

Public Document Pack

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To: Cllr Hilary McGuill (Chair)

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

13 January 2023

Dear Sir/Madam

NOTICE OF HYBRID MEETING
SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE
THURSDAY, 19TH JANUARY, 2023 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 3 - 14)

Purpose: To confirm as a correct record the minutes of the meetings held on 30 November and 8 December 2022.

4 **FORWARD WORK PROGRAMME AND ACTION TRACKING** (Pages 15 - 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.

5 **SAFEGUARDING ADULTS AND CHILDREN'S ANNUAL REPORT** (Pages 23 - 36)

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

Purpose: To update Members on Adults and Children's Safeguarding.

6 **COUNCIL PLAN 2022-23 MID-YEAR PERFORMANCE REPORTING** (Pages 37 - 58)

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

Purpose: To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.

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

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE **30 NOVEMBER 2022**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held as a remote meeting on Wednesday, 30 November 2022

PRESENT: Councillor Hilary McGuill (Chair)

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

APOLOGIES: Councillor Jean Davies, Councillor Ian Roberts (Leader of the Council) and Chief Executive

ALSO PRESENT: Councillors: Helen Brown, Bill Crease, Carol Ellis, Paul Johnson, Billy Mullin and Andrew Parkhurst

CONTRIBUTORS: Councillor Christine Jones (Deputy Leader and Cabinet Member for Social Services & Well-being), Chief Officer (Social Services), Senior Manager - Integrated Services and Lead Adults, Senior Manager (Safeguarding and Commissioning) and Senior Manager (Children's Services)

REPRESENTATIVES OF BETSI CADWALADR UNIVERSITY HEALTH BOARD:

Mark Polin (Chair), Gill Harris (Interim Chief Executive), Sue Hill (Executive Director of Finance) and David Coyle (Interim IHC Director, East)

REPRESENTATIVES OF WELSH AMBULANCE SERVICES NHS TRUST:

Stephen Sheldon (Service Manager, North area) and Mark Timmins (Locality Manager, East area)

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

28. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)

Councillor Dave Mackie declared a personal interest as one of the Council's representatives on the North Wales Community Health Council.

29. BETSI CADWALADR UNIVERSITY HEALTH BOARD AND WELSH AMBULANCE SERVICES NHS TRUST

The Chair welcomed the representatives from Betsi Cadwaladr University Health Board and Welsh Ambulance Services NHS Trust to the meeting. Responses to questions raised in advance by Members had been circulated prior to the meeting and published on the website.

Betsi Cadwaladr University Health Board (BCUHB)

As Interim Chief Executive, Gill Harris provided an update on structural changes within BCUHB responsible for delivering services in Flintshire. She reported that following targeted intervention measures introduced for vascular services at Ysbyty Glan Clwyd, scores had been changed to reflect current challenges and progress was being made on the long-term plan to make improvements. In preparation for winter challenges, work was underway to enhance same-day emergency care on acute sites and prepare urgent Primary Care centres in health communities. In addition, BCUHB was working with colleagues to reduce the impact of planned industrial action by NHS workers. A pilot scheme was being undertaken to ensure that patients discharged from care homes were easily identifiable and telephone support to care homes was being enhanced. In acknowledging the impact of limited social care availability, it was reported that 37 patients in Flintshire hospitals were currently awaiting discharge into appropriate care. On this, the Council and other partners were thanked for their work on maximising resources in communities. To address significant challenges in planned care, BCUHB was engaging with Welsh Government (WG) to create additional capacity for patients waiting long periods. In aiming to achieve best practice principles, work was also being carried out with colleges and WG to 'get it right first time'.

As Executive Director of Finance for BCUHB, Sue Hill reported that work was continuing with partners on mitigating actions to address a projected £10m deficit year-end position which had been impacted by inflationary pressures and pay award outcomes.

Councillor Carol Ellis shared concerns about continuing lengthy ambulance waiting times outside hospitals due to patients not being able to be discharged, as referenced in a recent report. She asked what was being done to speed up the delivery of Disabled Facilities Grants and gave an example of the impact on an individual for whom a referral had been made to Social Services at the end of August.

In sharing the concerns about ambulance waiting times outside hospitals, Gill Harris gave assurance of BCUHB's commitment to address this, with significant work being done to maximise capacity in Emergency Departments (ED) through the Primary Care strategy involving care homes and WAST.

The Senior Manager - Integrated Services and Lead Adults reported that 24 Flintshire residents were currently awaiting discharge across acute and community hospitals across the County (including the Countess of Chester hospital), four of whom were due to be discharged in the coming days. She gave assurance of close working with BCUHB colleagues to ensure that plans were in place for each individual to ensure a safe and timely discharge.

Councillor Bill Crease asked about the impact of the BCUHB financial position on the outstanding debt owed to the Council for unresolved joint-funded care packages.

In response, Sue Hill said that there was no impact and that around £0.250m had recently been paid to the Council with actions agreed to reduce the debt further

to around £0.400m. She said that BCUHB and the Council were working together to identify relevant paperwork to support the clearing of historic invoices, some of which related to high-cost complex cases.

The Chief Officer (Social Services) assured Members that proactive solutions were being explored with BCUHB colleagues to resolve disputed invoices and reduce the historic debt, with progress reported regularly to the Corporate Resources Overview & Scrutiny Committee.

Councillor Tina Claydon asked about a proactive approach to identifying complex cases and the allocation of named nurses to help with the transition of patients into Social Services.

As Interim IHC Director (East) for BCUHB, David Coyle gave assurance that the involvement of a highly integrated team helped to identify complex needs at an early stage with the primary aim of moving patients out of hospital in the most appropriate way. On funding arrangements, he referred to a joint-funding element and positive working relationships in the East area.

His comments were reinforced by the Senior Manager - Integrated Services and Lead Adults who said that regular engagement between the teams and adopting a pragmatic approach was helping to remove any barriers to discharging patients. She highlighted the good working relationships with BCUHB and also colleagues in the Countess of Chester Hospital.

Councillor Gladys Healey suggested that some GP surgeries could accommodate IV suites to alleviate the pressure on hospitals for cases where the patient just required antibiotics. Her comments were echoed by the Chair who said that this service could also be extended to cottage hospitals.

In response, David Coyle said that a number of IV services were already provided in some communities and would be considered further, noting the relevant diagnostic checks and assessments that may be required in certain cases.

Councillor Ellis made reference to lengthy waiting times for the Council's Occupational Therapy service and suggested a future report on this, which was noted by the Chair.

When asked by Councillor Crease about improving staffing in GP surgeries, Gill Harris said that this was a significant issue for all health boards. She highlighted a range of actions to encourage people to seek work in North Wales along with the development of local training provision.

In response to a question from the Chair, information was shared on workstreams within the Primary Care strategy to upskill nurses and utilise prescribing pharmacies and therapists to reduce pressure on GPs.

As requested by Councillor Marion Bateman, Gill Harris agreed to provide detail on current vacancies within GP surgeries.

In response to a question from the Chair, Gill Harris acknowledged the importance of patients experiencing a positive journey through health services. She spoke about the development of same day emergency care and Primary Care centres and also work with WG to increase capacity and reduce delays in planned care journeys. The key target was to work with Social Services to ensure that patients were kept in the best possible place, recognising the negative impact of prolonged experiences in health settings.

On governance arrangements, David Coyle said that the inclusion of senior officers from Flintshire and Wrexham councils with the senior leadership team helped to create a more co-ordinated and responsive approach. In acknowledging the challenges arising from staffing issues in GP surgeries, he said that regular engagement with partners helped to identify where early intervention was needed to improve the journey of patients.

As Chair of the BCUHB, Mark Polin welcomed the discussion.

When asked about promoting the Hospital at Home service through GP practices, David Coyle referred to the necessary risk management actions and said that whilst progress was being made by interaction between the Primary Care and Community teams, this was a longer term objective. Gill Harris commented on broader workstreams with other providers to raise awareness of the range of services available to GPs and patients.

The Chair remarked that the three community hospitals in Flintshire had X-ray facilities but only two had Minor Injuries Units which Deeside hospital did not. Gill Harris said that in maximising the offer at all community hospitals, there were a number of factors to be taken into account when identifying the best location for services, noting the current workforce challenges. She confirmed that Minor Injuries Units were already located at Holywell and Mold, and that as part of the Primary Care strategy, work was underway to develop an urgent Primary Care centre at Wrexham Maelor. She took the opportunity to welcome engagement from teams on the development of the strategy including the new accelerated clusters.

Councillor Ellis referred to the continued lack of GP capacity and the effect on hospital and ambulance services. In sharing these frustrations, Gill Harris said that the creative solutions being outlined including signposting to consistent availability of community hospitals would help to maximise ED capacity by ensuring effective use of hospital beds.

In relation to staffing, workshops were being held to look at different ways to improve recruitment and retention in the health sector. David Coyle spoke about the benefits of greater interaction between EDs and community hospitals to share learning and the training programme to recruit experienced ED doctors from the UK and overseas to become consultants in their chosen field.

Councillor Marion Bateman referred to the benefits of former convalescent homes. Gill Harris said that the aim of community hospitals was to offer rehabilitation and short stays. She went on to praise the services at the Marleyfield scheme which she was keen to explore further.

