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Head of Legal and Democratic Services
Pennaeth Gwasanaethau Cyfreithiol a Democraataidd



To: Cllr Carol Ellis (Chair)

CS/NG

Councillors: Marion Bateman, Peter Curtis,
Adele Davies-Cooke, David Evans, Veronica Gay,
Cindy Hinds, Stella Jones, Brian Lloyd, Mike Lowe,
Dave Mackie, Hilary McGuill, Gareth Roberts,
Ian Smith and David Wisinger

27 September 2012

Tracy Waters 01352 702331
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Dear Sir / Madam

A meeting of the **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE** will be held in the **DELYN COMMITTEE ROOM, COUNTY HALL, MOLD CH7 6NA** on **THURSDAY, 4TH OCTOBER, 2012** at **2.00 PM** to consider the following items.

Yours faithfully

Democracy & Governance Manager

AGENDA

- 1 **APOLOGIES**
- 2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

- 3 **MINUTES** (Pages 1 - 18)

To confirm as a correct record the minutes of the meetings held on 2 July 2012 and 26 July 2012.

- 4 **NORTH WALES ADOPTION SERVICE** (Pages 19 - 76)

Report of Director of Community Services

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The Council welcomes correspondence in Welsh or English
Mae'r Cyngor yn croesawau gohebiaeth yn y Cymraeg neu'r Saesneg

- 5 **FLYING START STRATEGIC PLAN 2013 - 2015** (Pages 77 - 148)
Report of Director of Community Services
- 6 **QUARTER 1 SERVICE PERFORMANCE REPORTS** (Pages 149 - 178)
Report of Learning and Social Care Overview & Scrutiny Facilitator
- 7 **FORWARD WORK PROGRAMME** (Pages 179 - 188)
Report of Learning and Social Care Overview & Scrutiny Facilitator

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE **2 JULY 2012**

Minutes of the meeting of the Social and Health Care Overview and Scrutiny Committee of the Flintshire County Council held at County Hall, Mold on Monday 2 July 2012

PRESENT: Councillor C.A. Ellis (Chair)

Councillors: M. Bateman, P. Curtis, A. Davies-Cooke, D. Evans, C. Hinds, S. Jones, B. Lloyd, M. Lowe, D.I. Mackie, H.G. Roberts, I. Smith and D.E. Wisinger

APOLOGY:

Councillor: H.J. McGuill

CONTRIBUTORS:

Cabinet Member for Social Services, Director of Community Services and Head of Development and Resources

For minute number 11 - Complaints Officer for Social Services

For minute number 12 - Planning & Development Officer

For minute number 13 Service Manager, Housing Renewal Manager and Management Information Officer

IN ATTENDANCE:

Learning and Social Care Overview and Scrutiny Facilitator and Committee Officer

8. DECLARATIONS OF INTEREST

No declarations of interest were made.

9. MINUTES

The minutes of the meeting of the Committee held on 24 May 2012 had been circulated to Members with the agenda.

Matters Arising

The Learning and Social Care Overview and Scrutiny Facilitator referred to page 2 and advised Members of the following:-

- The information requested by Members on Looked After Children had been circulated to the Committee by email.
- The suggestion for a representative from Countess of Chester Hospital to attend a future meeting of the Committee would be discussed at the workshop scheduled to be held on 10 September 2012.
- An email had been circulated to provide an update on Rota Visits. Lin Hawtin had taken over the responsibility for them and would be providing an updated list for Members and training was also to be arranged.

On the section under Forward Work Programme on page 3, the Facilitator advised that a copy of the Executive report on the Adult Social Care Transport Policy had been placed in Members pigeon holes.

RESOLVED:

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

10. ANNOUNCEMENT BY THE CHAIR

The Chair congratulated the service users and staff at Abbey Metals who had won a national competition on 'best day opportunities'. They were presented with the award for the company of the year which was a fantastic achievement.

11. COMMENTS, COMPLIMENTS AND COMPLAINTS

The Head of Development and Resources introduced a report to inform Members about the compliments, representations and complaints received by Social Services for Adults and Children for the year April 2011 to March 2012.

