children and adults at risk
- Amendments to regulation of service providers, responsible individuals and the social care workforce.

The draft response from Service Managers within Social Services were included within the report. The views from other Portfolios within the Council would also be gathered and members were also encouraged to submit any comments they wanted to be included to the Commissioning Manager before the response was finalised.

Councillor Mackie raised concerns about the effect the proposed change in legislation to eliminate profit making from Children's Care Homes would have and suggested that if Welsh Government put more money into the service that the Council provided they would be able to hold their own. The Chief Officer (Social Services) explained that the Welsh Government had a commitment from their programme to Government to remove the profit out of the residential care market in Wales. He added that in some ways the Council agreed with this in that they wanted to have a more in-house publically controlled service but could not afford to destabilise the care market as they were reliant on the providers.

The Chair asked for an explanation on direct payments between Health and Social Services. The Chief Officer (Social Services) explained that if someone had local authority funded care they could have direct payments which g them the freedom to make their own decisions but this has not been possible with NHS Continuing Health Care (CHC) which he believed was wrong. Many of the people supported by the Council move along the spectrum from local authority to CHC and lose that right.

The Commissioning Manager explained that in some respect direct payments with CHC were already on the way with the development of personalised trusts which the Council welcomed as this would give individuals more flexibility and choice over their care and support but she advised that in order to get the system up and running there were some barriers to overcome and processes that need to be put in place.

The recommendations in the report were moved by Councillor Mackie and seconded by Councillor Owen

RESOLVED:

That members support the response that Flintshire County Council have produced to provide to the Welsh Government in relation to the proposals for changes to primary legislation.

At a recent visit the Chair had to Llys Gwenffrwd with Councillor Rob Davies they saw Councillor Jean Davies who was in very good spirits and was eager to join them again. Members wished to send her their good wishes and looked forward to seeing her again in Committee either remotely or in person.

27. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

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

(The meeting started at 2.30 pm and ended at 4.00 pm)

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Chair

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SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 8 December 2022
Report Subject	Forward Work Programme and Action Tracking
Report Author	Social & Health Care Overview & Scrutiny Facilitator
Type of Report	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.

The report also shows actions arising from previous meetings of the Social & Health Care Overview & Scrutiny Committee and the progress made in completing them. Any outstanding actions will be continued to be reported to the Committee as shown in Appendix 2.

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 of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises.
3	That the Committee notes the progress made in completing the outstanding actions.

REPORT DETAILS

1.00	EXPLAINING THE FORWARD WORK PROGRAMME AND ACTION TRACKING
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">1. Will the review contribute to the Council's priorities and/or objectives?2. Is it an area of major change or risk?3. Are there issues of concern in performance?4. Is there new Government guidance of legislation?5. Is it prompted by the work carried out by Regulators/Internal Audit?6. Is the issue of public or Member concern?
1.03	In previous meetings, requests for information, reports or actions have been made. These have been summarised as action points. Following a meeting of the Corporate Resources Overview & Scrutiny Committee in July 2018, it was recognised that there was a need to formalise such reporting back to Overview & Scrutiny Committees, as 'Matters Arising' was not an item which can feature on an agenda.
1.04	It was suggested that the 'Action tracking' approach be trialled for the Corporate Resources Overview & Scrutiny Committee. Following a successful trial, it was agreed to extend the approach to all Overview & Scrutiny Committees.
1.05	The Action Tracking details including an update on progress is attached at Appendix 2.

2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	In some cases, action owners have been contacted to provide an update on their actions.

4.00	RISK MANAGEMENT
4.01	None as a result of this report.

5.00	APPENDICES
5.01	Appendix 1 – Draft Forward Work Programme Appendix 2 – Action Tracking for the Social & Health Care OSC.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Minutes of previous meetings of the Committee as identified in Appendix 2. Contact Officer: Margaret Parry-Jones Overview & Scrutiny Facilitator Telephone: 01352 702427 E-mail: Margaret.parry-jones@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	Improvement Plan: 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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Forward Work Programme

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible / Contact Officer	Submission Deadline
19 January 23 2.00 pm	How to become a Micro Carer	To raise awareness of the Micro Care initiative.	Awareness raising	Chief Officer – Social Services	
	Council Plan 2022-23 Mid-Year Performance Reporting	To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.	Performance monitoring	Chief Officer – Social Services	
2 March 23 2.00 pm	Social Work and OT Students (Growing our Own)	To receive a report on the development of Social Workers and Occupational Therapists from within the workforce.	Performance monitoring	Chief Officer – Social Services	
	Nanny Biscuit – to be confirmed	To receive a presentation on the work of the local community organisation that provides a wide range of support to vulnerable people.	Awareness raising	Facilitator	
20 April 23 2.00 pm	North East Wales Community Equipment Service (NEWCES) plus visit in advance of meeting.	To receive a progress report on the North East Wales Equipment Service.	Performance monitoring	Chief Officer – Social Services	

8 June 23 2.00pm					
29 June 2023 2pm Joint meeting with Education, Youth & Culture OSC	Safeguarding in Education	To provide an update on the discharge of statutory safeguarding duties in schools and the Education portfolio. To include information on Relationship and Sexual Education and how this was contributing to reducing harm.	Assurance	Chief Officer – Education, Youth and Culture	
	Additional Learning Needs and Education Tribunal (Wales) Act 2018	To outline the approach to the identification and commissioning of post 16 education for Flintshire’s young people.	Assurance	Chief Officer – Education, Youth & Culture	
	Looked After Children in Flintshire	To provide an update on the provision for Looked After Children. To include an update on the challenges, positive working and how young people were supported through the pilot to provide funding directly to looked after children leaving care.	Assurance	Chief Officer – Social Services	
20 July 10.00 am	Council Plan 2022-23 Year End Performance	To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.	Performance Monitoring	Chief Officer – Social Services	

Regular Items

Month	Item	Purpose of Report	Responsible/Contact Officer
	Safeguarding	To provide Members with statistical information in relation to Safeguarding - & Adults & Children	Chief Officer (Social Services)
May	Educational Attainment of Looked After Children	Education officers offered to share the annual educational attainment report with goes to Education & Youth OSC with this Committee.	Chief Officer (Social Services)
May	Corporate Parenting	Report to Social & Health Care and Education & Youth Overview & Scrutiny.	Chief Officer (Social Services)
Sept	Comments, Compliments and Complaints	To consider the Annual Report	Chief Officer (Social Services)
	Betsi Cadwaladr University Health Board Update	BCUHB are invited to attend on an annual basis – partnership working.	Facilitator

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Action tracking from Social & Health Care OSC November 2022

Item/Date	Discussion	Action	By whom	Status
Council Plan 2022/23	Councillor Mackie questioned the number of items on the review compared to the Council Plan. The Chief Officer (Social Services) advised that as far as he was aware this was a summary of the list.	The Social Care and Environment Overview & Scrutiny Facilitator would check with the performance team and report back to him.	Facilitator	Response awaited from Performance Team

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By virtue of paragraph(s) 15 of Part 4 of Schedule 12A of the Local Government Act 1972.

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SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 8 th December 2022
Report Subject	Annual Report of the North Wales Regional Partnership Board 2021/2022
Cabinet Member	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

This report is the Annual Report of the North Wales Regional Partnership Board for 2021/2022 (Appendix 1). It is a requirement within the Part 9 of the Social Services and Well-Being (Wales) Act 2014 that each Regional Partnership Board prepares, publishes and submits its annual report to Welsh Government.

This report is to provide information to partners with regards to the North Wales Regional Partnership Board and its activities during 2021/22.

RECOMMENDATIONS

1	Members note the work that is required to be undertaken by the Regional Partnership Board.
2	Members note the work and progress undertaken in 2021/22 on the work areas being taken forward through the North Wales Regional Partnership Board.

REPORT DETAILS

1.00	EXPLAINING THE ANNUAL REPORT OF THE NORTH WALES REGIONAL PARTNERSHIP BOARD 2021/2022
1.01	The Social Services and Well-Being (Wales) Act 2014 requires that each Regional Partnership Board produces and publishes an annual report on its work and submits this to Welsh Government.
1.02	In March 2018 the Welsh Government issued Guidance for the completion of the Regional Partnership Board Annual reports and Boards were to use this guidance for the completion of its report. The attached report contains all the information which was required to be included within that Guidance. The North Wales Regional Partnership Board report is written in a format that captures all information required. The report also includes views of a number of members of the Board.
1.03	The Regional Partnership Board is the Board which has been set up to meet the requirements of Part 9 of the Social Services and Well-Being (Wales) Act 2014. The Act requires that local authorities make arrangements to promote co-operation with their relevant partners and others, in relation to adults with needs for care and support, carers and children. It places a duty on relevant partners to co-operate with, and provide information to, the local authorities for the purposes of their social services functions.
1.04	Part 9 of the Act also provides for partnership arrangements between local authorities and Local Health Boards for the discharge of their functions. The Act also provides Welsh Government Ministers with regulation making powers in relation to formal partnership arrangements, resources for partnership arrangements (including pooled funds) and partnership boards.
1.05	<p>The purpose of Part 9 of the Act is to improve outcomes and well-being of people, as well as improving the efficiency and effectiveness of service delivery. The key aims of co-operation, partnership and integration can therefore be described as:</p> <ul style="list-style-type: none">• To improve care and support, ensuring people have more say and control• To improve outcomes and health and wellbeing• Provide co-ordinated, person centred care and support• Make more effective use of resources, skills and expertise.
1.06	The purpose of the Annual report is to set out the progress that Regional Partnership Boards have made and reflects on how board are achieving the principles of the Social Services and Well-Being (Wales) Act 2014.
1.07	Working in partnership across health and social care services will help support resilient communities and also ensure a seamless service for individuals that require care and support.

2.00	RESOURCE IMPLICATIONS
2.01	The 6 Local Authorities and Betsi Cadwaladr University Health Board in North Wales pool funding to support regional working across the Region, this also funds the Regional Collaboration Team and there is a formal partnership agreement to underpin this.
2.02	Through the Regional Partnership Boards, Welsh Government is channelling grant funding streams such as the Regional Integration Fund for Health and Social Care and the Housing with Care and Integrating and Rebalancing capital funds. Where it is possible to charge regional partnership activity to these grants this is being actioned.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	An overall Well-being Impact Assessment has not been completed for the Annual Report but Equality Impact Assessments have been completed for the individual elements contained within.
3.02	<p>Ensuring compliance with the Social Services and Well-Being (Wales) Act 2014 and with the Guidance on regional partnership board annual reports issued in March 2018 in producing the annual report.</p> <p>The key risk is that the North Wales Regional Partnership Board is able to progress the various requirements as required in the Part 9 Guidance and that the partnership develops to enable further partnership working and integration of services in the future.</p>

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	Members will be aware of the Social Services and Well-Being (Wales) Act 2014 and will have received information about Part 9 of the Act and the development of Regional Partnership Boards. There has been no formal consultation, other than with members of the Regional Partnership Board which includes a wide range of membership and includes citizens and carers.

