

# **FLINTSHIRE COUNTY COUNCIL**

## **Council Plan 2023/28**

### **PART 2**

## **How achievements will be measured - Supporting actions, tasks, and measures**

**Version 6 – March 2023**

**Performance Achievements 2023/28**

Actions, tasks and measures have been set to monitor progress against an activity or plan. Actions are dated according to the target month for achievement. Performance will be monitored by percentage progress against the actions with supporting commentary.

## Priority: Personal and Community Well-being

**Well-being Objective:** Supporting people in need to live as well as they can

**What we will do:**

Sub-Priority	Definition	Lead Officer (s)
Independent Living	People will be supported to live as independently as possible through the right type of support, when they need it	Chief Officer Social Services
<p><b>Achievement Actions:</b></p> <ul style="list-style-type: none"> <li>Continuing to grow the Microcare market, including access to commissioned care packages – by March 2024</li> <li>Developing a national, regional, and local approach to Early Years Transformation so that all our children ages 0-7 have the best possible start in life and are able to reach their full potential – by March 2024</li> <li>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 – by March 2024</li> <li>Working in partnership with the Community Mental Health Team and Social Services Mental Health Support Service to develop clear pathways for individuals needing access to Mental Health services, and a sustainable model for the future – by March 2024</li> <li>Completing a review of Community Mental Health provision and define a model for the future – by March 2024</li> <li>Utilising the progression model as a way of promoting people’s independence skills – by March 2024</li> <li>Working with Housing to fund a small team of people to support individuals with low level Mental health problems to improve their housing – by March 2024</li> <li>Providing additional placements for step down care within our in-house provision (Croes Atti 2) – by March 2025</li> <li>Planning for the relocation of Tri Ffordd supported employment project to Maes Gwern in Mold – by March 2025</li> </ul>		
<p><b>Associated Risks:</b></p> <ul style="list-style-type: none"> <li>SS31 - Commissioned providers exiting the market because of escalating costs, where a long-term sustainable fee model is unaffordable for Flintshire due to being a low funded council</li> <li>SS37 - Vacancy pressures across Social Services due to local, regional and national difficulties in recruitment and retention of qualified and experienced social workers, occupational therapists and direct care staff impact on service delivery</li> </ul>		
Achievement Measures	Baseline Data (2021/22)	2023/24 Target
Number of Microcare providers	24	34
Number of Microcare customers	N/A	34

Achievement Measures	Baseline Data (2021/22)	2023/24 Target
Direct Payments as a % of home-based services	39	38
Percentage of urgent requests for equipment that meet or exceed the national 1 Day response standards	100%	98%
Percentage of requests for equipment that meet or exceed the national 7 Day standard	100%	80%
Percentage of equipment that is re-used	92	70%
Number of courses delivered by the Learning Partnership	N/A	50
Number of attendees for courses delivered by the Learning Partnership	N/A	180

## Priority: Personal and Community Well-being

**Well-being Objective:** Supporting people in need to live as well as they can

### What we will do:

Sub-Priority	Definition	Lead Officer (s)
Safeguarding	Continue to embed safeguarding procedures so our employees understand how they can help safeguard people in the community	Chief Officer Social Services

### Achievement Actions:

- Promoting the corporate e-learning package – by March 2024
- Preparing for the implementation of the new Liberty Protect Safeguard procedures – by March 2024

### Associated Risks:

- SS06 - Some individuals are illegally detained awaiting Liberty Protection assessments because there is insufficient capacity to absorb the introduction of Community assessments
- SS19 - More children and families experience ACE's (Adverse Childhood Experiences) as family relationships breakdown, or become strained, due to the pressures of lockdown and rising financial pressures

Achievement Measures	Baseline Data (2021/22)	2023/24 Target
The percentage of adult safeguarding enquiries that met the 7day timescale	92.5%	92%
The percentage of children who were reported as having run away or gone missing from home who were offered a return interview	100%	100%
The percentage of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales	99%	98%
The percentage of Pre-birth assessments completed within timescales	96%	93%