He detailed the background to the report explaining that local authorities were required to maintain a representations and complaints procedure for social services functions and report annually to the Welsh Government (WG) on its operation of the procedure. There were three stages to the procedure with stage 1 being considered at local level, stage 2 still being within the Council but independent of the original service manager and stage 3 which was the complaint being reported to WG. The Head of Development and Resources explained that Heads of Service welcomed complaints to improve the service and added that far more compliments than complaints were received.

The table on page 8 provided a breakdown of the 89 complaints received by Social Services for Adults. The Head of Development and Resources indicated that 10 had progressed to stage 2 in 2011-12 which was an increase from four in 2010-11. Details of the complaints were reported in paragraphs 3.3 to 3.32. He detailed some of the wide variety of methods for putting complaints right and said that the timescale for actioning complaints was 10 days for those at stage 1 and 25 days for those which progressed to stage 2; all complaints had been completed within the appropriate timescale.

Paragraph 3.33 to 3.48 provided details of the compliments which had been received by Social Services for Adults which totalled 213. Complaints for Social Services for Children totalled 54 which was a slight increase on previous years but was also reflective of the increase in referrals to the service which had seen 821 for 2011-12 compared to 606 referrals for 2010-11; details were provided in paragraphs 3.49 to 3.59. Of the complaints received, 70% were responded to within the 10 day timescale compared with 57% for 2010-11. Social Services for Children recorded 69 compliments in

the year 2011-12 from families and the Courts and an additional 15 compliments relating to the work contributions to the Youth Justice Service.

The Head of Development and Resources explained that the Welsh Government (WG) had produced a consultation paper 'Making Things Better' which proposed changes to managing complaints about Social Services in Wales. The proposals included the removal of Stage 3 (Independent Review Panel) and the role of the Care and Social Services Inspectorate for Wales (CSSIW) in dealing with complaints about residential homes and people who self-fund. Officers had responded to the consultation paper and a further report would be submitted to Committee once WG had confirmed what the changes would be.

Councillor M. Bateman expressed her thanks to the Homecare Service which she said had been excellent in her experience.

The Chair asked a question on behalf of Councillor H.J. McGuill on why there had been an increase in the cost of investigations for the year for Social Services for Adults from £2,300 in 2010-11 to £12,602 for 2011-12. She also queried why a figure for investigations for Social Services for Children had not been included; the Head of Development and Resources confirmed that a figure could be provided. He added that the increased costs of investigations for Social Services for Adults was due to a higher number of stage 2 complaints. The Chair also referred to an email from Councillor McGuill to Ian Maclaren, Assistant Planning Officer (Children), requesting the figures for complaints and compliments in the previous year including numbers for each service to enable comparisons to be made. The Assistant Planning Officer (Children) agreed to provide the information requested.

The Director of Community Services said that complaints were viewed as an opportunity to put things right and reiterated earlier comments that compliments outweighed complaints. He added that less than two percent of referrals to Social Services for Adults resulted in a complaint.

RESOLVED:

That the report be noted.

12. SOCIAL SERVICES BILL

The Director of Community Services introduced a report to provide an update on the draft Social Services (Wales) Bill and Flintshire County Council's response to the recent consultation paper. The Director introduced Alison Kulkowski, the Planning & Development Officer, to the Committee and explained that she had prepared the response shown as appendix 2.

The Director detailed the background to the report and explained that appendix 1 gave a summary of the Bill with appendix 2 showing the responses provided to the consultation. It had not been possible for the response to be discussed by Committee before the deadline due to the

Election and formation of a new Committee, however copies of the bill had been sent to previous Members to provide any comments or feedback to officers prior to the deadline. The six main areas were reported in paragraph 2.05 and the key points for each area were summarised in appendix 1 to the report. The Director explained that not all of the 98 questions had been answered in the response. In particular he highlighted responses to questions in section 2.2 on Assessment of Need, section 2.3 Portability of Assessments and section 3.4 Collaboration in Integrated Social Services.