Welsh Ambulance Services NHS Trust (WAST)

The Committee was introduced to Stephen Sheldon (Service Manager, North area) and Mark Timmins (Locality Manager, East area) from WAST.

A detailed presentation was given on the scope and outcomes from the Emergency Medical Services' Roster Review covering:

- BCU Red Performance / BCU Amber 1 / BCU Production
- Patient Safety
- Abstractions
- National Reportable Incidents
- Demand and Capacity Review
- Review Findings (and actions arising)
- EMS Response Roster Review Project
- Re-rostering
- Proposed Coverage - Emergency Ambulance / Cymru High Acuity Response Unit (CHARU) / Urgent Care Service (UCS)
- BCU Central & Eastern Analysis of Hours
- Looking to the Future

During the presentation, reference was made to joint working with BCUHB on the extension of falls and frailty services across communities and rotational model working with clusters to share knowledge. The actions being taken to reduce ambulance waiting times outside hospitals and the pressure upon the staff were welcomed by the Chair.

In response to questions from Councillor Ellis, it was confirmed that the new operating model would increase the number of paramedics and provide an equivalent number of technicians. Information was given on collaboration with BCUHB on the Single Integrated Clinical Assessment and Triage Service (SICAT) which had helped to reduce admissions to EDs and enhanced access for Paramedics to contact GPs out of hours to seek clinical advice. The use of a 'Consultant Connect' app was also proving beneficial in signposting patients to the most appropriate service and helping people to remain in their own homes with the right support.

Councillor Andrew Parkhurst referred to his questions on ambulance response times, triage service and categorisation of strokes which, although related to case studies, were indicative of wider issues. A response would be provided but in the interim, Stephen Sheldon and Mark Timmins said that the update on workstreams reflected work being done to identify alternative pathways for patients to maximise resources. Whilst being unable to comment on unknown specific cases, they explained that the majority of strokes were categorised as amber (along with chest pain) depending on the causes. They also clarified that an internationally recognised system (Medical Priority Dispatch System) was used to triage calls and was audited weekly. As requested by the Chair, information on the categories of priority within that system would be shared with the Committee.

Councillor Marion Bateman asked about other partnership working and was informed that additional resources provided by the North Wales Fire & Rescue during the pandemic had helped to support patients at home. Clarification was also given

on work between the Falls team and St John’s Ambulance in the east of the County to reduce conveyance rates.

In response to a question from the Chair, Stephen Sheldon said that whilst specific information was not available on the 111 triage system, calls deemed an emergency would automatically be referred to the 999 system. Mark Timmins highlighted the importance of the caller providing as much information as possible and from the WAST perspective, the main aim was to improve the patient experience.

In commenting on the positives derived from the meeting, the Chair thanked all the representatives for their attendance and for their detailed responses to the questions raised.

30. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

None.

(The meeting started at 10.10am and ended at 11.55am)

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Chair

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE
8 DECEMBER 2022

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Thursday, 8 December 2022

PRESENT: Councillor Hilary McGuill (Chair)

Councillors: Mel Buckley, Tina Claydon, Robert Davies, Carol Ellis David Mackie, Michelle Perfect, Linda Thomas, Gladys Healey and Debbie Owen

ALSO PRESENT: Councillors: Paul Johnson, Sean Bibby, David Healey and Ian Roberts

APOLOGIES: Councillors: Paul Cunningham and Jean Davies

CONTRIBUTORS: Chief Executive, Councillor Christine Jones (Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing), Chief Officer (Social Services), Senior Manager - Safeguarding and Commissioning, Commissioning Manager, Senior Manager for Adults; Senior Manager Children and Workforce, Service Manager for Children with Disabilities and Adults under 65 Years, Corporate Finance Manager, Strategic Finance Manager - Management Accounting, Strategic Finance Manager - Financial Strategy and Insurance, Principal Accountant and General Manager - Double Click

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

31. DECLARATIONS OF INTEREST

None were received.

32. MINUTES

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

RESOLVED:

That the minutes be approved as a correct record.

33. FORWARD WORK PROGRAMME AND ACTION TRACKING

The Social Care and Environment Overview & Scrutiny Facilitator presented the current Forward Work Programme and informed members that the Council Plan 2022-23 Mid Year Performance Reporting would be at the next meeting on 19th January 2023 after it had been to Informal Cabinet. She also informed Members that Nanny Biscuit had confirmed that they would be attending the meeting on 2nd March 2023 to give a presentation on the work that they do in the Community and within Flintshire. She reported that it was hoped that Members would be able to visit North East Wales

Community Equipment Service (NEWCES) prior to the meeting on 20th April which would benefit new Members. Going forward it was expected that an item would be put on a future agenda to discuss Disabled Facility Grants and Occupational Therapy which was raised at a recent meeting with Betsi Cadwaladr University Health Board.

She reported that Councillor Mackie had received a response in connection with the queries he had with the Council Plan and at the request of the Chair, all Members would receive a copy of that response.

Members were encouraged to contact the Facilitator if they had any items they wanted including in the Forward Work Programme.

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

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.

34. MTFS & BUDGET SETTING 2023-24 (STAGE 2) (S&HC OSC)

Exclusion of the press and public was moved by Councillor Owen and seconded by Councillor Robert Davies.

A presentation was provided by the Chief Officer (Social Services) which covered the following areas:-

- Reminder of the Council's Budget Position
- Social Services Cost Pressures
- Social Services Budget Reductions
- Social Services – Past Efficiencies
- Adult Social Care – Risk, Issues and Resilience
- Children's Services – Risk, Issues and Resilience
- Safeguarding and Commissioning – Risk, Issues and Resilience
- Out of County Cost Pressure
- Budget Procedure – Stage 2
- Budget Procedure – Stage 3 (Final)

Following the presentation, officers responded to questions raised by Members.

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

RESOLVED:

- (a) That Members review and comment on the Social Care portfolio's cost pressures;
- (b) That Members review on the Social Care portfolio's options to reduce budgets and
- (c) That Members advise on any areas of cost efficiency it believes should be explored further.

35. ANNUAL REPORT OF THE NORTH WALES REGIONAL PARTNERSHIP BOARD 2021/2022

The Senior Manager - Safeguarding and Commissioning introduced the report which is a requirement within the Part 9 of the Social Services and Well-Being (Wales) Act 2014 that each Regional Partnership Board (RPB) prepares, published and submits its annual report to Welsh Government.

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 are:-

- To improve care and support, ensuring people have more say and control
- To improve outcomes and health and well-being
- Provide co-ordinated, person centred care and support
- Make more effective use of resources, skills and expertise

The Senior Manager - Safeguarding and Commissioning agreed to ask the Regional Board for all 125 who were included on the Project Integrated Care Fund Project list at a request from the Chair.

Councillor Mackie was concerned about the error on the contents page of the North Wales Regional Partnership Board and also questioned if the report was a generic report that had been written following Welsh Government guidelines as it was hard to scrutinise due to lack of information it contained.

The Senior Manager - Safeguarding and Commissioning responded to his concerns and explained that the structure of the report was set out within legislation but agreed that content was not. She confirmed that she would contact the Regional Collaboration Team who wrote the report to feedback comments as it was important if others have not identified points raised.

The Chief Officer (Social Services) stated that both he and Councillor Jones were members of RPB and would report back to the Board but he pointed out that there were some deliverable actions contained in the report within a circular chart but agreed that there should be the same level of delivery at a regional level as at local level. He

added that the support from the RPB had helped which was not obvious from the report.

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

RESOLVED:

- (a) That Members note the work that is required to be undertaken by the Regional partnership Board and
- (b) That Members note the work and progress undertaken in 2021/22 on the work areas being taken forward through the North Wales Regional Partnership Board.

36. DOUBLE CLICK

The Service Manager for Children with Disabilities and Adults under 65 Years presented the report, informing Members that Double Click Social Enterprise supported people with mental health problems in occupational achievement. She explained that it was previously a Social Services work scheme but transformed into a Social Enterprise in 2016 and that they were based in Rowley's Drive in Shotton providing design and print services for the public and offered training and employment qualifications to over 20 people with mental health problems at any one time. She introduced Andy Lloyd-Jones, the General Manager of Double Click, who was at the meeting to answer any questions from Members.

The Chair advised Members that they would each be given a product guide and a calendar as a sample of their work which was produced by former trainee who was now a volunteer and mentored two trainees in photography at Double Click. She added that at a recent visit she was amazed at the increased confidence in some of the people.

Councillor Mackie admitted that he did not think Double Click would work when he read the business plan a number of years ago but happily had been proved wrong and agreed that they do a great job.

In response to a concern from Councillor Mackie, the General Manager confirmed that there were a number of businesses called 'Double Click' but did not want to change the name as the people that used them were loyal local businesses and as well as being a commercial business but they are also a training and development support unit. He added that income had increased every year since it started in 2016 even during the pandemic which he was very proud of. He added that the introduction of online training during that time was a positive thing which was something they hoped to introduce again in the future at this would benefit people who were too anxious to go out. He welcomed any Members to go and visit them to see the work that they did.

Councillor Owen asked how to refer people to Double Click and in response the General Manager said the first point of contact was Alison Adams before being referred for an informal meeting with Double Click to make sure that Double Click was right for the person and the person was right for them but unfortunately there was a waiting list.