## Priority: Personal and Community Well-being

**Well-being Objective:** Supporting people in need to live as well as they can

**What we will do:**

Sub-Priority	Definition	Lead Officer (s)
Direct Provision to support people closer to home	The services we provide so people can access the support they need in their local community	Chief Officer Social Services
<p><b>Achievement Actions:</b></p> <ul style="list-style-type: none"> <li>• Exploring the recommissioning of advocacy services on a regional basis – by March 2024</li> <li>• Increasing skills around autism with respect to advocacy – by March 2024</li> <li>• Delivering a programme of registered Children’s Homes to help avoid the need for residential placements outside Flintshire – by March 2025</li> <li>• Continuing to grow our in-house homecare service to support more people to live at home, utilising a rolling scheme of recruitment – by March 2025</li> <li>• Continuing to grow our in-house fostering service to support more looked after children – by March 2025</li> <li>• Developing childcare expansion and seamless childcare provision across programs – by March 2025</li> </ul>		
<p><b>Associated Risks:</b></p> <ul style="list-style-type: none"> <li>• SS01 - Expenditure on out of county placements increases as placement costs increase in a demand led market</li> <li>• SS09 - Insufficient numbers of residential and nursing beds to meet demand because of the long-term fragility and instability of the care home sector and challenges in the recruitment of staff</li> <li>• SS10 - Insufficient capacity to provide the quantities and levels of care to clients at home and in the community because of challenges in recruitment of direct care workers and instability in the care market</li> <li>• SS22 - An insufficient supply of placements leads to young people being placed in unregulated settings</li> </ul>		
Achievement Measures	Baseline Data (2021/22)	2023/24 Target
Rate of people over 65 helped to live at home per 1,000 population	33	34
Number of new foster carer approvals in the year	8	5
People with a learning disability accessing Project Search to improve their employability skills	6	12

## Priority: Personal and Community Well-being

**Well-being Objective:** Supporting people in need to live as well as they can

### What we will do:

Sub-Priority	Definition	Lead Officer (s)
Local Dementia Strategy	Continuing to improve the lives of people living with dementia in Flintshire	Chief Officer Social Services

### Achievement Actions:

- Establishing a Dementia Strategy Implementation Group, to include representation from people with lived experience – by March 2024

### Associated Risks:

- SS24 - Pressures on the care system as unpaid carers and families are not able to continue in their caring role due to the reductions in respite and day services

Achievement Measures	Baseline Data (2021/22)	2023/24 Target
Number of people supported through the Dementia Strategy	600	810

## Priority: Personal and Community Well-being

**Well-being Objective:** Supporting people in need to live as well as they can

### What we will do:

Sub-Priority	Definition	Lead Officer (s)
A Well Connected, Safe and Clean Local Environment.	Resilient communities where people feel connected and safe	Chief Officer Streetscene and Transportation, AURA

### Achievement Actions:

- Working in partnership, actively support and engage with community led groups by developing Local Environmental Quality initiatives – by March 2024
- Providing community hub sessions which target areas that have high anti-social behaviour and crime rates; to support young people who are at risk and to engage them with partners (subject to external grant funding) – by March 2024

### Associated Risks:

- Inability to influence public behaviours and habits which negatively impact service delivery and income streams e.g., recycling, parking, littering.
- Inability to deliver future change programmes due to reduced staff resilience and capacity issues
- Inability or lack of control of business activities that result in environmental damage or impact

Achievement Measures	Baseline Data (2021/22)	2023/24 Target
Number of targeted environmental educational campaigns undertaken promote improved Local Environmental Quality	5	8
Number of community engagement events attended to promote improved Local Environmental Quality	N/A	6
Number of current monthly members with NERS, Well-Being and Junior subscriptions	70	830
Number of community sessions held and number of participants attending	N/A	300