It was reported in paragraph 3.02 that the Bill repeatedly stated that Welsh Government (WG) did not see the need for any additional resources. However Flintshire's response raised concerns about whether there would be sufficient resources available to meet increased commitments and expectations in the face of growing demand for services. Paragraph 3.03 also reported that Flintshire's considered response also advocated for flexibility in how local authorities delivered services in order to be responsive to local need and protect local democracy. The Director explained that the response highlighted that the proposals in the Bill could not be achieved by Social Services alone and that commitment by all statutory partners would be required to fully take forward and implement the change programme.

He concluded by informing the Committee of the statement made recently by the Deputy Minister that a significant decision had been made that the Bill would not include an element in the regulations of inspection of Social Services and that this would be the subject of a separate White Paper. It had also been agreed that the Bill would be introduced into the National Assembly in January 2013 instead of October 2012 as had been indicated in appendix 1.

The Chair felt that the introduction of a common IT system would be required to allow all statutory partners to work together but she felt that this would be a major cost. She also expressed her gratitude for the comments of the Deputy Minister on the issue.

Councillor S. Jones welcomed partnership working but said that a number of colleagues had reservations about decisions being made by others and the issue only being brought back to Overview & Scrutiny for rubber-stamping. She felt that there had to be an opportunity for Scrutiny Committees to be able to discuss issues and have an input into the final decision. The Director agreed and said that there was a need for a full and frank discussion.

The Cabinet Member for Social Services commented on the statement by the Deputy Minister who she said had been supportive. She added that a Citizen's Panel was to be introduced to give users and stakeholders involved a voice in the strategic design at an All Wales level. This had been welcomed as a positive step.

On the issue of collaboration, Councillor M. Bateman queried why video conferencing was not used more frequently. The Director advised that it was used at officer level and the Chair indicated that she had used it during

her time as an Executive Member. Councillor P. Curtis felt that video conferencing was useful on a one-to-one basis but said that it was difficult when more people were involved.

The Learning and Social Care Overview and Scrutiny Facilitator advised the Committee that the recommendation at paragraph 4.01 should start with the words 'That Social and Health Care Overview & Scrutiny Committees' and not as indicated in the report.

RESOLVED:

That Social and Health Care Overview & Scrutiny Committee receives the report for information and notes the consultation response.

13. QUARTER 4 AND YEAR END SERVICE PERFORMANCE REPORTS

The Director of Community Services introduced a report for the Committee to consider the 2011/12 Quarter 4/Year End service performance reports, note the draft year end position of the Strategic Assessment of Risks and Challenges (SARC) and note the progress made against the Improvement Targets contained within the performance reports.

Development & Resources

The Head of Development and Resources gave a short presentation on the performance within Development & Resources, outlining work which had been undertaken to improve performance and areas where improvement was needed, as outlined within the report.

The Chair referred to paragraph 3.2 on page 95 on the introduction of locality working with Betsi Cadwaladr University Health Board and said that as a member of the Stakeholder Group, she shared the concerns reported.

Councillor P. Curtis requested that a breakdown be provided to give information on short term/long term sickness figures. Councillor S. Jones said that short term sickness was more of a concern and that this should be considered carefully. Following a comment from Councillor M. Bateman on whether sickness was being caused by employees being in the wrong job, the Director advised that discussions with the employees concerned took place on a case by case basis. The Chair suggested that the Facilitator contact Human Resources to clarify whether the information requested by Members was already considered at Corporate Resources Overview & Scrutiny Committee. Councillor D.E. Wisinger also requested that the sickness figures breakdown include details of the department.

Social Services for Adults

The Service Manager gave a short presentation on the performance within Social Services for Adults, outlining work which had been undertaken to

improve performance and areas where improvement was needed, as outlined within the report.

In response to a question from Councillor D.I. Mackie on the Disabled Facilities Grants (DFGs), the Chair indicated that the table on page 106 provided a breakdown of the average time taken for an Occupational Therapy assessment to be carried out and the average time taken in Housing/Care & Repair for the DFGs to be completed. Councillor Mackie also expressed concern and confusion that the information for DFGs seemed to be repeated on pages 98, 102 and 106 in the report. The Service Manager explained that DFGs featured as a national figure but also in the Council's own improvement actions and this was the reason for the duplication; however she indicated that the information could be shown in a clearer manner.