5.00	APPENDICES
5.01	Appendix 1 - North Wales Regional Partnership Board Annual Report 2021/22

6.00	CONTACT OFFICER DETAILS
6.01	Contact Officer: Jane Davies Telephone: 01352 702503 E-mail: jane.m.davies@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	Social Services and Wellbeing (Wales) Act 2014: The Act which is the national driver for social service delivery across Wales.
7.02	North Wales Regional Partnership Board: the Board was established to meet the requirements of Part 9 of the Social Services and Well-being (Wales) Act 2014 to oversee Partnerships and Integration of Services. The North Wales Regional Partnership Board was established in April 2016 and met in shadow form until the Board became fully operational in September 2016. Flintshire is represented by the Cabinet Member for Social Services and the Chief Officer for Social Services.
7.03	Housing with Care Fund: Capital funding available from Welsh Government to provide housing and accommodation for people with care and support needs.
7.04	Regional Integration Fund: It builds on the progress made under the previous Integrated Care Fund and Transformation Fund. The fund will help integrate health and social care services.



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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

North Wales Regional Partnership Board

Annual Report

2021/22



This report has been produced to meet the requirements set out by the Welsh Government in the Social Services and Well-Being (Wales) Act 2014

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Foreword by the Chair of North Wales Regional Partnership Board (NWRPB)

Mary Wimbury, Chief Executive,
Care Forum Wales

As Chair of the North Wales Regional Partnership Board, I am pleased to present our 21/22 report which shows the progress made across the region.

This has been another challenging year for the Health and Social Care Sector. I have heard it said many times in that we are now in recovery, but the reality has been very different for our partners still dealing with the day to day issues of Covid. The impact on our workforce and people receiving services cannot be underestimated and has been a key consideration in our partnership working.



I am extremely proud of the work that has been achieved under the Regional Partnership Board, despite the severe pressures. The Transformation Programme and ICF have continued to thrive with fantastic progress made during the final year of the two programmes.

It was pleasing to receive the evaluation on the work undertaken which showed how much we have managed to achieve throughout the duration of these programmes and the differences these have made to the people of North Wales.

We are now entering a new phase with the 5-year Health and Social Care Regional Integration Fund to drive change and transformation across the health and social care system, as well as a 4-year Housing with Care Capital Fund and a 3-year Integration and Rebalancing Capital Fund. The guaranteed funding will provide us with a real opportunity to deliver long term transformation and integration across North Wales. However challenges remain within the sector: in particular the retention and recruitment of our workforce. As a Board we have made progress in involving all partners around the table – but there is still more to do.

I would like to thank all partners for their continued support for the work of the Regional Partnership Board and to the Regional Collaboration Team for their hardwork and commitment.



Best wishes – Mary Wimbury.

1. Partnerships governance

This section of the Annual Report sets out the purpose, role, membership, operating structure and key priorities of the Regional Partnership Board. It outlines the key partnership development over the last year and progress on implementing changes in the revised Part 9 Guidance

1.1 Purpose, Role, Membership, Operating Structure and Key Priorities

The **North Wales Social Care and Well-Being Services Improvement Collaboration** was established as part of the Social Services and Wellbeing Wales Act (SSWB) to:

-  Improve the wellbeing of the population
-  Improve how health and care services are delivered

We bring together health, social services, housing, the third sector and other partners to co-ordinate the continued transformation and integration of health, social care and well-being services across the region.






The NWRPB meets on a monthly basis and has continued to do so throughout the pandemic. These meetings have successfully been held virtually with translation facilities which has ensured continued engagement for members.

Vision statement

Together improving the health and well-being of people and communities

Guiding principles

The NWRPB agreed its guiding principles in November 2016 and these remain fit for purpose:

-  Whole system change and reinvestment of resources to a preventative model that promotes good health and well-being and draws effectively on evidence of what works best;
-  Care is delivered in joined up ways centred around the needs, preferences and social assets of people (service users, carers and communities);
-  People are enabled to use their confidence and skills to live independently, supported by a range of high quality community based options;
-  Embedded co-production in decision making so that citizens and their communities shape services;
-  We recognise the broad range of factors that influence health and well-being and the importance of the links to these areas (including education, housing, welfare, reduced homelessness, economic growth, regeneration, leisure and the environment).

1.2 Role of the North Wales Regional Partnership Board

The NWRPB's Terms of Reference is reviewed annually however, the crucial role for the Regional Partnership Board will be to:

- Ensure that there is an agreed shared vision and a clear direction of travel for service development and integration of health, care and wellbeing in line with the SSWB Act 2014 and A Healthier Wales
- Ensure that there are shared plans and strategies in place (supported by appropriate business cases) for delivering on the vision
- Ensure that the strategic plans are evaluated and reviewed against agreed and understood outcomes and performance indicators
- Lead a strategic approach to communicating and publicising the direction of travel and the progress made
- Ensure that the principles of the board are upheld
- Maintain an effective overview of the resources allocated to deliver on its objectives
- Report to the Regional Leadership Board on progress, key issues and exceptions, escalating any barriers to progress within the Regional Partnership Board for resolution
- Ensure that an annual report on progress is prepared and delivered as required to the Welsh Government.

The NWRPB formally reports to the North Wales Leadership Board. The NWRPB's business and the business of the regional sub-groups is managed by the Head of Regional Collaboration and members of the Regional Collaboration Team.

The updated governance structure of the NWRPB was formalised in January 2021 and the structure is shown below. Our Terms of Reference were reviewed in November 2020. The membership of the NWRPB (as at end of March 2021) is attached in Appendix 1.

Gwenda's story

Gwenda is a 90-year-old lady who cares for her 92-year-old husband who've been married for 70 years and he now has dementia. She keeps her husband busy and as stimulated as possible by reading daily newspapers and taking walks up and down their driveway and describes her husband as her "whole world".

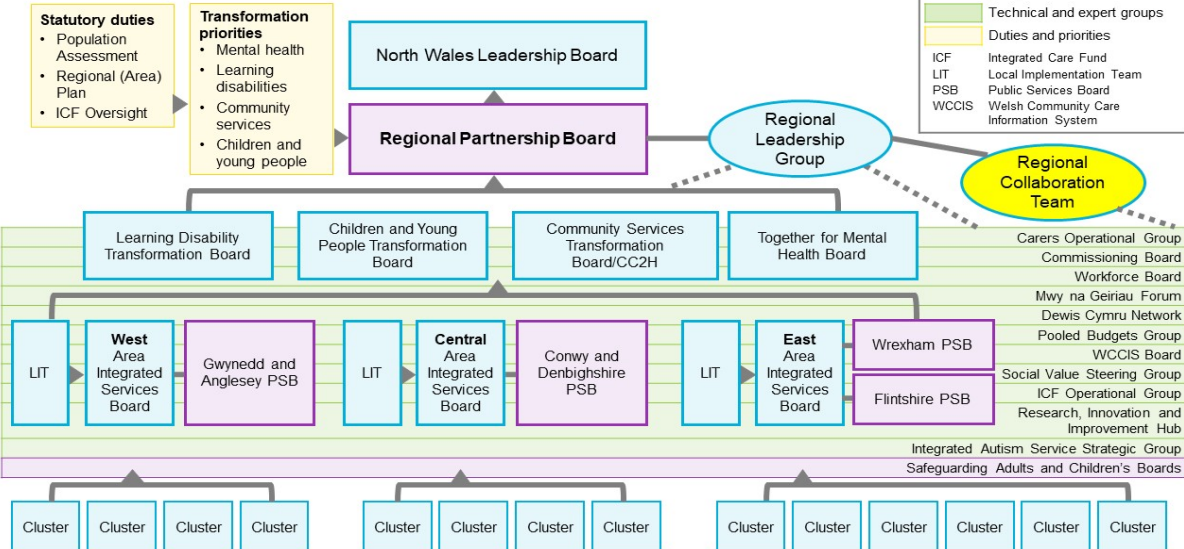
Gwenda has been having concerns lately over the care for her husband should her own health begin to deteriorate, these have become more acute as she is due to have a major operation.

She discussed her concerns at length and talked about the fact that there may be a point at which her husband may need to go into local authority care. Her Support Worker also discussed the possibility of applying for a care package to maintain independence for as long as possible.

Gwenda really appreciated the time and space to share her thoughts and concerns in a confidential setting and said "*thank you for listening to me*".

The NWRPB recognises the key role carers of all ages have in the health and social care environment and that they need to be valued for the support they provide. The Board also recognises that they need to be supported in this vital role.

North Wales Regional Partnership Board (NWRPB):
Delivering Transformation Regional Structure



1.3 Key Partnership Development

The partnership has continued to develop over the past 12 months, albeit taking into account the continued pandemic.