The Service Manager for Children with Disabilities and Adults under 65 Years informed members that Alison Adams, who takes the referrals for Double Click and various other mental health options, worked in Mental Health Support Services for Flintshire County Council and that she would find out how long the waiting list was and inform Members.

Councillor Gladys Healey asked if they recruited school leavers who left school with no qualifications and low confidence. The Service Manager for Children with Disabilities and Adults under 65 Years advised that referrals came through the mental health team but they needed to be over the age of 18. The General Manager advised the Chair that they did not recruit apprentices.

The recommendation in the report was moved by Councillor Linda Thomas and seconded by Councillor Robert Davies.

RESOLVED:

That Members note the progress and success of Double Click.

Councillor Ian Roberts apologised for his late arrival to the meeting as he was held up in another meeting and missed the budget debate but would get a full update from the Chair and Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing.

37. GROWING PLACES AND HFT

The Commissioning Manager introduced the report giving an update on the Learning Disability Day and Work Opportunities Services and the current contractual situation with a partner organisation called Hft who are a nationwide, charitable organisation who have a 5 year contract to deliver the service with the Council effective from February 2018 with an option in the contract to extend for a further 2 years until January 2025. They provide meaningful activities across several day centres and work environments. They also provide 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.

The Chief Officer (Social Services) explained that Hft was a financial success similar to Double Click and had brought in huge added value from their own resources both financially and creatively. The reinvigoration of the group of services was startling as some of the services needed to be renewed which they had eg Hwb Cyfle being the centre piece. He made reference to point 2.02 in the report and stated that the renewal of the contract should reflect that non TUPE staff should be considered for inflationary increases along with other running costs.

Councillor Mackie thanked the Chief Officer (Social Services) for his comments and appreciated that all information could not be given in the report as it was commercially sensitive but suggested that all the information that he had just verbally given should be included in the report in order to agree the extension of the 2 year contract.

In response the Chief Officer (Social Services) took his point on board and hoped that the 2 year extension was confirmed and then more detail of their success would be discussed at a later date.

The recommendation in the report was moved by Councillor Mackie and seconded by Councillor Gladys Healey.

RESOLVED:

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

38. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

None.

(The meeting started at 2.00 pm and ended at 4.15 pm)

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Chair



SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	19 January 2023
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
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	
	How to become a Micro Carer	To raise awareness of the Micro Care initiative.	Awareness raising	Chief Officer – Social Services	
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

Action tracking from Social & Health Care OSC December 2022

Item/Date	Discussion	Action	By whom	Status
8 December 22	The Senior Manager – Safeguarding and Commissioning responded to his concerns and explained that the structure of the report was set out within legislation but agreed that content wasn't. She confirmed that she would contact the Regional Collaboration Team who wrote the report to feedback comments as it was important if others have not identified points raised.	Feedback comments to Regional Collaboration Team	Jane Davies	Completed
Double Click	Clarification requested regarding waiting times to access Double Click services.		Jo Taylor	Email circulated advising there is no waiting list for attendance at Double Click at the current time. Completed.

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SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 19 January 2023
Report Subject	Safeguarding Adults and Children's Annual Report
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer, Social Services
Type of Report	Operational

EXECUTIVE SUMMARY

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

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

This report is also to highlight the variety of work covered by the Safeguarding Unit and the activity it undertakes, including the previous response to the COVID 19 pandemic.

The report will also update members with brief details about the Wales Safeguarding procedures launched in 2019.

RECOMMENDATIONS

1	That members accept this report as relevant information in relation to Flintshire Safeguarding for the period 1 st April 2021 to 31 st March 2022 and additional information provided.
2	That members take due regard to the variety of activity across the Safeguarding Unit and the continuing development and improvement in service provision.

REPORT DETAILS

1.00	EXPLAINING THE ACTIVITY OF THE SAFEGUARDING UNIT
1.01	<p>The Flintshire Safeguarding Unit has been a single unified team since early 2016. The Safeguarding Unit Service Manager reports directly to the Senior Manager for Safeguarding and Commissioning. The team currently comprises 24 people and is based in County Offices Flint. They have close working relationships with Children and Adult Social Care and key partner agencies both locally and regionally.</p>
1.02	<p>The Safeguarding Unit oversees all aspects of work related to their core responsibilities which are:</p> <ul style="list-style-type: none"> • Child Protection (CP) • Adult Safeguarding • Adults at Risk (AAR) • Deprivation of Liberty Safeguards (DOLS) • Children Looked After (CLA) <p>The Safeguarding Unit team are also involved in Regional Safeguarding Board sub-groups including delivery groups, policy and procedures, performance and quality audit groups; delivery of training for both adults and children, child practice review and adult practice reviews when required and investigations.</p> <p>In addition to our own internal case file audits, the team have completed audits to support practice and development of internal teams within Children’s Services and Adult Services.</p>
1.03	<p>Continuing impact of COVID 19 and response of the Safeguarding Unit</p> <p>Whilst this report focuses on the data analysis and narrative of the period April 2021 – March 2022, the period since late March 2020, the start of the pandemic, to date has brought many challenges to the Unit, as processes have adapted to working under local and National restrictions linked to the pandemic.</p> <p>The Safeguarding Unit in its entirety moved to a ‘working from home’ model in March 2020. Processes were swiftly adapted to ensure business as usual was maintained and statutory responsibilities were met. The team were fortunate to be able to continue their work remotely and have adapted to the use of video conferencing facilities for all aspects of their work when required. High standards were maintained, timescales were adhered to and professional partnerships and business relationships have continued.</p> <p>Flintshire were one of the first areas in North Wales to move their entire child protection case conferencing and Children Looked After Reviews to a remote platform within the first week of lockdown restrictions. We moved back to face to face Child Protection Case Conference in October last year following consultation with partner agencies. Independent Reviewing Officers operate a hybrid model utilising video conference facilities when needed or convening face to face meetings where necessary. We have only</p>

	<p>recently had a full working hybrid model fitted in one of the conference rooms so this will provide flexibility as we continue to adapt to new working practices.</p> <p>Adult Safeguarding Strategy meetings have continued to use video conferencing facilities as this has proved to be a better use of partner agency time and has ensured a consistent attendance. The Best Interest Assessors have maintained a presence, within government guidelines, in the Care Homes in order to fulfil duties under DOLs. Social workers within the Adult Safeguarding and Adult at Risk teams have followed local and government guidelines and supported people in the community, safeguarded individuals and continued their community work where needed.</p>
1.04	<p>Safeguarding under COVID 19</p> <p>In the early part of the pandemic, the adult safeguarding team experienced a sharp reduction in the amount of referrals from care homes and the general public. This was reflected across the region. In mid-Summer 2020 it was noted that referrals were back on a par with those from last year and this pattern has continued to date. For child protection and Children Looked After, COVID did not substantially reduce the work coming through the front door. Numbers on the register were already high at the start of lockdown and continued to rise as referrals for those needing the highest protection continued to be sent into the Local Authority.</p>
1.06	<p>Positive learning from the pandemic</p> <p>Whilst nobody would choose to work under such challenging circumstances as has been experienced over the past 2 years, the Safeguarding Unit never lost focus on protecting children, young people and adults at risk and ensuring our processes adapted and evolved in the continually changing work environment of the pandemic. The Safeguarding Unit have learned they are able to work in a dynamic way using technology to ensure statutory responsibilities are fulfilled. The team will continue to work using a hybrid model for the immediate future. Maintaining good performance under such unprecedented circumstances is a testament to the Safeguarding Unit's priority of ensuring the most vulnerable adults, children and families are safeguarded.</p>
1.07	<p>National Safeguarding Procedures</p> <p>In November 2019, Wales become the first part of the UK to introduce a single set of safeguarding guidelines to help protect children and adults at risk, with the launch of the new Wales Safeguarding Procedures mobile app. Use of the Procedures is now 3 years old.</p> <p>The procedures set out what to do if anyone working with children or adults suspect an individual is experiencing, or at risk of, abuse, neglect or other kinds of harm.</p> <p>Uniquely there are no printed copies of the procedures. Instead they are available to everyone online, either via the dedicated Wales Safeguarding Procedures website or a mobile app. This means that there will always be a single up-to-date version available to all practitioners. It will also make finding information quick and easy.</p>

