



# Improvement Plan Progress Report for the Social & Health Care Overview & Scrutiny Committee Quarter 1 2015/16

Flintshire County Council





# 1 Housing

## 1.1 Improving the choice and quality of local housing

### 1.1.2 Modern, Efficient and Adapted Homes

#### PERFORMANCE INDICATORS


TITLE	LEAD OFFICER	SUPPORTING OFFICER	PERIOD TARGET	PERIOD ACTUAL	PROGRESS RAG	PROGRESS COMMENTS
PSR/009a The average number of calendar days taken to deliver a Disabled Facilities Grant for Children	Gavin Griffith - Housing Regeneration & Strategy Manager	N/A	316.00	660.00	 RED	This represents one highly complex case completed during the quarter 1.
PSR/009b the average number of calendar days taken to deliver a Disabled Facilities Grant for Adults	Gavin Griffith - Housing Regeneration & Strategy Manager	N/A	274.00	284.57	 AMBER	This represents 21 cases completed during Q1.

## 2 Living Well

### 2.1 Enabling more people to live independently and well at home

#### 2.1.1 Independent Living

#### ACTIONS

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.1 Ensure Care Home Provision within Flintshire enables people to live well and have a good quality of life.	Lin Hawtin - Commissioning Manager	In Progress	01-Apr-2015	31-Mar-2016	80.00%	 GREEN	

#### **ACTION PROGRESS COMMENTS:**

Delivering the dementia awareness training programme to all care homes by September 2015 -We have delivered 5 initiatives through the dementia awareness programme:

Voucher Scheme- commissioned activity session for EMI Independent Care Homes 3 sessions each in Art/Music/Exercise/ Happy Time Activities

Training for Care Staff- Commissioned and delivered training in Dance Circles/ Dementia Gardening with follow up sessions

Equipment loans and delivery support- Access to reminiscence pods and packs via the libraries with support to ensure creative use via 'Never Ending Story'


Memory Cafes- Access for Care home to attend Memory Cafes within the community to ensure community links are sustained

Evaluating the impact (including satisfaction levels) of the pilot project being undertaken with Age Concern 'Listening Friends' by March 2016 -The project will be delivered by Age Connects North East Wales using a pool of existing volunteers. Planning is complete and volunteers will receive training in September to complete their one-page profiles in conjunction with Helen Sanderson Associates. The project will commence in September and will pilot within 8 residential and nursing homes.

Improving the quality of care through implementing pre-placement agreements for all care homes by May 2015 -Pre placement agreements have been sent to all care homes in Wales who have a Flintshire funded placement. The agreed start date was 1.6.15.

We have received a challenge against the pre placement agreement from a home owner in Wrexham, following legal advice we have extended the date for return to 30.09.15 However approximately 80% of contracts have been returned signed

Last Updated: 05-Aug-2015

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.2 Support greater independence for individuals with	Susie Lunt - Integrated Services	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 GREEN	

a frailty and / or disability.	Manager						
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**ACTION PROGRESS COMMENTS:**

The baseline for the existing access routes for obtaining information, advice and access to community services has been completed and there is recognition for the benefit of introducing a Single Point of Access for citizens and professionals alike. We are progressing our action plan in readiness for the implementation of the Single Point of Access and our duties under the Social Services and Wellbeing Act, as follows:

1. Adoption of outcome focused and person centred 'front door' approach to assessment.
2. Review of working practices to reflect the new approach and documentation.
3. Roll out of training and support programme to support staff to confidently offering information, advice and assistance.
4. Supporting the population of the new DEWIS Directory of Services (DoS).

The pilot of the night support service is underway and monitoring has taken place.