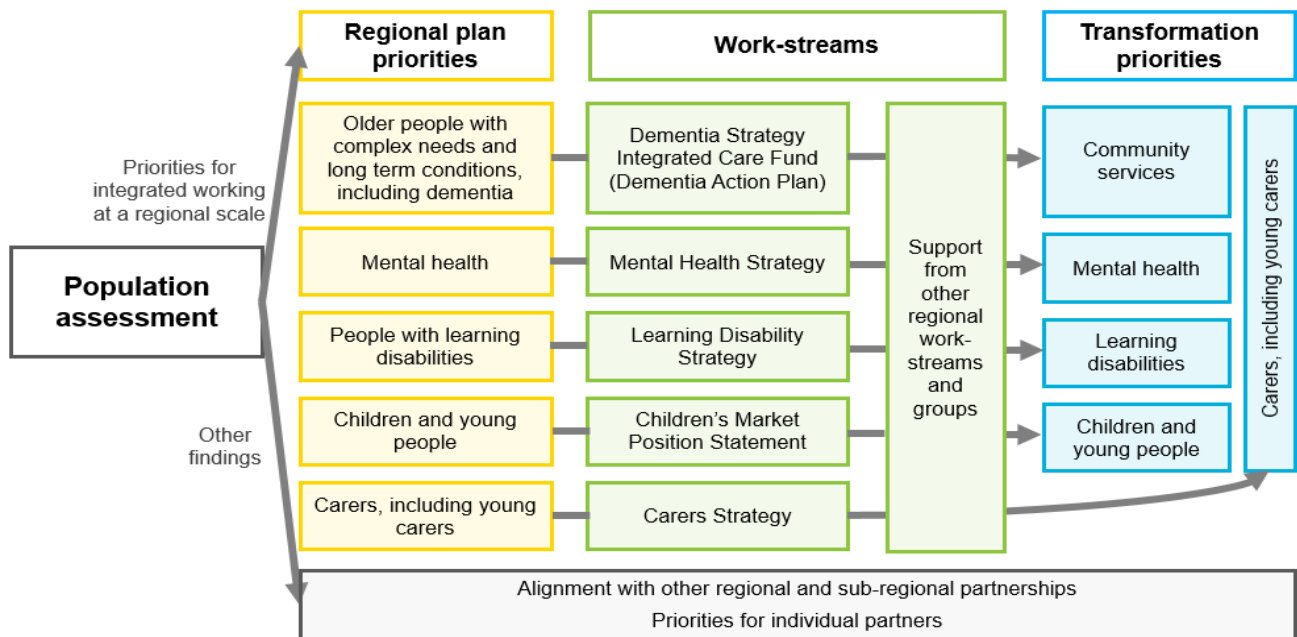
Where possible we have engaged with and participated in all the Welsh Government learning events and meetings with the Minister as part of our partnership development.

The RPB continues to work with the Public Services Board to provide a coherent local and regional response to the wellbeing needs of individuals.

Where possible, the work of the RPB has been promoted and showcased at a local, regional and national level.

We have worked extensively with Welsh Government and our partners on the development of the Regional Integration Fund (RIF), Housing with Care Fund (HCF) and the Integration and Rebalancing Capital Fund (IRCF).

The regional team and partners have worked and continue to work with Welsh Government on the development of the Rebalancing Care and Support Programme.



1.4 Mwy Na Geiriau Forum

The North Wales Mwy Na Geiriau Forum aims to ensure that Welsh speakers receive health services, social services and social care in their mother tongue, without having to ask. This leads to a better service and results for our population as receiving a service in the correct language is a need.

In order to achieve this, the forum aims to bring together all the key partners in the field to share good practice, work together to resolve obstacles and become a group where all leaders can use them to support this vital agenda in health and care. Following the Covid-19 pandemic, there was an opportunity to resume formal Forum meetings this year. The meetings included interesting presentations, as well as useful discussions in relation to sharing good practice and so on.

Progress on the agenda is good, with all members of the Forum working towards the vision of Mwy na Geiriau to be embedded in health and social care services. The availability of training courses is good and with a number of digital methods available to support staff.

1.5 Progress on implementing changes in revised Part 9 guidance

The NWRPB operates in line with the revised Part 9 guidance.

Following receipt of the updated Part 9 Codes and Guidance in January 2020, the Terms of Reference for the NWRPB were update to reflect the requirements of the revised guidance.

A Children's Sub-Group has been established which reports into the NWRPB with the first meeting held in January 2022.

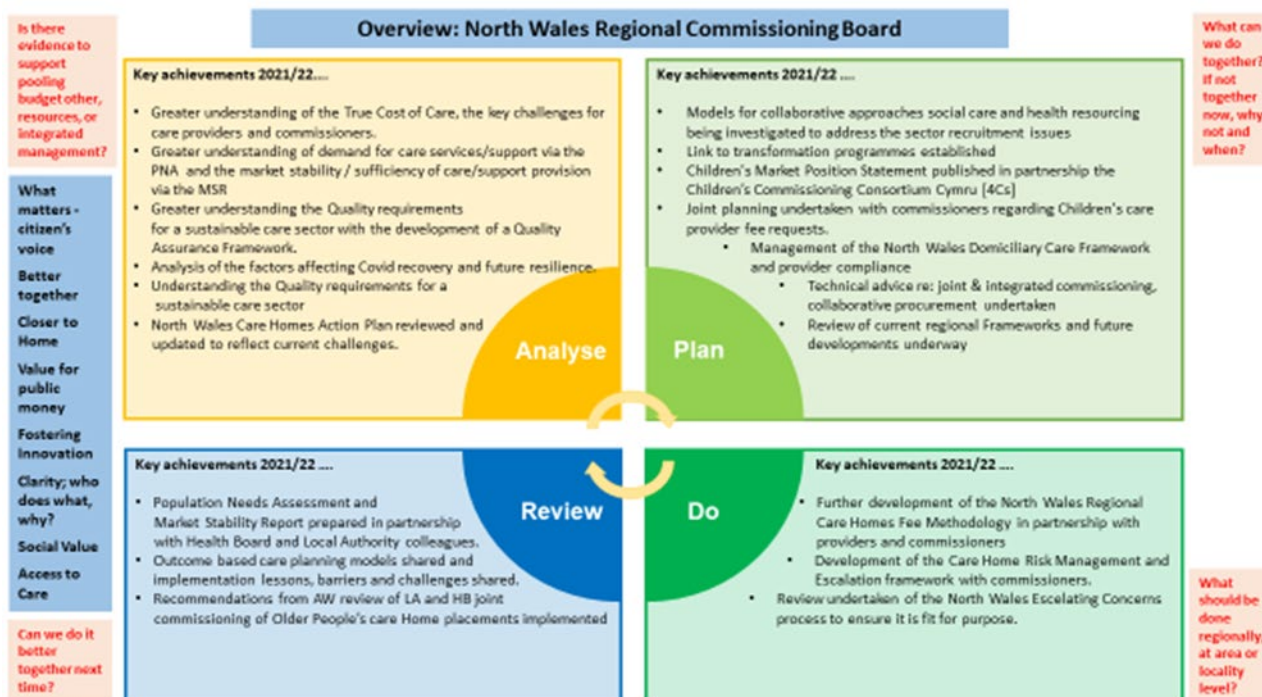
The purpose of the group is to:

- To provide strategic direction in respect of supporting families with health and social care needs across the region
- To improve regional integration and collaboration across and between health, adult social care, children's services and education
- To ensure children and families with complex care and support needs receive seamless, integrated care and support that helps them achieve what is important to them
- To improve outcomes for children and to ensure that activity delivered across the region supports this aspiration
- To support preventative action to address the escalation of health and social care needs

Key activities will include but are not exclusive to:

- Progressing the agreed RPB priorities in relation to children and families i.e. taking forward key actions arising from the Population Assessment, Area Plan, and relevant strategic plans of partners
- Development of a shared strategic approach and regional action plan which comprises of and works to achieve a set of shared priorities that improve outcomes for children and families.
- Develop and implement an integrated, asset based approach to whole system approach across health, care and education which is centred around addressing priorities of the group
- Identifying creative and integrated regional approaches to implementing and delivering services which support families to stay together safely and prevent children from becoming 'looked after'
- Develop and determine investment proposals for regional projects and programmes to deliver against the regional strategic approach and priorities
- Monitor funding programmes supporting this agenda and identify opportunities for financial investment and financial sustainability where appropriate.
- Act as the mechanism for understanding shared learning across all relevant programmes of work across the region aimed at improving outcomes for children and young people.

We have a long standing Regional Commissioning Board within the region which is underpinned by a partnership agreement and funded by partners. The work programme is aligned to the work of the Transformation Boards, identifying where it could add value / support the transformation agenda:



Regional Workforce Board

The Regional Workforce Board has continued to support the delivery of the North Wales Community Health and Social Care Workforce Strategy, whilst also making provision to support and push on the national strategies, agendas and priorities.

The national WeCare campaign for attraction, recruitment and retention of care workers has been supported through numerous different techniques. We attended various online events hosted by partners to maximise opportunities to promote careers in Social Care and the WeCare tools and resources.

New material has also been created to support promotion of the work. 21 new case study videos have been created and shared on various social media platforms, in presentations and also with different partners such as Careers Wales, DWP, Working Wales. Videos have also been collated to support work for the Coleg Cymraeg Cenedlaethol with again a message to promote the use of Welsh language in the sector. Podcasts have been experimented with too, with the WeCare Wales team being invited to take part in a local podcast ran by Llwyddo'n Lleol to promote working in the sector to a different audience. Newsletters are also now released quarterly to providers to promote the world of WeCare and to highlight different messages to providers.

We have also piloted a Step in to Work Employability Mentor to work with those who are seeking work or wanting a career change to access placement opportunities in social care settings to see if a career in care is for them and to remove any barriers they may face during the placement. At the end of the placement the hope is that they will gain employment with their host provider or in the care sector.

The Task and Finish Group established to address the challenges and barriers to Children's Social Work has identified and implemented key actions to address these. Their work has focussed on the Social Work Qualification, work-readiness skills and also the support given to practitioners in their first three years. The group has also looked at pay and terms offered across Wales and made recommendations to Welsh Government regarding addressing pay differentials as a national matter.

The Workforce Board is also actively engaged with Social Care Wales to address the key issues relating to recruitment and retention in the sector currently, particularly looking at registration requirements, pay levels and terms and conditions in the sector in order to influence national discussions and decisions regarding these key aspects.

2. General progress update on delivery of Area Plan

This section of the Annual Report sets out progress against key objectives from the area plan and priority areas for integration under Part 9 guidance including outcomes achieved for service users and carers. It considers specifically the priority groups set out in the Population Needs Assessment.

In line with the requirements of the Social Services and Well-Being (Wales) Act 2014 during 2021-22 the NWRPB continued to develop its approaches to integrated services for its priority areas.





2.1 North Wales Area Plan

The Area Plan sets out the priority areas for integration of services between health and social care and this sets out the direction of travel for the Board. The Area Plan sets out how the region will address the priority areas identified in the Population Needs Assessment, this remains the golden thread to specific areas of work within the region.





2.2 A Healthier Wales

The North Wales “A Healthier Wales” transformation programme was led by the North Wales Social Care and Wellbeing Services Improvement Collaborative. The collaborative comprises of Betsi Cadwaladr University Health Board (BCUHB), Public Health Wales and the six Local Authorities of the North Wales Region; Conwy County Borough Council, Isle of Anglesey County Council, Denbighshire County Council, Wrexham County Borough Council, Gwynedd Council and Flintshire County Council.