	<p>'Pointers for practice' are featured throughout both the web and app versions of the procedures and provide simple 'how to' guidance for practitioners. These draw on the latest research and practice developments. Both platforms feature a searchable glossary which makes it easier for people to work in partnership by ensuring that every practitioner is using the same terminology in the same way, irrespective of their sector or professional discipline.</p> <p>Many of the changes within the children's procedures are about practice. The procedures place an emphasis on aspects such as co- production, person centered approaches, advocacy, use of reflective practice and practitioner judgement. Importantly, there is a strong focus on the 'daily lived experience of the child and their carer' which forms an integral part of information gathering, assessments and recording. The procedures refer to the Social Worker "seeing the child", not just setting eyes on them.</p> <p>Safeguarding processes remain largely consistent to the previous All Wales Procedures with some key changes. The Regional Safeguarding Board has produced a 'quick guide' to the key changes for both adults and children and these can be found in the appendix. Flintshire produced a Practice Directive to ensure changes were understood locally.</p>
1.08	<p>Deprivation of Liberty Safeguards (DOLS)</p> <p>The Safeguarding Unit has two full-time Best Interest Assessors (BIAs) who are responsible for undertaking Best Interest Assessments for individuals who meet criteria in accordance with the Mental Capacity Act Deprivation of Liberty Safeguards. In October 2022 we secured a second Senior Practitioner who is solely responsible for DOLS and ensuring standards are maintained. The Safeguards apply to people in care homes and hospitals, and the local authority is responsible for assessing Flintshire residents in care homes.</p> <p>A person is deprived of their liberty if they:</p> <ul style="list-style-type: none"> • Lack mental capacity to agree to live in the care home and • Are under continuous supervision and control and • Would be prevented from leaving the care home if they were to try to do so. <p>Deprivations of Liberty in Flintshire care homes are assessed by a BIA and by a specialist doctor. Numbers of applications have increased year on year from 13 applications in 2013-2014 (before a significant new judgement, known as Cheshire West, widened the scope of DoLS) to the number of applications received in 2019/20 being 383. The number of referrals received means that careful prioritisation is need to ensure that those most in need receive assessments.</p> <p>The impact of the lockdown was felt in the subsequent months when access to people residing in care homes was restricted or in many cases, not allowed at all. All of the applications received in the period came from Care Homes. The majority of people were located in Flintshire homes, however a substantial amount of people were in placements outside the reporting authority, which made assessments more difficult to obtain after March</p>

	<p>2020. Whilst travel was legitimate, access to people in Care Homes was limited.</p> <p>The majority of Relevant Person’s Representatives are paid representatives, with the other 45% being a family member, friend or carer. Throughout the period of Covid-19 restrictions, assessors worked imaginatively to gather the best information they could about the person they were assessing. In each case the assessors have based their approach on an individual assessment of the communication skills of the person, and on the safety requirements of the home. Keeping the person at the centre of the assessment has been a priority and the supervisory body gratefully acknowledges the support of the care homes and our assessors in making sure we have been able to continue to provide this person-centred response.</p>
1.09	<p>New Liberty Protection Safeguards (LPS)</p> <p>It has been recognised nationally that DoLS is “not fit for purpose”, as the numbers of people deprived of their liberty exceed the resources available to manage the assessments required. In 2018 the UK Government published a Mental Capacity (Amendment) Bill which became law in April 2019 and was due to be implemented in October 2020. The Bill set out a new model, the Liberty Protection Safeguards, which will replace DoLS in England and Wales. The new implementation timescales have been substantially delayed by the pandemic. A recent consultation ended on 14 July 2022 and the information is currently being analysed. Latest information suggests that LPS will not be implemented fully until October 2023 at the earliest however this is unconfirmed and more recent reports indicate that no implementation date has been agreed.</p>
1.10	<p>The new Liberty Protection Safeguards will:</p> <ul style="list-style-type: none"> • Cover people of sixteen years and over (DoLS applied to people of eighteen and over) • Apply to people living in the community as well as to people in care homes and hospitals • Put more responsibility on the providers and commissioners of care to gather together the assessments required and to send them into the responsible body. • Expect the responsible body (which will in many cases be the local authority) either to authorise the deprivation of liberty or, if the person being assessed appears to be objecting to the placement, to arrange for a more in-depth assessment from an Approved Mental Capacity Professional. • Give people the right to appeal to the Court of Protection if they wish to appeal against the deprivation of their liberty. <p>The LPS scheme applies to community settings, as well as to care homes and hospitals. It also applies to anyone from 16 years old and above, rather than 18 as is the case with DoLS.</p> <p>LPS will introduce a two-tier system of protection. This means that in most cases the ‘responsible body’ (the Local Authority for social care cases and the NHS for hospitals) would rely on a number of assessments to establish whether the planned care arrangements are ‘necessary and proportionate’ to meet the individual’s needs. In most cases the responsible body will scrutinise the assessments and, if appropriate, authorise the deprivation of</p>

	<p>liberty. In complex cases an Approved Mental Capacity Practitioner will be appointed to carry out a more detailed assessment, which will include an interview with the person in question.</p> <p>The Safeguarding Unit continue to work to current DoLS guidance while preparing for the implementation of LPS and representatives of the Safeguarding Unit regularly attend the Flintshire LPS Project Group.</p>														
<p>1.11</p>	<p>Adult Safeguarding and Adults at Risk</p> <p>The Social Services and Wellbeing (Wales) Act 2014 (SSWBA) expects the Local Authority to undertake relevant enquiries and decide on next steps within 7 working days of receipt of an adult safeguarding report.</p> <p>Between 1st April 2021 and 31st March 2022, 570 adult safeguarding reports that met the threshold for enquiries under Section 126 were completed, with 93% of enquiries being completed within seven days. This reflected an increase in demand from 547 reports the previous year, when 97% of enquiries were completed within seven days. Over the six months from April 1st 2022 to 30th September 2022, 354 reports have been received at the Single Point of Access (SPOA), reflecting an expected level of activity for the period. The majority of these referrals have involved Neglect and Physical Abuse.</p> <p>Referrals are becoming more complex and financial abuse is an increasing trend within Adult Safeguarding. The number of Adult Safeguarding reports have continued to increase putting pressure on the team to screen initial referrals and undertake our duty to enquire. Year on year the number of safeguarding referrals has increased from 440 in 2016/17, 526 in 2017/18, 679 in 2018/19, 736 2019/20, 562 in 2020/21 and 755 in 2021/22.</p> <div data-bbox="300 1193 1394 1765" data-label="Figure"> <table border="1"> <caption>Adult Safeguarding Reports received by year</caption> <thead> <tr> <th>Year</th> <th>Number of Reports</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>440</td> </tr> <tr> <td>2017/18</td> <td>526</td> </tr> <tr> <td>2018/19</td> <td>679</td> </tr> <tr> <td>2019/20</td> <td>736</td> </tr> <tr> <td>2020/21</td> <td>562</td> </tr> <tr> <td>2021/22</td> <td>755</td> </tr> </tbody> </table> </div>	Year	Number of Reports	2016/17	440	2017/18	526	2018/19	679	2019/20	736	2020/21	562	2021/22	755
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<p>1.12</p>	<p>The Adult Safeguarding Team have convened 73 strategy meetings between 1st April 2019 and 31st March 2020.</p> <p>The Adult Safeguarding Team undertake internal audits on a regular basis to identify areas for development and ensure consistency of approach. Flintshire employs an Adult Safeguarding Social Worker whose role is to enquire and investigate referrals as required and to work closely with families and individuals to keep them informed of the process, the actions</p>														

	<p>being undertaken and the outcomes. As a result of this work we have noticed that very few individual or families ask to be involved with Case Conferences as they have already been a part of the process and fully engaged. The increase in staff for the Adult Safeguarding Unit will also allow us to ensure that all families and adults at risk are informed at each stage of the process. Our numbers for adult safeguarding conferences remain low.</p> <p>The team are continuing to promoting the use of advocates to allow those with no voice to be engaged in the process. The role of advocates is integral to a number of areas of work within safeguarding. Advocacy Services are used as Relevant Person’s Representatives (RPRs) when undertaking DOLS assessments. When Adult Safeguarding reports are received, consideration is always given to the subject of the referral and whether they require independent advocacy services to ensure their needs are met and their voice is heard.</p>
1.13	<p>Children’s Safeguarding and the Child Protection Register</p> <p>The purpose of the Child Protection Register (CPR) is to keep a confidential list of all children in Flintshire who have been identified as being at risk of significant harm in accordance with the categories of abuse within the All Wales Child Protection Procedures (AWCPP) 2008. The same categories are reflected in the new Wales Safeguarding Procedures. The Safeguarding Unit are responsible for maintaining the CPR, providing information to relevant partner agencies about children on the register and ensuring that Child Protection plans are formally reviewed in accordance with the Wales Safeguarding Procedures .</p>
1.14	<p>Number on the Register</p> <p>Numbers on the register fluctuate as cases progress through the system. If risk reduces, children may be removed from the register and supported through more informal means. If risk increases, cases can progress into court proceedings and children can be taken into care.</p> <p>The Safeguarding Unit have no control over the number of referrals into First Contact nor do they have influence over which cases come to conference.</p> <p>At the end of March 2019 there were 131 children on the register. At the end of March 2020 there were 201 children on the register. At the end of March 2021 there were 146 children on the register. At the end of March 2022 there were 131 children on the register. By the end of September 2022 there were 189 total children which included 18 temporary registrations. By January 5th 2023 there were 203 children on the register, 196 are Flintshire children including 3 unborn children and 7 temporary registrations.</p> <p>It should be noted that other areas in North Wales have experienced similar high levels of registered children. An internal audit was undertaken last year to determine whether there were any trends or reasons for the high numbers. Over the past 12 months we have had large numbers of multiple sibling families which has increased the overall total. The audit did not identify any concerns in practice.</p>