The Director of Community Services said that the template used was a new format which was being used corporately for the production of the quarterly performance reports following a pilot scheme within the Housing Directorate. The Chair expressed her disappointment at the new format which she felt was difficult to follow. Councillor M. Lowe suggested that a Member workshop be held on DFGs. The Learning and Social Care Overview and Scrutiny Facilitator advised that the new format had been developed following concerns raised in relation to quarterly performance reporting. A group consisting of officers and Overview & Scrutiny Chairs and Vice Chairs had been convened and subsequently a small sub group including Member representation had developed the revised format. She suggested that the comments be passed on to the Corporate Resources Overview & Scrutiny Committee. The Chair also asked the Cabinet Member for Social Services to forward the comments of the Committee on the format of the reports to Cabinet.

Councillor P. Curtis said that he was pleased to see the downward trend in the waiting times for an Occupational Therapy assessment. The Director of Community Services reminded Members that the figure was also better than the Welsh average and that the number of assessments undertaken had increased significantly in quarter 1. The Chair also asked Members to note that there were very few complaints about the service.

Social Services for Children

The Director of Community Services gave a short presentation on the performance within Development & Resources, outlining work which had been undertaken to improve performance and areas where improvement was needed, as outlined within the report.

The Chair referred to page 72 and asked whether a completion date for Arosfa had been identified. On the issue of the ID card A2A, the Cabinet Member for Social Services said that the rollout was scheduled to take place on 9 July 2012.

Councillor D.I. Mackie referred to indicator SCC/039 on the percentage of health assessments for Looked After Children that had been undertaken and raised concern that Betsi Cadwaladr University Health Board (BCUHB) were unaware of the problems. The Management Information Officer said that a meeting had been held with BCUHB and referred Members to the table on page 85. A breakdown of the reasons the assessment had not taken place were identified in the table with the majority being appointments which were offered to families but which had not been kept. In response to a question from Councillor Bateman, the Management Information Officer said that there was only one Looked After Children Nurse working in Flintshire and that colleagues would provide cover if the Nurse was on holiday or was ill. She agreed to report back to the Committee regarding who funded the post.

RESOLVED:

- (a) That the report be received;
- (b) That the Learning and Social Care Overview and Scrutiny Facilitator request a breakdown from Human Resources on the Workforce sickness figures;
- (c) That concerns relating to the format of the report be submitted to Corporate Resources Overview & Scrutiny Committee; and
- (d) That an awareness session on Disabled Facilities Grants be scheduled for Members.

14. ROTA VISITS

The Learning and Social Care Overview and Scrutiny Facilitator reminded Members that a training session was to be arranged. An updated list would be provided shortly by Lin Hawtin, Commissioning Manager, who had taken over responsibility for rota visits.

RESOLVED:

That the update from the Learning and Social Care Overview and Scrutiny Facilitator be received.

15. FORWARD WORK PROGRAMME

The Learning and Social Care Overview and Scrutiny Facilitator introduced the report to consider the Forward Work Programme for the Committee.

Members were advised that Peter Graham would be in attendance at the next meeting to provide a presentation on the Children's Services Inspection. The Facilitator also advised Members that a Forward Work Programme planning session had been arranged for Monday 10 September 2012.

Following a suggestion from Councillor C. Hinds for the Committee to consider the issue of disabled people who were having to be reassessed to

check their entitlement to Disability Living Allowance and the ongoing effects that this created, the Chair said that it could be submitted as a suggestion to the Forward Work Programme planning session. The Cabinet Member for Social Services indicated that welfare rights came under the remit of the Housing Overview & Scrutiny Committee and Councillor S. Jones commended the work of the welfare rights team which others, including the Chair, concurred with. The Cabinet Member suggested that a joint meeting with Housing Overview & Scrutiny Committee be arranged to consider the issue of welfare rights and the Chair indicated that a joint meeting would also be required to consider the Telecare service.

RESOLVED:

That the update be received.