The North Wales transformation programme comprised 4 programmes of work focusing on different service user groups;

-  Community service transformation.
-  Integrated early intervention and intensive support for children and young people.
-  North Wales Together: Seamless services for people with learning disability.
-  Together for mental health in North Wales.

The four programmes, though diverse in terms of their service user groups, had commonality of aims;

-  To provide early intervention and preventative care to help people or families remain living at their normal residence, and supported to remain independent for as long as possible.
-  To improve people’s experience of services, by improving integration, reducing the barriers between existing services and providing seamless care.
-  To improve service user outcomes and
-  To prevent crisis.

Whilst the programme delivery was impacted by Covid-19, it was successfully completed in its initial form in March 2022 and was successful in bringing positive outcomes to the people of North Wales. An evaluation of the full programme was undertaken by IPC.

2.2.1 Community Services Transformation Programme



This programme set out to transform community provision through the development of the Community Resource Team (CRT) model. Through this project the six Local Authorities in North Wales and BCUHB, along with GPs looked to work together to establish and improve integrated community-based services. The early development of these services has been supported from a range of funding streams including ICF and the Transformation Fund. The Community Services Transformation sought to build upon existing partnership work, to bring about the overall transformation required. The programme looked to provide a regionally designed but locally delivered approach and included the following workstreams:

Workstream 1 - Locality development, focused on developing local leadership teams, undertaking needs assessment and ensuring integrated governance arrangements.

Workstream 2 - Workforce and Operational delivery, focused on developing the CRT model and Multidisciplinary team working. This workstream also led the development of plans for shared records and care plans.

Workstream 3 - Digital transformation, focused on the digital transformation required to support CRT working, which included information governance arrangements, e-scheduling and technical solutions. Alongside a separate programme of work to develop digital communities.

Workstream 4 - Community development, a key element of the region's integrated service model is the contribution of the third and community sector in supporting well-being, promoting inclusion and participation, and coordinating social prescription.

Workstream 5 - Sustainable planning. Central to the Community Services Transformation Programme is the desire to develop and grow the scope of health and social care delivery within the community.

Summary of evaluation

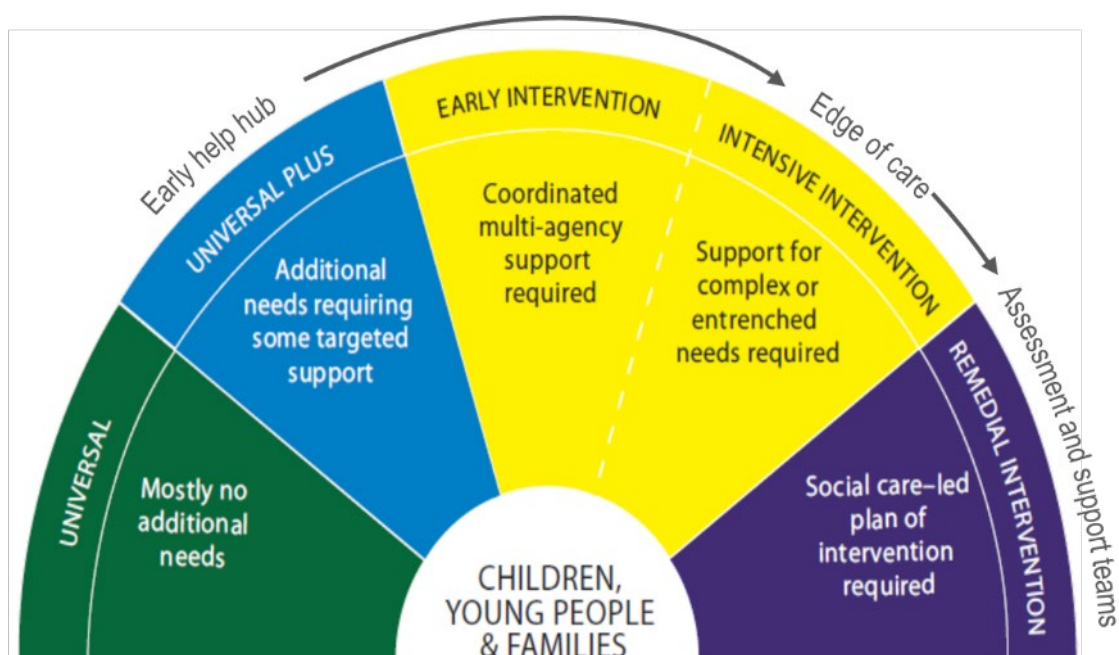
This expectation from this programme was that the improvements in infrastructure, culture and collaboration would themselves be sufficient to ensure further development without the requirement for further input or investment

The changes implemented have been limited and less progress has been made than anticipated. There are some analytical tools and documents that have been produced and these need to be properly identified and made available for further development work.

Moving forward the engagement, input and support of senior managers is crucial to any further attempts to further develop the infrastructure of services. Also, it is clear that the change agent approach has not been entirely successful and the elements of programme which are progressing now need to be overseen and managed within the core operational leadership structure of the region.

There needs to be better connection between the different elements of programme, with a more regional approach rather than an area one taken to roll out of models which have been demonstrably effective.

2.2.2 Children and Young People Transformation Programme



The programme set out to achieve better outcomes for children and young people without recourse to costly, long-term statutory intervention and care. The programme incorporated a number of projects that link with the spectrum of need. The approach included both regional and sub-regional initiatives and development led by multi-agency steering groups. The programme has been delivered via three work streams focusing on Universal, Early Intervention and Intensive, Edge of Care. Within each workstream there are a number of projects.

Workstream 1: Universal. Aiming to improve the emotional wellbeing, health and resilience of children via three projects, a structured framework, digital resources and the Friends Resilience skills programme.

Workstream 2: Early Help. Three projects aimed at providing early help for children with additional and/ or vulnerability, and where early intervention can prevent problems escalating.

Workstream 3: Edge of Care – assessment and support teams. The largest part of the transformation funding has been used to establish ‘rapid response’ (crisis outreach) interventions for children and families on the edge of care. The target group is children with Emotional and Behavioural Difficulties (EBD), and the approach includes more robust multi-disciplinary and therapeutic pathways and interventions designed to prevent children from becoming looked after and/or enabling re-unification of

the family and/or providing a quality assessment to inform the most appropriate placement and support package. Three new intensive support services, have been created:

- 🌈 The **Multisystemic Therapy service** in the East
- 🌈 The **Bwthyn Y Ddol** service in the Central
- 🌈 Gwynedd & Mon Transformation Team in the West

Summary of evaluation:

The CYP programme has created tangible change for some of the most vulnerable children in society, notably those who previously fell between service gaps and were at risk of long term residential care. It is recommended that the work of the CYP programme continues and is supported with long term funding, enabling the services to develop and for permanent staff to be employed. The services require stability, particularly the edge of care services, as they embed the model and develop residential models of care.

Long term stability is not just created through funding, but also through the operational management structures to support the services. Although the CYP projects were created through the Transformation Fund and therefore managed through the RPB project structure, to allow long term stability the operational arrangements for the services need to move into the operational structures of the regions.

Early findings from the evaluation of edge of care services suggested that positive changes were happening in families whilst the intervention was in place. However, for some of the children and families at the highest end of complexity with the greatest needs, further specialist interventions may be recommended. One of the potential barriers to sustaining progress is that other agencies do not always have capacity to provide that ongoing input.

The workstream to improve children and young people's emotional health, wellbeing and resilience needs to ensure that as the framework and resources are implemented, a system is established for collecting data on outputs and outcomes so that the impact can be captured.

2.2.3 Learning Disability Transformation Programme



The foundation of the programme is the North Wales Learning Disability Strategy. The strategy is being implemented by the team through five workstreams: integrated structures, workforce development, commissioning and procurement, community and culture change and assistive technology.

TREAT ME WELL	LET ME BE IN CHARGE OF MY OWN LIFE	HELP ME BE THE BEST I CAN BE	ALWAYS BE HONEST
<p>Everyone is an individual and should be treated with dignity and respect</p> <p>"respecting me includes respecting my space, my things, my decisions and my relationships"</p> <p>"listen to me and take the time to get to know me"</p> <p>"Be kind"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • Communicate in an open, accurate and straightforward way • Don't use jargon • Protect and respect peoples confidential and personal information • Use humour appropriately • Check how people want to be addressed • Be on time and do what you say you will do 	<p>Voice, choice, control and independence is at the heart of everything we do</p> <p>We embrace coproduction</p> <p>"I want to have choice about where I live and who I live with"</p> <p>"support me to do what I want to do and listen to me"</p> <p>"I want to feel important and be able to make my own decisions"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • Empower, encourage and enable people who need care and support to do things for themselves and to make their own decisions. • Support individuals to maximise their decision making and have control over their own lives 	<p>We deliver person centred care, putting the person at the heart of everything we do and helping them achieve their potential</p> <p>"learn from me and recognize what I am good at"</p> <p>"help me learn new things"</p> <p>"give me just enough support"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • Be prepared to take positive risks, clearly explaining the consequences to others • Look at tackling new and emerging problems creatively. • Don't see mistakes as a bad thing, see them as an opportunity to learn and grow • Be warm, kind, empathetic, reliable and compassionate in your actions 	<p>We are always honest and transparent and not afraid to say when something goes wrong</p> <p>We are self-aware and regularly reflect on the work we do, how we do it and the impact we have on those being supported.</p> <p>"I want people to just be honest with me and tell the truth"</p> <p>TOP TIPS</p> <ul style="list-style-type: none"> • We learn from others and share knowledge and best practice • Seek, reflect on and learn from feedback from colleagues, individuals and families • Have the courage to speak up and challenge others when you have concerns about the quality or safety of care being provided

2021/2022 was once again busy for **The North Wales Together Learning Disability Transformation Programme**. All team members continued to work remotely and developed strategies to overcome the difficulties of delivering projects virtually while supporting project partners to deliver their objectives.

Summary of evaluation

The Programme has raised the profile of learning disabilities at Regional Partnership Board level. The needs of this group of people have not always been recognised or treated at the same level of importance as other population groups. It is important that they continue to be seen as a priority and that the workstreams that are continuing are allocated sufficient funding to ensure that citizen's aspirations for an 'ordinary life' can be achieved.

More information can be found on the [North Wales Together website](#), including project information, a video of highlights and the 2021/2022 priorities document.