1.15	<p>Categories of Risk</p> <p>For the past two years the highest category has been emotional abuse as a single category with the next highest being Physical and Emotional abuse. This year the highest category remains Emotional Abuse. Emotional Abuse unfortunately continues to be linked with high levels of reported Domestic Abuse, usually linked to alcohol and/or drug misuse.</p>
1.16	<p>Length of time on the register</p> <p>Children on the register are reviewed in line with AWCPP guidelines. Initially at 3 months and thereafter within 6 months.</p> <p>Children reaching their 3rd review are automatically reviewed under the County and Public Law Outline and are subject to a Legal Advice Meeting (LAM) to identify whether the case should be moving into court proceedings.</p> <p>Children’s Safeguarding Managers regularly review cases that have been on the register for 12 months or more. The findings are reported to Senior Managers and discussed within Regional Safeguarding Delivery Groups.</p> <p>On 30 September 2022 28 young people from 17 families had been on the CPR for more than 12 months, the longest being 22 months</p> <p>There are processes in place with Children’s Services Service Managers to ensure such cases are reviewed within Legal Advice Meetings and Senior Managers meetings to ensure there is no drift.</p> <p>All cases of re-registration within 12 months of de-registration are audited on behalf of the Safeguarding Board each year.</p> <p>During the period 01/04/2022 to 30/09/2022, there was 5 children registered to the Child Protection Register within 12 months of their previous registration.</p>
1.17	<p>Number of Child Protection Case Conferences held</p> <p>The breakdown for the number of case conferences held is given below. Up to 8 conferences a week are chaired and minuted by the Safeguarding Unit. Initial case conferences are convened within 15 working days of the strategy decision to come to conference and reviews are held as stated in above.</p> <p>From April 2021 to March 2022, 99% of initial child protection conferences and 99% of review conferences were carried out within statutory timescales. From 1st April 2022 to 30th September 2022, 90% of initials and 100% of reviews were held in timescales, all using remote virtual facilities.</p> <p>Any conferences that have to go outside timescales are agreed with the Service Manager for Social Care and Safeguarding. In the interim, Children’s Social Services ensure immediate safeguarding issues are managed with relevant partner agencies.</p> <p>544 Child Protection Conferences were held between 1st April 2021 and 31st March 2022.</p>
1.18	<p>Looked After Children</p> <p>The number of Looked After Children has previously remained relatively steady but has been increasing both locally, regionally and nationally.</p>

	<p>At the end of September 2022 there were 255 children being looked after by the Local Authority, 63 with Flintshire Foster Carers and 95 living with their parents or with relatives under connected person arrangements. Eight Special Guardianship Orders have been made so far this year since 1st April 2022.</p> <p>Between 1st April 2022 and 30th September, 33 children started to be looked after, 32 have left care and there have been 68 placement moves.</p> <p>Children can leave care for a number of reasons, either going home to their families, becoming adopted or reaching 18 years of age where they no longer need to be reviewed under looked after procedures. Children can receive support and services up to the age of 19 from transition services. Young people can also be supported through Pathway Plans up until they are 24 years old should they need this input.</p> <p>There are 4 Independent Reviewing Officers (IROs), within the Safeguarding Unit who review Care Plans and ensure placements are appropriately supporting the children.</p> <p>Flintshire Children are in the main located with Flintshire Foster Carers or at home under Placement with Parents regulations. However, IROs do have cases as far as South Coast of England, North of England and Ireland and they are expected to travel to the placement address to hold their reviews. This has an evident impact on available resources. During the pandemic, travel was restricted and the IROs were not travelling to placement addresses unless absolutely necessary. Contact with children, families and foster carers was maintained using virtual platforms. However, IROs are now holding more face to face meetings and travelling across the UK to visit their cases.</p>
1.19	<p>Links to the Regional Safeguarding Board</p> <p>The Strategic shared priorities of the Board are:</p> <ol style="list-style-type: none"> 1. To respond effectively to the learning identified from Regional Adult / Child Practice reviews, Regional Multi-agency professional's forum and the National and UK reviews. (NWSB) 2. Effective engagement and communication: To improve engagement and consultation with children and adults at risk, vulnerable groups, professionals and partnerships (NWSB) 3. To support the implementation of new legalisation in 2022 including End Physical Punishment and Liberty of Protection Safeguards alongside responding to national action plans on Child Sexual Abuse and preventing abuse of Older People. 4. To continue to ensure a robust, resilient and consistent approach to safeguarding practice during the Covid-19 pandemic (NWSB) <p>The North Wales Safeguarding Annual Report 2021- 2022 provides a detailed narrative around the previous priorities and response to the pandemic across the region. Members of the Safeguarding Unit support the work of the Board by attending Policy and Procedure subgroups, Audit groups, Task and Finish groups and Section 5 meetings.</p>

1.20	<p>Learning from Child Practice Review (CPR), Adult Practice Reviews (APR) and Domestic Homicide Reviews (DHR)</p> <p>In accordance with the Safeguarding Boards (Functions and Procedures) (Wales) Regulations 2015 (which came into force 6 April 2016), Safeguarding Boards have a statutory responsibility to undertake multi-agency practice reviews in circumstances of a significant incident where abuse or neglect of an adult at risk is known or suspected and the adult or child has died, sustained potentially life threatening injury or serious and permanent impairment of health or development.</p> <p>Practice guidance for completing practice reviews has been issued under section 145 Social Services and Well-Being (Wales) Act 2014. The purpose of practice reviews is to learn lessons, to inform and improve practice. The outcome of a review is intended to generate professional and organisational learning and promote improvement in future inter agency protection guidance.</p> <p>Practice reviews do not seek to apportion blame.</p> <p>There are two types of review:</p> <ul style="list-style-type: none"> • Concise Practice Reviews – when the person was not referred to services for protection within 6 months of the incident or death • Extended Practice Reviews – when the person was referred to services in the 6 months prior to the incident or death <p>If the criteria for the above is not met, a decision can be made to hold a Multi-Agency Professional Forum (MAPF) which is a learning event that sits outside the Regional Safeguarding Board APR/CPR review sub group. MAPF utilise case information, findings from audits, inspections and reviews to develop and disseminate learning to improve local knowledge and practice and also inform the Safeguarding Board’s future audit and training priorities.</p> <p>Domestic Homicide Reviews (DHRs) were established on a statutory basis under section 9 of the Domestic Violence, Crime and Victims Act (2004). This provision came into force on 13th April 2011. Community Safety Partnerships are required to undertake them. The Community Safety Partnership then monitors the action plan. The purpose of a DHR is to examine the circumstances that led to a reported death and review the contact that organisations had with the victim and offender also identifying lessons to be learnt.</p>
1.21	<p>Flintshire APRs, CPRs and DHRs</p> <p>When cases come to the attention of safeguarding, consideration is always given to whether a case should be recommended for APR or MAPF. This consideration is also part of the safeguarding audit tool. Adult Locality teams can also refer cases to the APR subgroup as can any agency. Consideration for a CPR is usually determined within a PRUDIC (Procedural Response for Unexplained Death in Children) meeting however, again any agency can refer to the CPR subgroup.</p> <p>Currently in Flintshire work on a CPR has recently concluded which is due for publication soon. It is currently with Welsh Government for approval.</p>

	<p>There is also an extended CPR in progress with work ongoing. There has already been a learning event for staff and agencies involved in the case. All staff, across all agencies, are offered emotional support following such cases.</p> <p>With regards to Adult Practice Reviews, the Action Plan for an extended APR has recently been completed and signed off by the North Wales Adult Safeguarding Board.</p> <p>A further extended APR has recently concluded and the report will be forwarded to the North Wales Adult Safeguarding Board in the next few months. The recommendations from this report will be drawn into an Action Plan which will be implemented by the Council. Progress on the Action Plan will be monitored by the Flintshire and Wrexham Adult Safeguarding Delivery Group and this will be reported back to the North Wales Adult Practice Review Group.</p> <p>The North Wales Region has been adhering to the SSWBA by actively considering cases that would fit the criteria for APR/CPR. This means that North Wales has the correct number of active cases, particularly with APRs. This has a resource impact on all agencies and there has been an issue with delays in commencing reviews due to scarcity of trained reviewers, however, the Board has addressed this issue through recent training.</p>
1.22	<p>Learning from CPRs and APRs</p> <ul style="list-style-type: none"> • When relevant CPRs are published nationally, Practice Directives are drafted by Flintshire's Children's Services Team Managers with summaries of the key issues and these are shared with all teams • The Regional Safeguarding Board send out weekly bulletins highlighting published CPRs and APRs regionally • Learning events are held following CPRs and APRs where practitioners meet to discuss key themes and lessons from the investigations. • Action Plans emanating from CPRs and APRs are monitored locally and regionally through the Safeguarding Board and through the Flintshire & Wrexham Children's Delivery Group and the Flintshire & Wrexham Adult Delivery Group, subgroups of the Children's and Adults Regional Boards • Specific recommendations from other Local Authority CPRs/APRs can come from other agencies for action within Social Services. <p>All CPR and APR Final Reports are published on the Welsh Government website and North Wales APR and CPR Reports are also published on the North Wales Safeguarding Board website.</p> <p>Social Services managers and staff are acutely aware that the key messages from National, Regional and Local APRs/CPRs are usually about lack of information sharing and poor communication between partner agencies.</p> <p>Flintshire Social Services are well informed about current themes and trends in outcomes of APRS/CPRs. Case file audits, supervision, legal advice meetings, multi-agency case management meetings, learning and training workshops, access to online research and case discussion are all</p>

	tools to ensure outcomes from APRs/CPRs are at the forefront of the work that is undertaken in Flintshire to safeguard children, adults and families.
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2.00	RESOURCE IMPLICATIONS
2.01	There are no resource implication arising from this report.