Last Updated: 07-Aug-2015



ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.3 Strengthen and enhance prevention and early intervention services for vulnerable children and families.	Vicky Allen - Safeguarding Services Manager	In Progress	01-Apr-2015	31-Mar-2016	30.00%	 GREEN	




**ACTION PROGRESS COMMENTS:**

A draft structure for Children's Services has been devised and is now subject to consultation with staff and managers. With regards to early intervention Team Around the Family has now moved into Children's Services and work is underway to integrate the team into the delivery of a spectrum of responses to children and families. The CSSIW inspection report is expected in early August and the recommendations from this will need to be factored into the restructure activity. At a corporate level an external consultant will be appointed to assist the authority in to undertake a specific piece of work to look at models of delivery and expenditure and the Children's Services restructure will be identified as the first priority.


Last Updated: 19-Aug-2015



**PERFORMANCE INDICATORS**

TITLE	LEAD OFFICER	SUPPORTING OFFICER	PERIOD TARGET	PERIOD ACTUAL	PROGRESS RAG	PROGRESS COMMENTS
SCAL/025 Percentage of Flintshire care homes using the One Page Profile as the foundation to person-centred practice	Lin Hawtin – Commissioning Manager	Nicki Kenealy – Contracts Team Manager	N/A	N/A		PI under review.
SCAL/023 - Percentage of referrals where support was maintained or reduced or no further support was	Christine Duffy – Localities Manager	Joanne Caffrey – Performance Officer	75.00%	78.54%	 GREEN	

required at the end of a period of reablement						
SCAL/027 Number of care homes which are a Service of Concern	Lin Hawtin – Commissioning Manager	Nicki Kenealy – Contracts Team Manager	3.00	3.00	 GREEN	Two nursing homes and one residential home are currently designated a 'service of concern', with actions plans being progressed through the Joint Inter-agency Monitoring Panel.
SCAL/028 Number of care homes in Escalating Concerns	Lin Hawtin – Commissioning Manager	Nicki Kenealy – Contracts Team Manager	2.00	2.00	 GREEN	Two nursing homes are currently in 'escalating concerns', with actions plans being progressed through the Joint Inter-agency Monitoring Panel.
FS/002 The percentage of service users who say that the advice and assistance received from the Family Information Service (FIS) enabled them to make an informed decision about childcare and family support	Gail Bennett – Early Intervention Services Manager	Peter Wynne – Information Services Manager	87.00%	100.00%	 GREEN	During Q1, 382 tailored packages of information were provided to customers. Of these, 100% were sent a customer survey form and 20 responses were received, of which 100% confirmed that they were able to make an informed decision about childcare and / or family support services from the advice and / or assistance received from the service.


## RISKS

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICER	INITIAL RATING	CURRENT RATING	PROGRESS COMMENTS
Service users and carers do not take advantage of community and universal opportunities that would encourage greater independence.	Neil Ayling – Chief Officer, Social Services	Susie Lunt – Integrated Services Manager	 Amber Moderate (3)		<p>We continue to collect and use robust data to monitor and project service demand. Co-production of new services with the voluntary sector to meet future demands for early intervention has been completed. A new service specification with the voluntary sector is being developed, to go out to the market in Spring 2016.</p> <p>Training for practitioners and support staff to introduce new ways of working in line with the Act has been commissioned and is being rolled out over the next 6 to 9 months.</p>

The quality of care home services will not meet required standards.	Neil Ayling – Chief Officer, Social Services	Lin Hawtin – Commissioning Manager	 Moderate (3)		Risk remains unchanged
Children and vulnerable families are not fully supported where multi-agency services and partners do not move toward an early intervention and prevention approach together.	Neil Ayling – Chief Officer, Social Services	Gail Bennett – Commissioning Manager	 Insignificant (1)		Not due for review until 31/03/15.

## 2.1.2 Integrated Community Social and Health Services


### ACTIONS

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.2.1 Continue integrating community based health and social care teams to provide consistent service across localities.	Christine Duffy - Localities Manager	In Progress	01-Apr-2015	31-Mar-2016	33.00%	 RED	

#### ACTION PROGRESS COMMENTS:

Awaiting response from Health colleagues re-organisation of community services


Last Updated: 19-Aug-2015

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.2.2 Ensure that effective services to support carers are in place as part of the integrated social and health services.	Lin Hawtin - Commissioning Manager	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 GREEN	

#### ACTION PROGRESS COMMENTS:

Review of the Carer's Strategy to redefine the priorities for the next 5 years by September 2015 - Consultation events with Voluntary organisations held March to July 2015 Wider consultation with all Flintshire Carers arranged for September 2015 Notification to Providers to end current contract and develop new contracts from April 2016.