2.2.4 Together for Mental Health Transformation Programme



The Healthier Wales funded iCAN (“Independent, Connected, Active, Networked”) Programme sits within this broad strategy. Its overall aim is to implement a more integrated, innovative care system and culture which prevents, but where necessary, responds effectively to episodes of

acute mental health need and crisis. This funded programme seeks to scale up ‘what works’ and increase the pace of transformation across North Wales to create a sector-leading integrated urgent care system. Underpinning this is the creation of an integrated iCAN pathway that improves collaborative working, within and between health and social care, statutory partners and third sector organisations.

The components of the iCAN offer have changed and developed during the course of the Programme. They have developed into the following key components:

- iCAN Hubs - 8 community hubs located in each of the main towns across the region working with third sector partners to offer easily accessible support and signposting and a safe environment.
- iCAN Primary Care - A pilot project locating specialist Occupational Therapists in GP Surgeries offering counselling, advice, signposting and onward referral.
- iCAN Work - Employment support.
- iCAN Digital - access to support for mental wellbeing making use of a variety of apps and online resources.

Summary of evaluation

During 2021/22, the iCAN Programme has developed a detailed data collection framework which clearly evidences that all service components are being accessed widely and achieving significant and measurable impact on individual’s mental wellbeing. A survey of service users across the iCAN programme reveals that 70% of service users have found iCAN services to be easy to access, convenient, timely and that they support service users to take control.

The same survey evidenced the impact of iCAN services on individuals’ mental wellbeing and in averting their need for other, more intensive services. For example, 71% of survey respondents (that felt this question applied to them) identified that iCAN services helped them to stay out of hospital. Similarly, 44% felt that iCAN services had helped them get out of hospital as soon as they were able to and 81% identified that iCAN services had helped them to stay at home in their local community.

Of partner organisation and stakeholders around 70% of those responding to the evaluators survey understood their role, felt valued and felt their role is clear within a defined pathway. Approximately 60% of professional stakeholders felt they understood the iCAN services and were confident to refer to iCAN services.

However, only 30% agreed that there is a reliable whole system approach to working with people with mental health problems, and only 24% felt that referrals they receive from iCAN services were appropriate.

The iCAN programme of work is supporting people in the community with mental

health issues, supporting people into work and via the iCAN primary care supporting general practice.

2.2.5 Research, Innovation and Improvement Coordination Hub

The hub aims to coordinate research, innovation and improvement activity in North Wales to inform new integrated models of health and social care as part of the commitment in A Healthier Wales.

In 2021-22 we launched the [collection of good ideas](#) and [engagement database](#) on our website. These resources will help to share good practice and improve the coordination of activities across North Wales.

We supported regional programmes with survey design, evaluations, data and literature searches to help them understand what works and target resources more effectively. This included carrying out surveys of what parents need and comprehensive searches of mental health resources for children and young people to support a new framework for supporting emotional health and wellbeing.

We carried out interviews, surveys and resource mapping to find out what needs to happen to support research and innovation and improve health and social care services. This work will shape how the hub develops over the next year.

We worked closely with the other regional hubs and national organisations to share, promote and develop new ideas. By the end of the year we had increased our Twitter followers to 300 and had 150 subscribers to the RIIC hub mailing list.

For more information, please see our [2021/22 Annual Report](#), follow us on Twitter [@NW_RICH](#) / [@ NW_RICH](#) and/or [sign up to our newsletter](#).

Population Needs Assessment 2022

We successfully completed a full review of the North Wales Population Assessment in partnership with local authority and health board leads, supported by the Research, Innovation and Improvement Coordination Hub and Public Health Wales.

To prepare the report we collected information and data, looked at statistics, spoke with our communities and made use of a wide range of information collated by local councils, health services, charities and other organisations that provide services. The report is helping us to develop our regional priorities and to plan and improve services across the region.

[View the Population Needs Assessment on the regional collaboration website.](#)

2.3 North Wales Dementia Steering Group

During 2021-22 the Regional Dementia Steering Group expanded its scope to oversee the development and delivery of (1) the North Wales Dementia Strategy, (2) the All Wales Dementia Standards and (3) the Regional Memory Assessment Service (MAS) Improvement.

A piece of work was also commissioned to look specifically at the issues of rurality and welsh language for people living with dementia across the North Wales and Powys regions.

North Wales Dementia Strategy

During 2021-22, the steering group identified 12 priorities from the North Wales Dementia Strategy action plan - 6 of these were fully delivered with good progress on the other 6. Examples of achievements in 2021-22 include:

- ✓ Establishment of a regional hearing assessment service for people accessing memory services:
- ✓ Achievement of Dementia Friendly status by four of the six North Wales Local Authorities with steering groups in place to ensure continual improvement. Two Local Authorities continue working towards this status.
- ✓ Production of 28 Get There Together supportive videos to orientate and build confidence in accessing the community following the pandemic
- ✓ Testing of an innovative new approach in behavioural dementia care and support through an Applied Behavioural Analyst Support Pilot
- ✓ Development of the workforce training and development toolkit with Improvement Cymru, to support delivery of the Good Work Framework.

All Wales Dementia Standards Implementation and Readiness

Good progress has been made during the readiness phase for implementation of the All Wales Standards, although Covid, winter pressures and ongoing significant pressure on the health and social care system meant that a good deal of this work had to be paused between November and April.

Memory Assessment Service (MAS) Improvement

Excellent progress has been made on the MAS Improvement work. Examples of achievements in 2021-22 include:

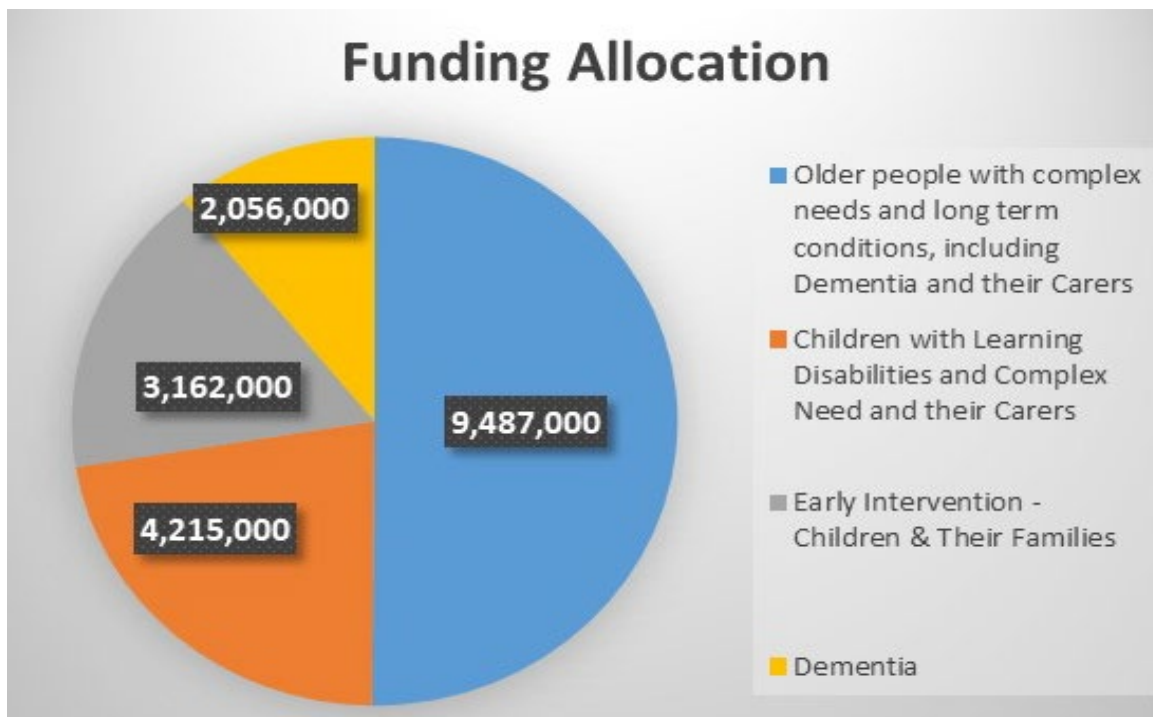
- ✓ Increase in provision of pre and post diagnostic support with a consistent offer through a regionally commissioned integrated MAS pathway delivered by four third sector providers:
- ✓ Demand and capacity modelling for memory clinics commenced and waiting list back log clearance plans developed.
- ✓ Desktop review of the memory clinic delivery models completed
- ✓ Short term measures implemented to reduce waiting times for assessment at memory clinics and numbers of very long waiters, for example additional hours and overtime in Nursing, OT, Psychiatry and Audiology, alongside use of agency staff and operational support and resources.

2.4 Integrated Care Fund

During 2021-22 a total of £18.92m Integrated Care Fund (ICF) revenue funding was invested in 125 projects across our region. Just over £6.2m was spent on projects that directly supported carers and £2.6m investment went to support projects run by third sector organisations.

The following groups are priority areas of integration and all regional ICF programmes must address them in line with their regional population assessments and area plans:

- 🌀 Older people with complex needs and long term conditions, including dementia;
- 🌀 People with learning disabilities;
- 🌀 Children with complex needs; and
- 🌀 Carers, including young carers



There are 46 projects supporting older people with complex needs and long term conditions, 26 projects support people with dementia and their families, 32 projects support people with learning disabilities and 21 projects that provide early intervention to young people and their families.

Additional funding of £678,000 was confirmed in August 2021 to improve memory assessment services. Obtaining a timely diagnosis is a key aim in the Dementia Action Plan for Wales. The North Wales Integrated Memory Assessment Pathway will deliver a regional service that is easy to access, effective and equitable for people with dementia and their carers. The 3-part pathway will provide (1) Pre assessment education and support services, (2) Clinical assessment, (3) Post diagnostic support services.

ICF also funds the North Wales Integrated Autism Service for Adults. The NWRPB is currently developing an implementation plan to ensure it is able to meet the requirements of the National Autism Code of Practice.

ICF was used to commission a piece of work to develop a regional 'No Wrong Door' strategy which proposes how agencies can best work together to respond to the full spectrum of needs of children and young people who are experiencing mental health

problems.

In addition to revenue funding, the North Wales region also received £10.53m of ICF Capital funding which supported 46 projects in 2020/21. Main capital schemes which were progressed using ICF Capital funding during the year included an employment and training academy to support citizens with a learning disability in Denbighshire, a small group children’s home on Ynys Mon and a Children’s Residential Assessment Centre in Flintshire.