16. DURATION OF MEETING

The meeting commenced at 2.00 p.m. and ended at 3.28 p.m.

17. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

There was 1 member of the public and 1 member of the press in attendance.

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Chair

SUMMARY OF DECLARATIONS MADE BY MEMBERS
IN ACCORDANCE WITH FLINTSHIRE COUNTY COUNCIL'S
CODE OF CONDUCT

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE	DATE: 2 JULY 2012
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MEMBER	ITEM	MIN. NO. REFERS
NO DECLARATIONS WERE MADE		

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SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE
26 JULY 2012

Minutes of the meeting of the Social and Health Care Overview and Scrutiny Committee of the Flintshire County Council held at County Hall, Mold on Thursday 26 July 2012

PRESENT: Councillor C.A. Ellis (Chair)

Councillors: M. Bateman, D. Evans, S. Jones, B. Lloyd, M. Lowe, D.I. Mackie, H.G. Roberts, I. Smith and D.E. Wisinger

SUBSTITUTION:

Councillor R.J.T. Guest for H.J. McGuill

ALSO PRESENT:

Head of Legal and Democratic Services

APOLOGIES:

Councillors: P. Curtis, A. Davies-Cooke, V. Gay and C. Hinds

CONTRIBUTORS:

Cabinet Member for Social Services, Director of Community Services and Head of Social Services for Children

Peter Graham from Care and Social Services Inspectorate Wales (CSSIW) attended for minute number 19

IN ATTENDANCE:

Learning and Social Care Overview and Scrutiny Facilitator and Committee Officer

18. DECLARATIONS OF INTEREST

No declarations of interest were made.

19. INSPECTION OF CHILDREN'S ASSESSMENT AND CARE MANAGEMENT

The Head of Social Services for Children introduced a report to advise Members of the outcome of the inspection in March 2012 of Children's Assessment and Care Management within Flintshire County Council's Social Services for Children, and agreement of the action plan in response to the inspection report.

Peter Graham from the Care and Social Services Inspectorate Wales (CSSIW) was introduced to the Committee. He detailed the background to the report and provided a presentation for the Committee. The main features of the presentation were:-

- Focus of Inspection
- Criteria for Evaluation
- Methodology

- Headline Summary
- Detailed Evaluation for Criteria 1, 2, 3 and 4
- What works well for Criteria 1, 2, 3 and 4
- What needs to improve for Criteria 1, 2, 3 and 4

The Chair gave her thanks to Mr. Graham for the presentation and also congratulated the Head of Social Services for Children and her team on the results of the inspection.

Councillor D.E. Wisinger asked whether inspections were ever carried out without prior warning being given and in response Mr. Graham said that unannounced inspections were occasionally carried out. Councillor Wisinger also asked whether interviews with children or the elderly were undertaken with their carer present, as he felt they may find it difficult to speak in front of the carer. In response, Mr. Graham said that the child/elderly person had the choice of who they wanted to be present when they were interviewed but added that in his experience, they were not scared to say what they wanted. Mr. Graham also explained that children/elderly people could also respond to questions in writing if they preferred and added that obtaining evidence was an important part of the inspection. The Head of Social Services for Children said that the role of the Independent Reviewing Officer ensured that children being interviewed were taken care of. She detailed other initiatives of how children and young people in the looked after system could put their points forward. Another initiative included the Conference Buddy Scheme for Child Protection Conferences and the user survey forms which were young people friendly. The Chair suggested that some of these areas that had been mentioned could be put forward as good practice by the Authority.

Councillor R.J.T. Guest welcomed the positive report and added his congratulations to the Head of Social Services for Children and her team and also to the Chair who had been Executive Member for Social Services at the time of the inspection. He queried the entry on developing a more consistent approach to the application of risk assessment and asked whether any thought had been given to the length of time that had elapsed since the disc had been issued. Councillor Guest also asked about sickness absence, completion of assessment document and the recording of data within the computer system. On sickness absence, the Director of Community Services said that there were specific issues in key areas but that sickness absence rates had reduced which was an improvement. The recording of data within the computer system was one of the key actions within the action plan but he agreed with the suggestion from Councillor Guest that the action plan could be amended to reflect what was being undertaken in the Authority. The Head of Social Services for Children responded to the question about the disc and said that there were no issues with the content of the information but that due to the turnover of staff within the service, a reminder was to be sent out about the disc and its content. On the completion of assessment documents, she said that it was important to ensure that there was a proper process in place to alleviate the concerns which had been highlighted.