Last Updated: 05-Aug-2015

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.2.3 Influence the use of Intermediate Care Funds to support effective discharge from hospital and ensure a smoother transition between Health and	Craig Macleod - Development & Resources Manager	In Progress	01-Apr-2015	31-Mar-2016	60.00%	 GREEN	

Social Care services.							
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**ACTION PROGRESS COMMENTS:**  
The ICF projects for Flintshire 2015/16 have been agreed and endorsed via the Integrated Services Board. This is a partnership group with Health, LA, Third Sector and Public Health in attendance. All projects are live with governance arrangements in place to assess and evaluate performance. A detailed quarterly performance report has been produced on the first quarter which include quantitative performance data as well as case studies.  
Last Updated: 18-Aug-2015

## PERFORMANCE INDICATORS

TITLE	LEAD OFFICER	SUPPORTING OFFICER	PERIOD TARGET	PERIOD ACTUAL	PROGRESS RAG	PROGRESS COMMENTS
SCAL/030 Support people effectively through the use of 'step up and step down' beds	Craig Macleod – Development & Resources Manager	Jacque Slee – Performance Lead (Social Services)	90.00	29.00	 GREEN	29 people were supported through the use of step up or step down beds.
SCAL/026 The number of care homes in Flintshire signed up to the Six Steps to Success.	Lin Hawtin – Commissioning Manager	Nicki Kenealy – Contracts Team Manager	N/A	11.00		The programme was extended to residential homes and 14 homes signed up in April 2015. To date 11 homes remain on the programme.
SCA/018c - The percentage of identified carers of adult service users who were assessed or reassessed in their own right during the year who were provided with a service.	Lin Hawtin – Commissioning Manager	Joanne Caffrey – Performance Officer	82.00%	99.39%	 GREEN	
SCAL/029 Dementia Respect Empathy and Dignity (RED) project within GP surgeries	Lin Hawtin – Commissioning Manager	Luke Pickering-Jones – Planning Officer	50.00%	8.00%	 AMBER	2 GP surgeries signed up in Flintshire via the Alzheimer's Society.
SCA/001 – The rate of delayed transfers of care for social care reasons (per 1,000).	Christine Duffy - Localities Manager	Joanne Caffrey – Performance Officer	1.61	1.15	 GREEN	




## RISKS

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICER	INITIAL RATING	CURRENT RATING	PROGRESS COMMENTS
Funding between Health and the Council does not transfer smoothly, e.g. CHC, ICF, Primary Care	Neil Ayling – Chief Officer, Social Services	Craig Macleod – Development & Resources Manager	 Moderate (3)	 Moderate (3)	<p>Joint regional discussions have taken place on how we ensure effective CHC working between Health and social care. Training has been undertaken in adult services and a working group has been established for children's services to ensure closer alignment and joint approaches. ICF funding has been agreed and all projects are operational with quarterly reporting schedules established.</p> <p>An indicative Primary Care Funding allocation has been given to BCUHB who have aligned funding at a high level with further detail to be developed. Dialogue and involvement of local authorities in this process has been limited but BCUHB have indicated a firm intention to ensure there is a shared approach going forward. This remains a risk area for FCC.</p>
Service provision is not co-ordinated / integrated.	Neil Ayling – Chief Officer, Social Services	Craig Macleod – Development & Resources Manager	 Moderate (3)	 Moderate (3)	<p>There is an established Integrated Services Board (ISB) which provides governance for integrated services between BCUHB and local authorities. The Memorandum of Understanding between the partners was refreshed in quarter 1 to underpin the work of the ISB and the associated commitment to integrated and co-ordinated service delivery. BCUHB are in the process of implementing their revised operating structure which has a greater focus on locality working and primary/community services. The structure is still being established and the strategic intention behind the new structure will need to translate into consistent organisational practice and approach. Integrated working through the Intermediate Care Fund (ICF) continues to be effective as well as working relationships between practitioners.</p>