Additional funding became available for larger social housing properties and the NWRPB submitted bids and secured funding just over £700,00 for 6 properties.

2.5 Winter Funding

Welsh Government allocated £2.2m funding to NWRPB to support the delivery of Discharge to Recover and Assess (D2RA) pathways as part of the Winter Plan.

The D2RA pathways are shown below and the NWRPB schemes to support delivery of these pathways included:

- Additionality in the Community Resource Teams to enable Home from Hospital when ready;
- Additional Social Worker, Occupational Therapist, Physiotherapist, Community Nursing Capacity to support assessment and discharge;
- Increased Dementia Support Worker capacity.

PATHWAY 0	PATHWAY 1	PATHWAY 2	PATHWAY 4	PATHWAY 3
				
Admission avoidance through short-term third sector support	Is this person fit to admit?	Why not home? Why not today?	Home first when your home is a care home	Support to recover in a bedded intermediate care facility
Preventative services delivered in collaboration with third sector organisations. Aim to avoid further referral and admission.	Multidisciplinary Team assessment within hospital 'front door' units to avoid full admission. Arrange treatment and supported recovery at home, whenever it is clinically safe to do so.	Initiated as soon as treatment, which can only be delivered within an acute hospital environment, is completed. Supports people to recover at home before being assessed for any ongoing need.	Similar to Pathway 2, but acknowledges specific considerations to be addressed in the existing care home environment. Individuals should be allowed a period of recovery, followed by assessment in their usual environment.	Should only be considered where the needs of the individual rule out recovery & assessment at home. Review and transfer to Pathway 2 wherever, and as soon as, possible.

3. Communication, engagement and social value

This section of the Annual Report sets out how the Board engaged directly with service users or citizen panels and promoted co-operation and participation with relevant partners and others. It outlines how the Board has engaged with stakeholders from the third and independent sectors and has progress to establish social value forums to promote social value and share good practice





3.1 North Wales Engagement

Covid-19 remained throughout 2021, therefore, face to face engagement activities; forums; group sessions; attendance at public events etc. we're not possible. However, the NWRPB continues to engage with citizens through different platforms e.g. social media; online; via Teams/Zoom etc.; telephone; partners and stakeholders.

The NWRPB Engagement Officer has excellent working relationships with communication and engagement officers of partner organisations and continues to strengthen the current arrangements for engagement and communication relating to the Board and its work. Having a dedicated Engagement Officer for the NWRPB is enabling the communication and engagement activities to be accelerated and build upon the work that has been progressed to date.

3.2 North Wales Social Value Steering Group

The North Wales Social Value Forum (NWSVF) was established in North Wales in 2016 to support local authorities and partners with the delivery of the requirements of the Social Services & Wellbeing Act (Wales) 2014 through:

-  Working with the North Wales Social Value Network to promote the development of not for private profit organisations (including social enterprises, co-operative organisations, co-operative arrangements, user led service and the third sector) to provide care and support and support for carers, and preventative services;
-  Promoting collaboration with an aim of maximising social value and co-production across all providers delivering health, social care and/or well-being services in North Wales;
-  Promoting partnership and networking opportunities across sectors;
-  Identifying and sharing good practice; influencing practice development and innovative approaches with commissioners and procurement departments to commission and procure services which deliver social value.

Positive progress has been made in reinvigorating the Forum since July 2021, identifying additional members from local authorities, BCUHB and the

Third/Voluntary sector.

NWSVF's membership currently consists of the following representatives who all have a knowledge and interest in Social Value:

- 🌈 Each of the six local authorities across North Wales;
- 🌈 Each of the County Voluntary Services Councils;
- 🌈 Mantell Gwynedd's Social Value Network;
- 🌈 Betsi Cadwaladr University Health Board (BCUHB);
- 🌈 North Wales Regional Partnership Board (NWRPB) and Leadership Group;
- 🌈 North Wales Housing Associations;
- 🌈 Statutory services – North Wales Police & North Wales Fire & Rescue Service.

The NWSVF will continue to work with the North Wales Social Value Network to promote the development of not for private profit organisations (including social enterprises, co-operative organisations, co-operative arrangements, user led service and the third sector) to provide care and support and support for carers, and preventative services. We will promote collaboration, partnership and networking opportunities across sectors with an aim of maximising social value and co-production across all providers delivering health, social care and/or well-being services in North Wales. The Forum will also aim to measure the impact of social value and how it is being delivered in North Wales.

Over 2021/22, working with the Voluntary Services Councils, the Forum will focus on Third Sector projects particularly utilising Regional Transformation and ICF funding to maximum benefit. The Forum will also devise an action plan for the next three years. Click [HERE](#) for Social Value Case Study.

3.3 North Wales Carers Groups

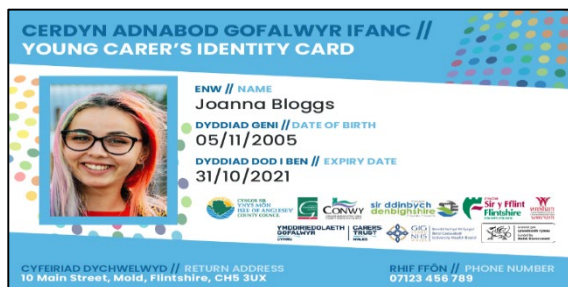
The **North Wales Carers & Young Carers Operational Group (NW(Y)COG)** has continued throughout 2021/22 to deliver on the North Wales Regional Carers Strategy through the provision of local authority, health and third sector unpaid carer support services across the region.

Our **GP & Hospital Facilitation Service**, funded through Welsh Government's Annual Carers Grant, have continued to support unpaid carers in primary and secondary care throughout the second year of the pandemic whilst restrictions have remained in place in GP surgeries and on hospital wards. In particular, Hospital Carer Facilitators have provided support during hospital discharge and have continued to communicate with health professionals remotely whilst the person cared for is in hospital. Links have been made with the Home First Discharge Bureaus across the three District General Hospitals (DGH).

Between April and December 2021, over 700 unpaid carers have been identified and supported within primary care by our two commissioned Providers Carers Outreach and NEWCIS. A similar number of unpaid carers have also been identified and

supported within secondary care whilst supporting an in-patient or whilst the unpaid carer has had a hospital stay themselves.

NW(Y)COG's Action Plan will have been reviewed in line with WG's Strategy for Unpaid Carers and the four national priorities. Individual partners within the carers operational group have been asked to provide a progress update to measure their own performance against the strategy and action plan.



Young Carers Action Day, 16th March 2022 was also the first anniversary of the **North Wales Young Carers ID card**. This form of ID is being used in schools, pharmacies and supermarkets by young carers, who care for someone, usually a parent or a sibling, whether ill or disabled.

As of March 2022, almost 200 ID cards have been issued to young carers in Conwy, Denbighshire, Flintshire and Wrexham. Over in Ynys Môn and Gwynedd an app, AIDI, has been developed and is currently being piloted in four schools and is so far proving effective with young unpaid carers.

The three young carers commissioned providers, Action for Children, WCD (Wrexham, Conwy, Denbighshire) Young Carers and NEWCIS have worked in collaboration over the past few years, from the initial co-designing of the card with young carers through to the current promotion and development of the initiative.



4. Forward Look

This section of the Annual Report outlines the identified priorities the RPB will focus on in 2022-23 and beyond, referencing where Covid-19 has impacted and prompted a change in direction or priority.

4.1 Covid impact

The impact of COVID-19 is still prevalent across the region and has impacted on progress made for some workstreams. However, the RPB meetings continued to take place virtually on a monthly basis and feedback from members is that as a result of virtual meetings they have managed to continue their input and engagement with the work of the RPB.

To ensure that RPB members, partners, stakeholders and the people remained informed, a newsletter was produced quarterly and circulated to highlight successful delivery of services on its programmes throughout 2021/22.

4.2 Priorities for 2022/23 and beyond

We have finalised our priorities and focus document for the short and longer term. This links to our Area Plan, the funding schemes and the current priorities for the RPB. This is shown in section 1.1. A further review in line with the outcomes of the Population Needs Assessment and Market Stability report will be undertaken and our Area Plan and Priorities amended as appropriate.

Appendix 1 – Membership of the NWRPB

As at 31 March 2022

Name	Title
Mary Wimbury (chair)	Provider Representative
Catrin Roberts	Head of Regional Collaboration
Alwyn Jones	Wrexham County Borough Council
Ann Woods	North Wales VSC's (Co-opted)
Bethan E Jones	Betsi Cadwaladr University Health Board
Dr Chris Stockport	Betsi Cadwaladr University Health Board
Cllr Bobby Feeley	Denbighshire County Council
Cllr Christine Jones	Flintshire County Council
Cllr John Pritchard	Wrexham County Borough Council
Cllr Dafydd Meurig	Conwy County Borough Council
Cllr Llinos Medi Huws	Isle of Anglesey County Council
Cllr Cheryl Carlisle	Gwynedd Council
Dave Hughes	North Wales Fire and Rescue Service (Co-opted)
Delyth Lloyd-Williams	Carer Representative
Dr Lowri Brown	LA Education Representative
Estelle Hitchon	WAST (Co-opted)
Ffion Johnstone	Betsi Cadwaladr University Health Board
Fon Roberts	Isle of Anglesey County Council
Helen Corcoran	North Wales Police (Co-opted)
Iwan Davies	NWRLB/CEO Representative
Jenny Williams	Conwy County Borough Council
Jo Whitehead	Betsi Cadwaladr University Health Board
Lucy Reid	Betsi Cadwaladr University Health Board
Meinir Williams-Jones (Barnardos)	Third Sector Representative

Name	Title
Morwena Edwards	Gwynedd Council
Neil Ayling	Flintshire County Council
Nicola Stubbins	Denbighshire County Council
Ricki Owen	Service User Representative
Rob Smith	Betsi Cadwaladr University Health Board
Sam Parry	LA Housing Representative
Sian Tomos (GISDA)	Third Sector Representative
Steve Gadd	Chief Finance Officer (Section 151) (Co-opted)
Shan Lloyd Williams	Housing Representative
Teresa Owen	Betsi Cadwaladr University Health Board
Ruth Whittingham	Regional Collaboration

Appendix 2 Statutory provisions

The partners of the NWRPB have entered into an 'Integration Agreement which is a legal agreement which enshrines their commitment to working together on key identified projects that lend themselves to integrated services and pooled budget arrangements.