Councillor M. Bateman added her thanks to the Head of Social Services for Children and her team and to the Chair for the inspection results. She asked for further information on sickness absences and in response the Director of Community Services said that there were issues which had resulted in medium to long term sickness absences.

Councillor D.I. Mackie thanked Mr. Graham for the presentation and in welcoming the inspection results, added his congratulations to the team. He said that he had been lucky enough to visit the Children's Services Department on a Climbíé visit and commented on the employees who were all committed to helping others.

The Cabinet Member for Social Services reiterated the comments of the Committee and gave thanks to the Director of Community Services, the Head of Social Services for Children and her team and he thanked Mr. Graham for the presentation.

RESOLVED:

That the findings of the inspection and the resultant action plan (with the amendment to the action plan suggested by Councillor R.J.T. Guest) be accepted.

20. CHILDREN'S INTEGRATED DISABILITY SERVICE/DIRECT PAYMENTS

The Head of Social Services for Children introduced the report to provide Members with a combined update as to the future structure of the Children's Integrated Disability Service (CIDS) and to inform Members as to the current position in relation to Direct Payments for young people.

The Head of Social Services for Children detailed the background to the report. It was reported that the management of the social care aspect of the CIDS was to transfer back under Children's Fieldwork Services from August 2012. The Head of Social Services for Children said that it was important to ensure the stability of the team and she felt that this could be achieved under the new arrangements.

Councillor D.I. Mackie said that he had had difficulty in reading the report and queried the entries at paragraph 2.02 and 3.01. He also referred to the chart on page 29 which provided details of the unused direct payments which had been recovered. The Director of Community Services said that Direct Payments and CIDS were linked as CIDS recommended direct payments and said that paragraphs 2.02 and 3.01 explained that the CIDS project had been re-evaluated. On the query about the chart on page 29, he said that the authority had a responsibility to ensure that payments were being used in the way that they were designed for and added that the income recovered could be used for others in need of the service.

The Head of Social Services for Children said that packages for Direct Payments varied year on year and were based on need. On the issue of

income recovered she gave an example of when the payment had been calculated but was no longer be needed, so would be recovered. It was interesting to note that within Adult Social Care a growth in demand for Direct Payments saw a comparable reduction (and sometimes savings) in other budget areas, but this had not been the case for Children's Services.

Councillor R.J.T. Guest referred to the table at paragraph 3.06 and requested an explanation of why the income recovered had been approximately 10% in years 2009/10 and 2010/11 but had increased to nearly 30% in 2011/12. In response, the Director said that he would provide a written reply to Members of why this had happened.

RESOLVED:

- (a) That Members accept the report for information on the future structure of the Children's Integrated Disability Service, and note the implications of the increasing Direct Payments service for children; and
- (b) That the Director of Community Services provide a written reply to Members on why there had been a large increase in the income recovered in 2011/12.

21. SHORT BREAK PROVISION AT AROSFA

The Head of Social Services for Children introduced a report to advise and inform Members of the progress of the shortbreak service at Arosfa which will aim to provide respite care to children with disabilities in the age range 8 to 18 years.

She said that she was pleased to present the report to Members and said that the budget would offer a three bedded facility for 350 days per year compared to the current placement opening for 240 days with two beds. The original intent of a six bedded unit had been suspended pending future budget settlements.

The Director of Community Services endorsed what had been said and added that he had been delighted to support the Head of Social Services for Children in taking the proposal forward. He said that he hoped that Members would be keen to visit the unit when it opened. The Chair agreed that the unit was welcomed and said that it would help to improve the Out of County Placement budget.