3.00	CONSULTATIONS REQUIRED/CARRIED OUT
3.01	N/A

5.00	APPENDICES
5.01	None

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>Wales National Safeguarding Procedures http://www.safeguarding.wales/ http://www.diogelu.cymru/</p> <p>Wales National Safeguarding Procedures FAQs https://www.northwalessafeguardingboard.wales/wp-content/uploads/2019/11/Wales-Safeguarding-Procedures-Frequently-Asked-Questions.pdf</p> <p>https://www.bwrdddiogelugogleddcymru.cymru/wp-content/uploads/2019/11/Cwestiynau-Cyffredin-am-Weithdrefnau-Diogelu-Cymru.pdf</p> <p>Wales National Safeguarding Procedures What has changed Adults https://www.northwalessafeguardingboard.wales/wp-content/uploads/2020/06/Whats-Changed-Adults-Eng.pdf</p> <p>https://www.bwrdddiogelugogleddcymru.cymru/wp-content/uploads/2020/06/Beth-syn-Wahanol-Diogelu-Oedolion.pdf</p> <p>Wales National Safeguarding Procedures What has changed Adults https://www.northwalessafeguardingboard.wales/wp-content/uploads/2020/06/Whats-Changed-Children-Eng.pdf</p> <p>https://www.bwrdddiogelugogleddcymru.cymru/wp-content/uploads/2020/06/Beth-syn-Wahanol-Diogelu-Plant.pdf</p> <p>North Wales Safeguarding Board Annual Report 2021-2022 https://www.northwalessafeguardingboard.wales/wp-content/uploads/2022/07/Formatted-Annual-Report-2021-2022.pdf</p>

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Jayne Belton Safeguarding Unit Service Manager</p> <p>Telephone: 01352 702600</p> <p>E-mail: Jayne.Belton@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
	<p>(1) Looked After Child: Looked after children are children and young people who are in public care and looked after by the state. This includes those who are subject to a care order or temporarily classed as looked after on a planned basis for short breaks or respite care. The term is also used to describe ‘accommodated’ children and young people who are looked after on a voluntary basis at the request of, or by agreement with, their parents.</p> <p>(2) Section 47 Investigation Where information gathered during a Referral or an Assessment results in the social worker suspecting that the child is suffering or likely to suffer Significant Harm, a Strategy Discussion Meeting should be held to decide whether to initiate enquiries under Section 47 of the Children Act 1989. Strategy Discussions/Meetings should be held as soon as possible, bearing in mind the needs of the child. A Section 47 Enquiry will decide whether and what type of action is required to safeguard and promote the welfare of a child who is suspected of, or likely to be, suffering significant harm.</p> <p>(3) Section 126 Enquiry Section 126 (2) of the SSWBA sets out that ‘if a local authority has reasonable cause to suspect that a person within its area (whether or not ordinarily resident there) is an adult at risk, it must;</p> <p>a) Make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action should be taken (whether under the Act or otherwise) and if so, what, and by whom; and</p> <p>b) Decide whether any such action should be taken.’</p> <p>(4) Liberty Protection Safeguards: The Liberty Protection Safeguards will replace DoLS and is due to be implemented in October 2020. LPS will:</p> <ul style="list-style-type: none"> • Cover people of sixteen years and over (DoLS applied to people of eighteen and over) • Apply to people living in the community as well as to people in care homes and hospitals • Put more responsibility on the providers and commissioners of care to gather together the assessments required and to send them into the responsible body. • Expect the responsible body (which will in many cases be the local authority) either to authorise the deprivation of liberty or, if the person being assessed appears to be objecting to the placement, to arrange for a more in-depth assessment from an Approved Mental Capacity Professional. • Give people the right to appeal to the Court of Protection if they wish to appeal against the deprivation of their liberty.

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SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 19 th January, 2023
Report Subject	Mid-Year Performance Monitoring Report
Cabinet Member	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
Report Author	Chief Officer (Social Services)
Type of Report	Strategic

EXECUTIVE SUMMARY

The Council Plan 2022/23 was adopted by the Council in July 2022. This report presents the mid-year out-turn of progress against the Council Plan priorities identified for 2022/23 relevant to the Social & Health Care Overview & Scrutiny Committee.

This out-turn report for the 2022/23 Council Plan shows 59% of activities are making good progress. 70% of the performance indicators have met or exceeded their targets, 9% are being closely monitored and 21% are currently not meeting target.

This report is an exception-based report and concentrates on those areas of performance which are not currently achieving their target.

RECOMMENDATION

1.	To support levels of progress and confidence in the achievement of priorities as at mid-year within the 2022/23 Council Plan.
2.	To endorse and support overall performance against 2022/23 Council Plan performance indicators as at mid-year.
3.	To be assured by explanations given for those areas of underperformance.

REPORT DETAILS

1.00	EXPLAINING THE PERFORMANCE AT MID-YEAR 2022/2023
1.01	The Council Plan performance report provides an explanation of the progress made towards the delivery of the priorities set out in the 2021/22 Council Plan. The narrative is supported by information on performance indicators and/or milestones.
1.02	This report is an exception-based report and concentrates on those areas of performance which are not currently achieving their target.
1.03	<p>Monitoring Activities</p> <p>Each of the sub-priorities under each theme within the Plan have high level activities which are monitored over time. 'Progress' shows action against scheduled activity and is categorised as:</p> <ul style="list-style-type: none"> • RED: Limited Progress – delay in scheduled activity and, not on track • AMBER: Satisfactory Progress – some delay in scheduled activity, but broadly on track • GREEN: Good Progress – activities completed on schedule and on track
1.04	<p>In summary our overall progress against activities is:</p> <p>Progress RAG</p> <ul style="list-style-type: none"> • We are making good (green) progress in 91 (59%) activities • We are making satisfactory (amber) progress in 53 (35%) activities • We are making limited (red) progress in 9 (6%) activities
1.05	There are no activities which showed a red RAG status relevant to the Social & Health Care Overview & Scrutiny Committee.
1.06	<p>Monitoring our Performance</p> <p>Analysis of performance against the performance indicators is undertaken using the RAG status. This is defined as:</p> <ul style="list-style-type: none"> • RED - under-performance against target. • AMBER - where improvement may have been made but performance has missed the target. • GREEN - positive performance against target.
1.07	<p>Analysis of current levels of performance against target shows the following:</p> <ul style="list-style-type: none"> • 39 (70%) have achieved a green RAG status • 5 (9%) have an amber RAG status

	<ul style="list-style-type: none"> 12 (21%) have a red RAG status
1.08	There are no performance indicators (PIs) which show a red RAG status for current performance against target, relevant to the Social & Health Care Overview & Scrutiny Committee.

2.00	RESOURCE IMPLICATIONS
2.01	There are no specific resource implications for this report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT																						
3.01	<p>Ways of Working (Sustainable Development) Principles Impact</p> <table border="1"> <tr> <td>Long-term</td> <td rowspan="5">Throughout all the Mid Year Monitoring Report there are demonstrable actions and activities which relate to all the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2022/23.</td> </tr> <tr> <td>Prevention</td> </tr> <tr> <td>Integration</td> </tr> <tr> <td>Collaboration</td> </tr> <tr> <td>Involvement</td> </tr> </table> <p>Well-being Goals Impact</p> <table border="1"> <tr> <td>Prosperous Wales</td> <td rowspan="7">Throughout the Mid-Year Monitoring Report there is evidence of alignment with the Well-being Goals. Specific strategic and policy reports include impact and risk assessments.</td> </tr> <tr> <td>Resilient Wales</td> </tr> <tr> <td>Healthier Wales</td> </tr> <tr> <td>More equal Wales</td> </tr> <tr> <td>Cohesive Wales</td> </tr> <tr> <td>Vibrant Wales</td> </tr> <tr> <td>Globally responsible Wales</td> </tr> </table> <p>Council's Well-being Objectives The Council undertook a review of its Well-being Objectives during the development of the 2021/22 Council Plan and are currently being reviewed for the 2023-28 Council Plan. The updated set of Well-being Objectives are a more focused set of six. The Well-being Objectives identified have associated themes for which they resonate. See the full list below.</p> <table border="1"> <thead> <tr> <th>Theme</th> <th>Well-being Objective</th> </tr> </thead> <tbody> <tr> <td>Poverty</td> <td>Protecting people from poverty by supporting them to meet their basic needs</td> </tr> <tr> <td>Affordable and Accessible Housing</td> <td>Housing in Flintshire meeting the needs of our residents and supporting safer communities</td> </tr> <tr> <td>Green Society and</td> <td>Limiting the impact of the Council's services on</td> </tr> </tbody> </table>	Long-term	Throughout all the Mid Year Monitoring Report there are demonstrable actions and activities which relate to all the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2022/23.	Prevention	Integration	Collaboration	Involvement	Prosperous Wales	Throughout the Mid-Year Monitoring Report there is evidence of alignment with the Well-being Goals. Specific strategic and policy reports include impact and risk assessments.	Resilient Wales	Healthier Wales	More equal Wales	Cohesive Wales	Vibrant Wales	Globally responsible Wales	Theme	Well-being Objective	Poverty	Protecting people from poverty by supporting them to meet their basic needs	Affordable and Accessible Housing	Housing in Flintshire meeting the needs of our residents and supporting safer communities	Green Society and	Limiting the impact of the Council's services on
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	Environment	the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint
	Economy	Enabling a sustainable economic recovery
	Personal and Community Well-being	Supporting people in need to live as well as they can
	Education and Skills	Enabling and Supporting Learning Communities

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	The Reporting Measures are monitored by the respective Overview and Scrutiny Committees according to the priority area of interest.
4.02	Chief Officers have contributed towards reporting of relevant information.