The following statutory provisions are permitted to be used to underpin the NWRPB's work:

- Part 9 of the Social Services & Well-being (Wales) Act 2014 – in particular sections 166 and 167 and associated regulations (the Partnership Arrangements (Wales) Regulations 2015).

Other legal powers relied upon in support of regional partnerships entered into include:

- The National Health Service (Wales) Act 2006 – in particular sections 1, 2, 10, 33 and 38, 82.
- S9 Local Government (Wales) Measure 2009 powers in respect of collaboration with other local authorities.
- Local Government Act 1972 - in particular s2 which gives local authorities powers to do anything which it considers is likely to achieve any one or more of the following benefits: the promotion or improvement of the economic, social or environmental well-being of the area and section 113 which enables one local authority to place its staff at the disposal of another or health authority or Health Board.

S111 Local Government Act 1982 provides for a local authority to have the power to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of their functions.

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SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 8 th December 2022
Report Subject	Progress Report. Double Click Social Enterprise
Cabinet Member	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

This report provides Members with information relating to services provided by 'Double Click' Social Enterprise, supporting people with mental health problems in occupational achievement. The service is based in Rowley's Drive, Shotton, and transformed from a Social Services work scheme into a Social Enterprise in 2016. Double Click provides Design and Print services for the public and in doing so, offers training and employment qualifications to over 20 people with mental health problems at any one time.

RECOMMENDATIONS

1	Members note the progress and success of Double Click
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REPORT DETAILS

1.00	EXPLAINING THE PROGRESS REPORT - DOUBLE CLICK SOCIAL ENTERPRISE
1.01	<p><u>Historic perspective.</u> Double Click was formed by Social Services to provide work experience in aspects of Design and Print, and was managed by Mental Health Support Services for a number of years. The scheme was successful but was limited in its development by the structure and requirements of the County Council. One of the people using the services made a request that we offer progression and development opportunities for people attending Double Click. This was researched and a plan agreed to develop a Social</p>

	Enterprise, and that Double Click be created as a Community Interest Company. This would enable people to progress within their chosen field, and would offer many more opportunities in the business community.
1.02	<p>After much consultation and planning Double Click became independent of Flintshire County Council in 2016.</p> <p>This has many benefits for the business who can now apply for grants as an independent company, can form collaborations with other non for profit organisations, can made decisions which benefit the people using it, and can use their independence to be creative and flexible in their approach. They are very successful in all aspects of their work.</p>
1.03	<p>The staff team at Double Click are: Andrew Lloyd Jones/General Manager, Neil Rees/Team Leader, Claire Doughty/Training & Development, Heather Wilde/Graphic Designer, Sian Jones/Designer, Dave Rouch/IT. Elected Members are encouraged to visit Double Click and observe the vibrant visual decoration, atmosphere and skills, and will receive a warm welcome.</p>
1.04	<p><u>Double Click, the present.</u> Double Click now has a formal constitution, is independent and is managed by a Board of Directors, consisting of Elected Member, person with Mental Health expertise, person with finance expertise and person with Community interest. Flintshire Social Services ‘purchase’ training places/opportunities for people with mental health problems in the area of graphic design and IT, and Double Click also trades with the public in their area of expertise.</p> <p>They provide companies and individuals with bespoke designs, for examples Reports, plans, wedding invite packs, posters, brochures, publicity flyers, Web sites and art work design service.</p>
1.05	<p>Double Click also contribute to the wider agenda of promoting positive mental health and an example of their work in this area is the production of the regular ‘Like Minded’ magazine, Well known individuals Colin Jackson, Derek Brockway and Cerys Mathews have all exclusively been interviewed in relation to their own mental health challenges.</p>
1.06	<p>Double Click offers a positive, supportive and safe work environment in which people who have experienced poor mental health can develop their confidence, work skills, qualifications and personal outcomes. Double Click is highly successful in achieving the perfect balance of supporting people and offering real work experiences.</p>
1.07	<p><u>People attending Double Click.</u> There are currently 21 trainees benefitting from the support provided at Double Click. Referrals come from the Social Services Mental Health Support Services and this provides support to them before, during and after attendance.</p>

	<p>There are also 3 volunteers at Double Click, and 3 employees who used to be trainees and volunteers.</p> <p>Some people will progress within the business, as demonstrated by 3 people with mental health issues gaining qualifications in graphic design, and becoming paid employees of the business. Other people, once they have achieved their personal outcomes, will progress into careers in related fields, further and higher education, or other training.</p>
1.08	<p>Here is an extract from a management report Double Click have recorded at the start of someone's journey with them.</p> <p><i>"It's an exciting time full of potential and new possibilities after the gloominess of lockdown... We welcomed two new eager trainees who started recently: O and I, they have both fully engaged with us. (I) has loved every minute! So much so, she now attends twice a week. I is working her way through an online masterclass course in graphic design software. From her very first session she really enjoyed learning and putting her new skills to practice. She has successfully designed some posters using her Photoshop knowledge old and new. We were so proud of her achievements we have framed one of her posters and printed off the rest - to start off her new portfolio that we have gifted her. (O) is full of enthusiasm, really chatty, and a friendly, welcomed addition to DC. Previously having done a lot of art, he is passionate about learning to create his own style and gain more knowledge about digital art. We have gifted him an online course to learn in detail. He is thoroughly enjoying this process. He has been using a digital tablet and learning new techniques."</i></p> <p>All the staff are looking forward to seeing what new work will be produced this year, and how individuals progress.</p>
1.09	<p>Below is an example of how personal outcomes are recorded and measured.</p> <p><i>(C) Has used both PC and Apple Macs and is very fast. He has experience with music software. Outcome Required: Wanted to learn graphic design software, to make a logo and promo material for his band. Outcome Achieved: YES C successfully completed online courses in Illustrator & Masterclass in graphic design. Achievements at Double Click:</i></p> <ul style="list-style-type: none"> <i>• Successfully completed 2 online courses: Illustrator & Masterclass graphic design: InDesign, Illustrator & Photoshop</i> <i>• Enjoyed experimenting in Illustrator</i> <i>• Created online artwork for his band - very focused</i> <i>• Created a poster for his band</i>

1.10	Throughout covid pandemic, Double Click abided by all the Government regulations and had to 'close' its usual office. The team developed a range of alternative supports and services which included online quizzes, social events, use of IT to keep people involved and using their skills, and carefully planned outdoor activities/Photographic walks for those who needed some personal contact. They gradually opened the office, changing the layout and introducing regulations for attendees, but have now returned to 'normal' office working. The team did so well during this period and should be congratulated for maintaining support in an extremely challenging period.
1.11	<u>Measuring success of the service</u> People using the service, are examples of 'success stories'. People achieve qualifications, work experience, work skills and personally develop as a direct result of attending Double Click. The service manages the perfect balance of high quality support and high quality design and print work.
1.12	The cost of the provision to Social Services offers excellent value for money, has not increased in real terms since the beginning, and offers a unique opportunity for people. There is nothing like it anywhere in the area. The quality of the art/design work is evident and can be seen in the attached links. Customer's satisfaction is high with a typical income of £3-4,000 per month for the service and work.
1.13	The cost of the training provision at Double Click is £111,404 per annum, and has remained at that amount for the previous 6 years. With 21 trainees currently attending, and approximately 20 at any one time in the year, it demonstrates excellent value for money.

2.00	RESOURCE/IMPLICATIONS
2.01	Please note in section 1.06 the cost of the contract to FCC. There are no additional costs associated with the Social Enterprise.
2.02	Like minded magazine - https://www.dcdesignprint.co.uk/likeminded/
2.03	They have developed a leaflet explaining their support and their services and can be found here https://www.dcdesignprint.co.uk/introduction/
2.04	Here is an updated version of Sian's story, Sian is now a graphic Designer working at Double Click Design & Print CIC. https://youtu.be/K25Wd9SkB8o

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	Impact assessments were undertaken at the transfer stage in 2016 and remain current. Risk management is undertaken as part of the business processes at Double Click.

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	None required at this stage. Business changes within Double Click are managed by the Board of Directors, in consultation with trainees where appropriate.

5.00	APPENDICES
5.01	None.

6.00	CONTACT OFFICER DETAILS
6.01	Contact Officer: Jo Taylor Telephone: 01352 701341 E-mail: jo.taylor@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	None .

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SOCIAL & HEALTHCARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 8 th December 2022
Report Subject	Social Care - Learning Disability Day and Work Opportunities Services Contract
Cabinet Member	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

This report provides an update on the Learning Disability Day and Work Opportunities Services and the current contractual situation with a partner organisation, Hft, who are contracted to deliver these services.

Following a light-touch procurement exercise, the service contract to deliver the service was awarded to Hft, a national charity and specialist learning disability service provider. The current contract is effective from 1st February 2018 for an initial five year period running until 31st January 2023 with an option to extend for a further two years until 31st January 2025. The services subject to contract were previously delivered by the in-house Learning Disability service. Consequently as part of the contract award, a number of Flintshire County Council staff transferred to Hft as per the Transfer of Undertakings (Protection of Employment) Regulations (TUPE) on the service start date.

The contract covers three primary service elements – work opportunities, supported employment and day services though the overall service offering has evolved significantly since the inception of the contract. There have been substantial changes in some of the practical aspects of the service delivery, for example the relocation of the day centre from the former Glanrafon site to the newly constructed day centre, named Hwb Cyfle, in June 2019.

Hft are a valued partner organisation to the local authority and have been supportive and innovative throughout the relationship to date. They have adapted to the substantial challenges of operating throughout the Covid-19 pandemic, modifying their service delivery model as required according to prevailing restrictions to ensure that individuals supported continued to receive services.

The provider has continued to evolve their local provision and examine innovative ways of delivering services. From 1st July 2022, Hft assumed operational management of Growing Places, a mental health work opportunities support service. They are also a partner organisation in the delivery of Project SEARCH in Flintshire, an internship programme for adults with learning disabilities and autism. The first scheme in the UK for adults over the age of twenty five was launched earlier this year in the county.

This report provides an update on the progress of the partnership to date and focusses on the potential for activating the two year extension clause in the current contract.