Councillor R.J.T. Guest paid tribute to the Director, the Head of Social Services for Children and the Service Manager for the work they had undertaken. He spoke of the history of the unit and of the problems which had been encountered. He asked that his thanks be passed on to Ian Jones from the Environment Directorate for the help he had provided. In response the Director said that there had been some concerns from local residents but that it had been recognised that these had been addressed and worked through and it was positive that the project had moved forward quickly.

In response to a question from Councillor D. Evans, the Head of Social Services for Children said that the two bedded facility at Cornel Clyd which was not owned by the Council but was leased was to close and would be replaced by this unit.

RESOLVED:

- (a) That the Committee endorse the proposed opening of the new unit on 12 September 2012 (subject to registration with CSSIW) which will provide an additional resource to meet the needs of children/young people with a range of complex health, social and learning disabilities; and
- (b) That the Committee recognise the value of support and provision for this group of children/young people.

22. ROTA VISITS

The Chair explained that a letter had been sent to all Members on rota visits and the Learning and Social Care Overview and Scrutiny Facilitator said that the letter was inviting them to take part in rota visits and to advise that training would be provided. The Chair reminded Members that it was an expectation that those on this Committee would undertake rota visits.

Councillor H.G. Roberts felt that he was not qualified to carry out the rota visits and in response the Chair said that Members carrying out the visits did not replace the role of the inspector. She added that training would be provided and that the visits were an overview for Members to familiarise themselves with the site. The Facilitator explained that Nicky Slater and Lin Hawtin were the lead officers for rota visits. It was proposed that Members who had experience of undertaking the visits would be a 'buddy' for those who had never undertaken the visits.

RESOLVED:

That the update be received.

23. FORWARD WORK PROGRAMME

The Learning and Social Care Overview and Scrutiny Facilitator introduced the report to consider the Forward Work Programme for the Committee.

The Facilitator explained that a Forward Work Programme planning session was to be held at 2pm on Monday, 10 September 2012 to determine the Forward Work Programme for the forthcoming meetings. It was also proposed that Betsi Cadwaladr University Health Board (BCUHB) attend the meeting on 1 November 2012 to provide an update. The Chair indicated that due to the recent proposals put forward by BCUHB, she had made a request

for a special Social and Health Care Overview & Scrutiny Committee meeting to which all Members would be invited. The date was yet to be confirmed but it was anticipated that it would be early in September 2012 and a letter would be sent out to all Members when the details were known.

RESOLVED:

That the Forward Work Programme be amended to reflect the above suggestions.

24. DURATION OF MEETING

The meeting commenced at 2.00 p.m. and ended at 3.20 p.m.

25. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

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

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Chair

SUMMARY OF DECLARATIONS MADE BY MEMBERS
IN ACCORDANCE WITH FLINTSHIRE COUNTY COUNCIL'S
CODE OF CONDUCT

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE	DATE: 26 JULY 2012
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MEMBER	ITEM	MIN. NO. REFERS
NO DECLARATIONS WERE MADE		

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY
COMMITTEE
DATE: THURSDAY, 4 OCTOBER 2012
REPORT BY: DIRECTOR OF COMMUNITY SERVICES
SUBJECT: NORTH WALES ADOPTION SERVICE

1.00 PURPOSE OF REPORT

1.01 To provide Members with a report of the current operational activity for the North Wales Adoption Service.

2.00 BACKGROUND

2.01 Following an extensive consultation exercise the North Wales Adoption

Service was launched on 01.04.10. Its purpose being to build upon and formalise the previous informal consortia arrangement which has existed.

2.02 Via a partnership agreement the North Wales Adoption Service provides the following elements for all 6 North Wales authorities:

- Assessment of Prospective adopters
- Assessment of Partner of Parent applicants for birth families including face to face contact and letterbox contact.
- Counselling for birth families in a contract with “After Adoption”
- General advice and support to the six authorities.
-

2.03 The project is currently hosted by Wrexham CBC but overseen by the six North Wales Heads of Children’s Services who meet quarterly as the NWAS Board. An operational Management Group sits below the Board, discusses operational matters and supports the Project Manager, feeding matters into the Board as required.