5.00	APPENDICES
5.01	Appendix 1 - Council Plan 2022-23 Mid-Year Performance Monitoring Report.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Council Plan 2022/23.

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Margaret Parry-Jones, Overview & Scrutiny Facilitator Telephone: 01352 702427 E-mail: Margaret.parry-jones@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	Council Plan: the document which sets out the annual priorities of the Council. It is 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 requirements.' Plans for organisations should be robust; be clear on where it wants to go; and how it will get there. <u>An explanation of the report headings</u> Measures (Key Performance Indicators - KPIs)

Actual (YTD) – the year-to-date performance identified i.e. by numbers, percentages, etc

Target (YTD) – The target for the year to date which is set at the beginning of the year.

Current RAG Rating – This measures performance for the year against the target. It is automatically generated according to the data.

- **Red** = a position of under performance against target
- **Amber** = a mid-position where improvement may have been made but performance has missed the target; and
- **Green** = a position of positive performance against the target.

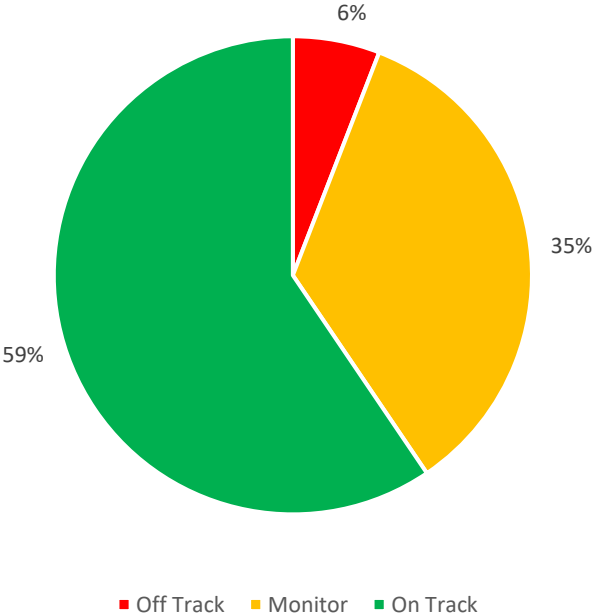
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Council Plan Mid-Year Performance Monitoring Report 2022/23

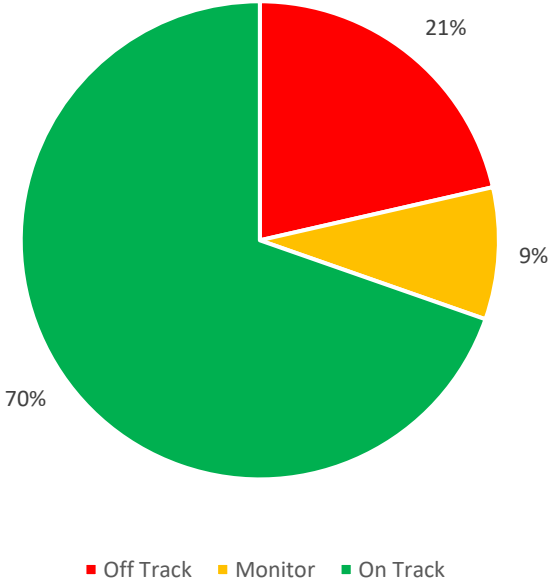


Analysis

Council Plan - Action RAG Status



Council Plan - Measure RAG Status



Key

- ▲ Red: Limited Progress – delay in scheduled activity and, not on track.
- Amber: Satisfactory Progress – some delay in scheduled activity, but broadly on track.
- ★ Green: Good Progress – activities completed on schedule and on track.

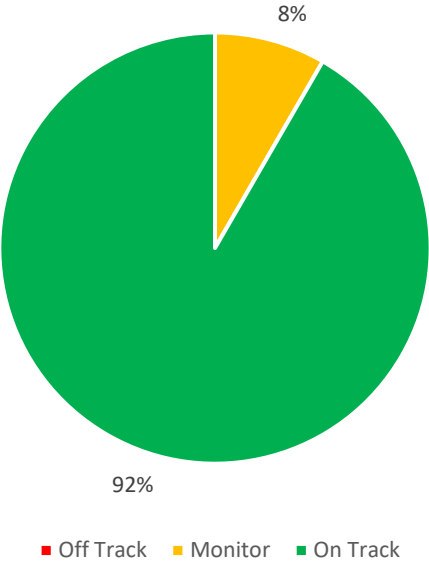
Measures Off Track

Priority	Sub-Priority	Measure	RAG
Poverty	Digital Poverty	Number of sessions provided	▲
Affordable and Accessible Housing	Housing Needs and Housing Options	Number of applicants rehoused via SARTH by All Housing Partners	▲
		Number of applicants rehoused via SARTH by Flintshire County Council	▲
	Social Housing	Number of Council Homes under construction	▲
		Number of Council Homes completed	▲
		Number of Residential Social Landlord (RSL's) homes completed	▲
		Total number of Mandatory Medium Disabled Adaptations completed	▲
		Average number of days to complete a Mandatory Medium Disabled adaptation	▲
		Total number of Mandatory Large Disabled Adaptations completed	▲
	Average number of days to complete a Mandatory Large Disabled adaptation	▲	
	Private Rented Sector	Number of inspections of HMOs	▲
Economy	Reducing worklessness	Number of individuals receiving support	▲

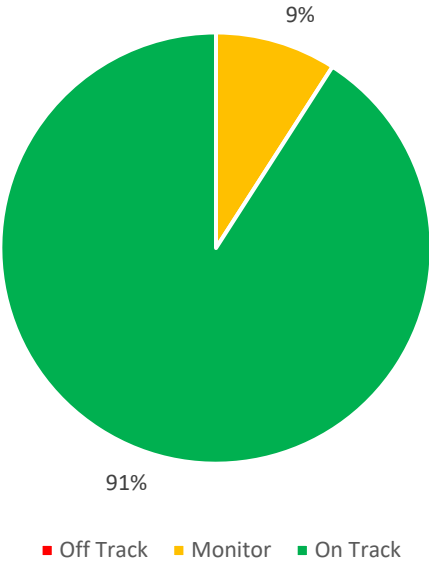
Personal and Community Wellbeing

Personal and Community Wellbeing Overall Performance

Personal and Community Wellbeing - Action
RAG Status



Personal and Community Wellbeing -
Measure RAG Status



Independent Living 2022/23

Action	Percentage Complete	RAG	Comment
Developing an action plan to recommission our advocacy service for adults	30%	★	Tender timeline/action plan is in place. The PIN notice is currently advertised with end date of 14 October 2022. Engagement and final specification is scheduled to take place in October/November. The tender will be advertised in December.
Developing an Early Years Strategy to ensure that all our children ages 0-7 have the best possible start in life and are able to reach their full potential	50%	★	Following two years of development, the draft Early Years Strategy has been approved by the Partnership and requires consultation, including work priorities and delivery. At the request of Welsh Government, Flintshire has taken on the lead role for the Regional Early Years Integration and Transformation collaboration which commenced March 2022. This integration and transformation work will create the foundation for the strategy and support the Early Years and Family Service to bring together various priority areas. These priority areas will enable the impact of the strategy to be evaluated across all workstreams and projects to support our vision of 'For all children to have the best start in life', bringing together the work that has been identified across the service. We aim to have this strategy adopted by quarter three this year.
Plan for the relocation of Tri Ffordd supported employment project to a central site in Mold	50%	★	The project is currently at the relatively early stages of architectural design (RIBA Stage 2) with a planning application date scheduled for early December 2022. The design phases are broadly on track presently though there are still some initial survey results outstanding. Initial feedback relating to planning permission for the project indicates no significant adverse issues but until application is formally granted then there is some intrinsic uncertainty as to timescales for the commencement date of the construction phase.
Supporting people to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership	70%	★	Course numbers and attendees have increased since last quarter. Social Media and webpage hits have also increased.

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS003M	Direct Payments as a % of home-based services	41.00	38.00	39.00		

We continue to deliver a good percentage of our home-based services through a direct payment. This ensures that where possible individuals have choice and control over when and how they will receive their services at home.

CSS004M	Percentage of urgent requests for equipment that meet or exceed the national 1 Day response standards	100.00	98.00	100.00		
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Equipment is managed by the North East Wales Community Equipment Service. The National standard for urgent requests is 90% within one day.