RECOMMENDATIONS

1	That the Committee notes the progress made through the partnership with Hft and supports extending the contract as per the extension clause.
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REPORT DETAILS

1.00	EXPLAINING THE PROGRESS TO DATE FOR THE SOCIAL SERVICES LEARNING DISABILITY PARTNERSHIP WITH HFT.
1.01	<p>The Learning Disability Day and Work Opportunities service provides meaningful activities across several day centre and work environments. The service also provides respite for people that use services, and for their families and carers. The service supports people to learn new skills, prepare for paid and voluntary employment, promotes independence and the development of social networks.</p> <p>The partnership provides a sustainable service model that delivers positive outcomes for the individuals supported at the services. The current contract incorporates a requirement for Hft to deliver Social Value as part of their service offering.</p> <p>The new day centre and community facility in Queensferry, Hwb Cyfle, which opened in June 2019 has provided a modern and accessible environment to facilitate effective service delivery. Day and work opportunities services are also delivered across several other sites within Flintshire and the Supported Employment team who are based at Hwb Dyffryn in Greenfield support in excess of ninety individuals at supported work placements across the county, in addition to two cohorts of interns enrolled on current Project SEARCH programmes.</p>
1.02	Hft are a nationwide, charitable organisation who provide person-centred support to individuals with learning disabilities. The organisation supports around 2,200 individuals with learning disabilities across England and Wales.

	<p>As part of the relationship with the local authority, Hft works in close partnership with the individuals they support, and other stakeholders such as families, carers and involved professionals to develop effective services. Hft deploy person-centred models to support people with learning disabilities in meaningful activities and relationships and promote independence and inclusion.</p>
1.03	<p>The governance and contract monitoring arrangements for the current contract are principally managed through the Partnership Board, which convene quarterly. The Partnership Board reviews the service delivery against the service specification as stated in the contract (via quarterly service reports prepared by the service provider), monitors financial performance against the allocated service budget and manages key risks. The Board also considers any service development proposals and business plans.</p> <p>The Partnership Board includes representation from the local authority, including the Cabinet Member for Social Services, Chief Officer, Service, Commissioning and Finance leads. The board is represented by senior directors, managers and finance partners from Hft and trade union personnel.</p> <p>To promote inclusion and diversity with regards to representation on the board, it is also anticipated that the newly recruited Hft Supported Employment Advocate will be joining the board from 2023 onwards. There are also operational and finance sub-groups which support partnership working and manage operational issues outside of the quarterly board meetings.</p>
1.04	<p>The current contract with Hft is a five year contract, effective from 1st February 2018 running until 31st January 2023 with an option to extend for a further two years until 31st January 2025.</p>
1.05	<p>Hft are a valued partner organisation to the local authority and have been supportive and innovative throughout the relationship to date. Since the commencement of the contract, Hft have reviewed and evolved their delivery model across the local services. As a consequence of this, the overall service offering now encompasses several new and additional service elements that didn't comprise part of the original contract and these are examined in more detail in section 1.06.</p> <p>The service was also very responsive in adapting to the substantial challenges of operating throughout the Covid-19 pandemic. Service delivery models were amended as necessary to ensure service continuity for the individuals supported.</p>
1.06	<p>Hwb Cyfle Day Centre - The move to Hwb Cyfle precipitated several service model changes and initiatives. Prior to the onset of the Covid-19 pandemic, individuals accessing services at Hwb Cwfle were supported to access activities within the wider building rather than remaining in one area of the site. This promoted flexibility and choice for the individuals supported and also allowed staff to develop new skills and foster broader support relationships across the service setting.</p>

	<p>It should be acknowledged that the effects and restrictions as a consequence of the Covid-19 pandemic have affected this service dynamic. Support has, and continues to be delivered via ‘support bubbles’ according to prevailing guidelines and/or risk mitigation measures.</p> <p>Throughout the duration of the contract to date, the service has continued to foster wider relationships within the community. External organisations and community groups are encouraged to attend the day centre and facilitate and take part in a range of activities.</p>
1.07	<p><u>Work Opportunities and Supported Employment Services</u></p> <p><u>Supported Employment service</u> - The former Job Coach service has evolved into a supported employment service model in alignment with Hft’s service model in other areas in which they operate. Hft have been able to exploit their experience of facilitating similar projects in other service areas across their nationwide portfolio and sharing best practice to further this development. The quarterly Operational Report from Hft issued in October 2022 indicated that the service was supporting 92 individuals.</p> <p><u>Project SEARCH</u> - Hft have demonstrated innovation in their service provision and have been integral to the success of Project SEARCH, an international transition to work programme for individuals with learning disabilities and autism within Flintshire. Since the inception of Flintshire’s first Project SEARCH programme, a significant proportion of the former interns have progressed to paid employment.</p> <p>Additionally, the first Project SEARCH programme for individuals aged over-25 in the UK was recently launched in Flintshire in conjunction with ClwydAlyn Housing, representing a significant expansion in the scope of the project.</p> <p><u>Work Opportunities services</u> - The Work Opportunities service has evolved since the contract commenced in 2018 with some former sites being relinquished and the development of a new service, Hwb Dyffryn, based at Greenfield Business Park.</p> <p>The Tri Ffordd horticultural service continues to operate out of its current base in Bretton though it is anticipated that the service will relocate to expand and further develop the service offering. Developmental work has been undertaken regarding a potential move and following the results of a feasibility study issued in September 2021, approval to relocate to a new development in Mold was granted £2.7M funding to support the new development has been allocated in the Council Capital Programme 2022/23-2024/25.</p> <p>The project to relocate the service is progressing according to the project plan and it is envisaged that the new development will be operational in spring 2024. Hft have been involved in the developmental and conceptual stages offering valuable input from an operational perspective both with the initial feasibility study and the progression of the current project programme.</p> <p>The Work Opportunities service also absorbed the Growing Places provision into their portfolio in July 2022, which represented an expansion of the scope of the support provided to incorporate a mental health support</p>

	<p>service. The operational running of the provision is reported to be successful and Hft are promoting integration between the Growing Places and Tri Ffordd services.</p> <p>The catering establishment based at Rowley's Drive in Shotton was reopened in June 2022 following a programme of refurbishment and has been renamed Caffi Dai. There has been a change in recent recruitment to the service which is reflecting a more commercially driven focus at the site.</p>
1.08	<p><u>Additional Service Developments</u></p> <p>As the overall service offering has evolved over the life of the contract to date, new service initiatives have been created as some of the services that were in situ at the contract outset have been decommissioned and/or relocated. Hft now facilitate a service entitled Luv2meetU which is a friendship and relationship service for adults with learning disabilities and/or autism. The delivery model for this service has recently been reconfigured so that it is now a paid membership service and is potentially financially self-sustaining moving forward.</p> <p>Further developments include Nature Force, a group that undertakes outdoor activities with an environmental perspective and also operates allotments. The service has also recently employed a former Project SEARCH intern as a Supported Employment Advocate who will assist with marketing, networking and liaising with employers and engaging with stakeholders to inform service development.</p>
1.09	<p><u>Partnership Working</u></p> <p>Hft have throughout the duration of the contract to date, developed successful partnerships in order to provide new opportunities for the individuals who access their services.</p> <p>Project SEARCH is operated in conjunction with several partner agencies and Hft have fostered positive working relationships with the other involved agencies. In addition to the local authority, this includes the host employers, ClwydAlyn Housing and GXO Logistics, and also the North Wales learning disability transformation programme.</p> <p>Hft have also been involved in a local pilot scheme to promote employment opportunities for disabled people. This initiative is being coordinated in partnership with agencies including Deeside Business Forum, Coleg Cambria and the local authority.</p> <p>The service is also proactive in engaging with external organisations which provide a range of activities, incentives to promote healthy living and training opportunities for individuals accessing the services. Recent examples of this include First Aid and Fire Safety training delivered at one of the work opportunities sites and also Hate Crime awareness sessions delivered by the North Wales police.</p> <p>Hft have worked in partnership with a local charity and several organisations to refurbish Caffi Dai which was relaunched in June 2022. A</p>

	<p>similar programme of refurbishment is planned for another of the work opportunities sites, Abbey Upcycling in early 2023. Similarly, it is anticipated that the refurbishment will utilise existing partnerships and will not necessitate additional funding from the local authority to be achieved.</p>
1.10	<p>Fundraising Due to their registered charitable status, Hft is able to raise funding in addition to the funding allocated via the block contract with the local authority. The supplementary revenue is able to facilitate service innovation to complement the core services provided subject to the contract and offset some of the additional costs of expanding the service offering.</p> <p>Additionally, the organisation has dedicated staff resource and expertise with respect to fundraising and accessing relevant sources of grant funding. The organisation has been successful with applications to the Foundational Economy Challenge Fund which has provided funding for the Luv2meetU service and also contributed towards the costs of an Employability Tutor recruited to support the work of the Project SEARCH initiative in Flintshire.</p> <p>The service is also facilitating a theatre group run by a qualified drama coach. The group is currently funded by monies sourced from fundraising and at no additional cost to the local authority.</p>

2.00	RESOURCE IMPLICATIONS
2.01	<p>Financial progress throughout the duration of the contract has been monitored via the Partnership Board and finance meetings. The contract has been amended since it commenced to reflect changes to the maintenance and catering elements.</p> <p>The service has continued to deliver efficiencies as per the original plan.</p>
2.02	<p>As per all social care contracts, if the option to extend the contract is granted, an annual uplift based upon the Local Government pay award for staff who transferred under TUPE regulations and the pay award as directed by the provider for none-TUPE staff would need to be considered alongside any other inflationary increase in running costs.</p>

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	<p>Operational risks are managed by the operational and finance sub-groups, escalating to the Partnership Board for support and mitigation as required.</p> <p>The Partnership Board manage all service risks, including any conditions agreed as part of the service contract agreement.</p>

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	The option to extend the contract has been discussed at Partnership Board and also the Social Services Programme Board held on 14 th November 2022.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Dawn Holt Telephone: 01352 702128 E-mail: dawn.holt@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	<p>Autism: Autism spectrum disorder (ASD) usually referred to as autism, a lifelong developmental disability affecting how individuals communicate and interact. Autistic individuals may experience difficulties in social communication.</p> <p>Foundational Economy Challenge Fund: The Foundational Economy Challenge Fund is a Welsh Government initiative to support experimental projects with a key aim of appraising the success of the interventions which best support the foundational economy.</p> <p>Project SEARCH: A national supported internship programme for individuals with learning disabilities and/or autism spectrum conditions. The programme involves partnership working across the public, private and voluntary sectors to create supported employment internships.</p> <p>Transfer of Undertakings Protection of Employment Regulations (TUPE): Regulations that apply to employees and employers when a business transfer or service provision transfer is undertaken.</p>

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