## 2.2 Ensuring adults, young people and children are safeguarded

### 2.2.1 Safeguarding


#### ACTIONS

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.2.1.1 Create a single Safeguarding Unit to manage safeguarding and protection processes for adults, young people and children.	Vicky Allen - Safeguarding Services Manager	Completed	01-Apr-2015	31-Mar-2016	100.00%	 GREEN	

#### ACTION PROGRESS COMMENTS:

There is now an established Safeguarding Unit operational that covers both the adults and children's safeguarding processes and functions. The Unit is located in the Flint offices and has close contact with operational services in both Adults and Children's. Consideration is currently being given to the appointment of a dedicate Safeguarding Unit manager


Last Updated: 05-Aug-2015

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.2.1.2 Prepare for the new and additional safeguarding requirements of the SSWB Act.	Vicky Allen - Safeguarding Services Manager	In Progress	01-Apr-2015	31-Mar-2016	20.00%	 GREEN	

#### ACTION PROGRESS COMMENTS:

Thorough responses have been provided through the Welsh Government consultation process with regards to the proposed new legislation for safeguarding. The Flintshire and Wrexham Safeguarding Adults Delivery Group will hold a dedicated session to help prepare for the implications of the Act once the final Codes of Practice are published. Both the Regional Safeguarding Adults and Children's Boards have preparation for the Act as a key priority. The corporate safeguarding panel once established will have preparation for the Act as a primary priority.

Last Updated: 19-Aug-2015




ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.2.1.3 Strengthen arrangements within all Council portfolios to have clear responsibilities to address safeguarding.	Vicky Allen - Safeguarding Services Manager	In Progress	01-Apr-2015	31-Mar-2016	10.00%	 GREEN	

**ACTION PROGRESS COMMENTS:**

Named safeguarding leads have been identified by each Chief Officer and the first meeting of the Corporate Safeguarding Panel (expected in October 2015) will commence the establishment of these roles. A self-assessment will be completed against the recent Auditor General for Wales' 'Review of Corporate Safeguarding Arrangements in Welsh Councils' and presented to the appropriate Scrutiny Committee.

Last Updated: 19-Aug-2015

**PERFORMANCE INDICATORS**

TITLE	LEAD OFFICER	SUPPORTING OFFICER	PERIOD TARGET	PERIOD ACTUAL	PROGRESS RAG	PROGRESS COMMENTS
SCA/019 The percentage of adult protection referrals where the risk was managed.	Vicky Allen - Safeguarding Services Manager	Joanne Caffrey – Performance Officer	98.00%	100.00%	 GREEN	
SCC/014 – The percentage of initial child protection conferences held within 15 days of the strategy discussion.	Vicky Allen - Safeguarding Services Manager	Laura D'Arcy – Performance Officer	95.00%	79.41%	 RED	Due to the unusually high numbers of requests for conference in the quarter (more than double), some conferences were unavoidably held outside timescales to ensure quoracy, but were held on the first available appointment.
SCC/034 – The percentage of child protection reviews completed within timescales.	Vicky Allen - Safeguarding Services Manager	Laura D'Arcy – Performance Officer	98.00%	98.11%	 GREEN	

## RISKS

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICER	INITIAL RATING	CURRENT RATING	PROGRESS COMMENTS
Safeguarding arrangements do not meet the requirements of the SSWB Act.	Neil Ayling – Chief Officer, Social Services	Vicky Allen - Safeguarding Services Manager	<b>Yellow</b> Minor (2)	<b>Yellow</b> Minor (2)	Not due for review until 30/09/015.
Adults, young people and children are not sufficiently safeguarded.	Neil Ayling – Chief Officer, Social Services	Vicky Allen - Safeguarding Services Manager	<b>Yellow</b> Minor (2)	<b>Yellow</b> Minor (2)	Not due for review until 30/09/015.