CSS005M	Percentage of requests for equipment that meet or exceed the national 7 Day standard	100.00	80.00	100.00		
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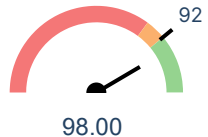
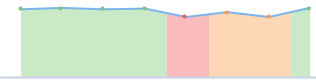
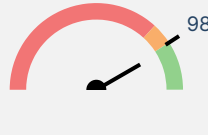
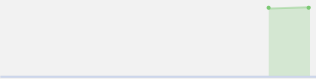
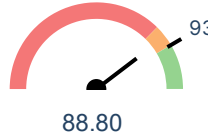

The North East Wales Community Equipment Service continue to provide 100% of equipment requests within the 7 day national standard.



CSS006M	Percentage of equipment that is re-used	93.00	70.00	92.00		
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The standard of 70% is set nationally by the "National Minimum Standards for Community Equipment Services in Wales". However, the North East Wales Community Equipment Service (NEWCES) consistently achieve better than what is requested, with an average of approximately 90% re-use of equipment rather than throwing it away. By doing this there is a yearly cost avoidance of over £2m.

Safeguarding 2022/23

Action	Percentage Complete	RAG	Comment
Continuing to promote the corporate e-learning package	50%	★	Between 1 April – 30 September, 635 social services staff completed the corporate e-learning module which equates to 57.21%. We also delivered seven safeguarding training sessions to 47 FCC staff. Virtual training sessions are aligned so the content is consistent with the All Wales e-learning module. With the addition of these sessions, we are able to provide a more accurate account of completion rates across Social Services. Virtual training is also offered to our third sector partners. The All-Wales e-learning package has been widely circulated and encouraged to our third sector partners also.
Preparing for the implementation of the new Liberty Protect Safeguard procedures	50%	★	The Liberty Protection Safeguards (LPS) will provide important rights and protections for people aged 16 and above who are or who need to be deprived of their liberty in order to enable their care or treatment, and lack the mental capacity to consent to their arrangements. People who might have an LPS authorisation include those with dementia, autism and learning disabilities who lack the relevant capacity. These procedures will replace the current Deprivation of Liberty safeguards. FCC have responded to the UK consultation on proposed changes to the Mental Capacity Act 2005 Code of Practice and implementation, and also, to the Welsh consultation on new regulations which will support the implementation of liberty protection safeguards (LPS). Both consultations closed on the 14 July 2022. The responses to the consultations are currently being reviewed. Implementation has been delayed and a date is yet to be confirmed. We are in the meantime beginning to plan for implementation of the new Liberty Protection Safeguards, and the developments are closely being followed.

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS009M	The percentage of adult safeguarding enquiries that met the 7 day timescale	98.00	92.00	97.00	 98.00	
<p>The number of enquiries received in quarter one are showing a 20% reduction overall and quarter two a 12% reduction from this time last year. This could be down to a number of factors, primarily due to the fact that during summer 2021 we were still experiences the effects of the pandemic. Enquires at that time were reflective of a local demographic still struggling with the impact of reduced services, lack of resources and a general feeling of uncertainty. As services have returned to face-to-face work and proactive rather than reactive interventions, the safeguarding unit have been able to further develop their local networks to enable early case discussions to take place which in turn have assisted in safeguarding the individual without the need for formal intervention. This approach has possibly impacted on the need to submit formal safeguarding enquiries, particularly from social workers.</p> <p>We experienced a dip in performance during quarter 1one due to staffing issues and delays in partner agency response times, this recovered in quarter two.</p>						
CSS010M	The percentage of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales	100.00	98.00		 100.00	
<p>The Children's Safeguarding Unit continue to maintain consistency in holding case conferences within statutory timescales despite working virtually for the past 12 months and also working with increasing numbers on the child protection register. The first two quarters last year were 100% in terms of timeliness. This year in quarter one, we attained 98% timeliness with the only conferences that went out of timescales being due to a full diary around Easter when working days were lost due to the Bank Holidays and a review conference driven by pre-birth timescales.</p> <p>We are now returning to face-to-face conferences rather than virtual meetings. We are hopeful that partner agencies will be able to provide a resource to ensure quoracy and maintain our consistency around timescales.</p>						
CSS011M	The percentage of Pre-birth assessments completed within timescales	88.80	93.00		 88.80	
<p>Capacity issues across the team and within Health impacted on the timeliness of two assessments. The pre births have now been completed.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS012M	The percentage of children who were reported as having run away or gone missing from home who were offered a return interview	100.00	100.00	100.00	 <p>100.00</p>	

All young people who are reported as missing in Flintshire are offered a Return Home Interview with the Coordinator.

Direct Provision to Support People Closer to Home 2022/23

Action	Percentage Complete	RAG	Comment
Continuing to grow our in-house fostering service to support more looked after children	50%	★	Since April 2022, we have approved two general foster carers and two connected persons, we also have four connected persons with temporary approval the demand remains for connected person assessments, the Special Guardianship Orders (SGO) service has grown in strength with a further five SGO's granted since April 2022.
Continuing to grow our in-house homecare service to support more people to live at home	50%	●	We continue to work hard to recruit new staff whilst retaining current staff to help grow the in-house domiciliary care service. However, the service has seen a decrease in the number of staff employed. Many staff have cited the cost of petrol and other expenses as their reason and in an increasingly competitive jobs market we are finding it difficult to achieve any significant market growth.
Setting up a registered Children's Home to help avoid the need for residential placements outside Flintshire	75%	★	Bromfield Park is now operational and supporting two children. Ty Nyth and Park Avenue are due for handover and start of registration process during October. It is anticipated that the services should complete registration by early 2023.

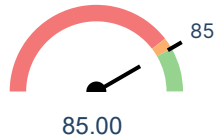
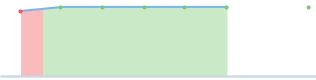
Local Dementia Strategy 2022/23

Action	Percentage Complete	RAG	Comment
Establishing a Dementia Strategy Project Board and increasing engagement from citizens with lived experience of dementia	50%	★	A Dementia Strategy Steering Group was established in 2021 to oversee a consultation process and production of a Dementia Strategy for Flintshire. A Project Board has now been established to implement the key actions identified in the Strategy. The Project Board is in its early stages and detailed outcomes have not yet been evidenced.



A well-connected, safe and clean local environment 2022/23

Action	Percentage Complete	RAG	Comment
Working in partnership, actively support and engage with community led groups by developing Local Environmental Quality initiatives	100%	★	Extremely encouraging work has been delivered across the summer months, taking advantage to work with local communities and third party colleagues at local fairs and carnivals and children's workshops. Feedback from initiatives remains very good and the attendance at such events has proved popular and welcoming. Along with the day to day work of dealing with the Environmental Crime issues, there has been a continued commitment to work alongside partners in promoting the Local Environmental Quality across Flintshire.
Working with two local communities to inform a long term vision and delivery plan for using the Flexible Funding Grant programme to achieve positive outcomes for people	10%	★	The community reliance work is in progress and a plan is under development, further updates will be provided.

A well-connected, safe and clean local environment 2022/23

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CST010M	Achieve minimum level of agreed Streetscene standards	85.00	85.00	85.00		

Streetscene & Transportation continues to deliver services in line with the agreed standards, whilst recognising that services such as grass cutting have been adjusted to accommodate changes in demand as a result of the heat wave experience in the summer. The Streetscene Standards will be reviewed in quarter four in preparation for refreshed measures in 2023/24.

CST011M	Number of targeted environmental educational campaigns	3.00	2.00	4.00		
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On 5 and 7 September 2022, College Cambria Fresher's Fair was attended, actively encouraging students to take ownership for their area and getting them involved in promoting and delivering FCC campaigns.

Following complaints from residents regarding dog fouling in Greenbank Drive, Flint, CH6 5RG, officers attended the area over several days, patrols of the area were made and officers engaged with the general public and issued dog foul bags. On a daily and on-going basis officers will look to offer any support and education in areas of continued and persistent offences relating to these matters.

On-going Public Space Protection Order signage being installed at sites across Flintshire. All new signage has now been improved by being larger in size and more concise in content for the public to understand. Officers have been offering education alongside the information on the signage.

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CST012M	Number of community engagement events to promote improved Local Environmental Quality	5.00	2.00		 2 5.00	

Mold Carnival in July 2022 was attended by FCC Environmental Improvement Co-Ordinator, the officer was promoting and raising awareness of dog fouling, littering, recycle and re-use, as well as flytipping and Duty of Care for Waste. There was lots of interest and promotional materials and giveaways were very well received.

On 26 July, a meeting was held with the Contact Centre Manager at Greenfield Valley to discuss the creation of Litter Picking Hubs, this would enable the general public to borrow Litter Picking equipment for such activities.

On 12 August, the Environmental Improvement Co-Ordinator met with local councillors and Access and Natural Environment Officer to discuss issues with flytipping in the area and potential solutions.

On 18 August, officers attended the Flintshire and Denbighshire annual county show. A Flintshire County Council stall/promotion was set up and FCC officers worked alongside Keep Wales Tidy in promoting Environmental Quality in our communities. The show was very well attended, and the responses and feedback were very positive.

In a joint clean-up with Housing Colleagues, Streetscene, the Environmental Improvement Co-Ordinator and local Members, action was taken in Green Lane Shotton, this involved clearing the areas/gardens of a substantial build up of waste and flytipping into skips and encouraging residents to keep their local areas clean and tidy. The community spirit on the day was very encouraging.

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