3.00 CONSIDERATIONS

3.01 This report and its appendices provides Members with an update on the work of the North Wales Adoption Service.

3.02 The report covers annual activity from April 2011 to February 2012 and the most recent quarterly report (April – June 2012).

3.03 The operation of the services shows an improving picture now that the staffing gaps have been resolved.

3.04 The recent inspection of adoption services in Flintshire by CSSIW reported positively on the work of the NWAS. This echoed a similar inspection conducted in Wrexham in March 2012. A report on the Flintshire Inspection.

4.00 RECOMMENDATIONS

4.01 That Members accept this report as information on the work of the North Wales Adoption Service.

5.00 FINANCIAL IMPLICATIONS

5.01 Funding for the project is based upon the percentage amounts agreed at the commencement of the collaboration when this was calculated on (i) Child population and (ii) adoption activity.

5.02 The total budget is £758,493. Contributions are staff and cash contributions. Individual Authority contributions to the overall budget are as follows:

FLINTSHIRE	22.4%
WREXHAM	19.4%
DENBIGHSHIRE	14.0%
CONWY	16.5%
GWYNEDD	17.6%
YNYS MON	10.1%

5.03 The consortia arrangement means that children placed across North Wales do not attract a charge whereas placements ex-consortia attract a charge of £30k.

6.00 ANTI POVERTY IMPACT

6.01 None arising directly from this report.

7.00 ENVIRONMENTAL IMPACT

7.01 None arising directly from this report.

8.00 EQUALITIES IMPACT

8.01 Children in the care system who are unable to return to their birth families need an opportunity to live with a permanent family of their own and this initiative ensures that wherever possible children can be found alternative placements where their cultural needs can be met.

9.00 PERSONNEL IMPLICATIONS

- 9.01 Some staff are seconded from individual local authorities as per the partnership agreement whilst others have Wrexham contracts as they are the host authority.

10.00 CONSULTATION REQUIRED

- 10.01 The partnership agreement requires confirmation of this continuance post April 2013 and this is currently being considered by the 6 North Wales Heads of Children's Services.

11.00 CONSULTATION UNDERTAKEN

- 11.01 As stated in 2.03 the Operational Management Group report to the Heads of Services on a quarterly basis.

12.00 APPENDICES

- 12.01 (i) NWAS annual Report April 2011 to February 2012.
(ii) NWAS Quarterly Report April – June 2012.
(iii) CSSIW Inspection of Adoption Service in Flintshire 17th August 2012.

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

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Gwasanaeth
Mabwysiadu
Gogledd Cymru



North Wales
Adoption
Service

NORTH WALES ADOPTION SERVICE

ANNUAL REPORT

APRIL 2011 – FEBRUARY 2012



CONTENTS:	Page:
1. Introduction	2
2. Staffing	4
3. Recruitment	6
4. Adopters	11
5. Children	13
6. Partner of Parent	15
7. After Adoption Section 98 Counselling	16
8. Birth Parent Counselling	16
9. Letterbox and Contact arrangements.	19
10. Training	20
11. Joint Adoption Panels	27
12. Performance Indicators	28
13. Budget	30

1. INTRODUCTION

The North Wales Adoption Service has now been operational for two years. Established in April 2010 as a regional adoption service for the six local authorities, namely Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Môn, the service has seen a significant number of children being referred to the service for matching with prospective adopters, partner of parent applications, and contact arrangements.

The first year of the service was spent establishing the team, developing the database in order to collate the data required for all six authorities, identifying potential matches for children and families and appropriate record keeping. Work has also been undertaken on developing consistent procedures and paperwork across all six authorities for all adoption processes, including adopters' assessments, matching and panel activities and moving children on to adoptive placements.

The first year of the service also saw the establishment of the first Joint Adoption Panel in Flintshire and Wrexham which is now well established and working well. The second Joint Adoption panel for Conwy and Denbighshire was established in the second year of the service with its first panel in January 2012.

Gwynedd and Ynys Môn are currently in the process of setting up the third joint Adoption Panel and it is anticipated that this will be established by the second quarter of 2012-2013.

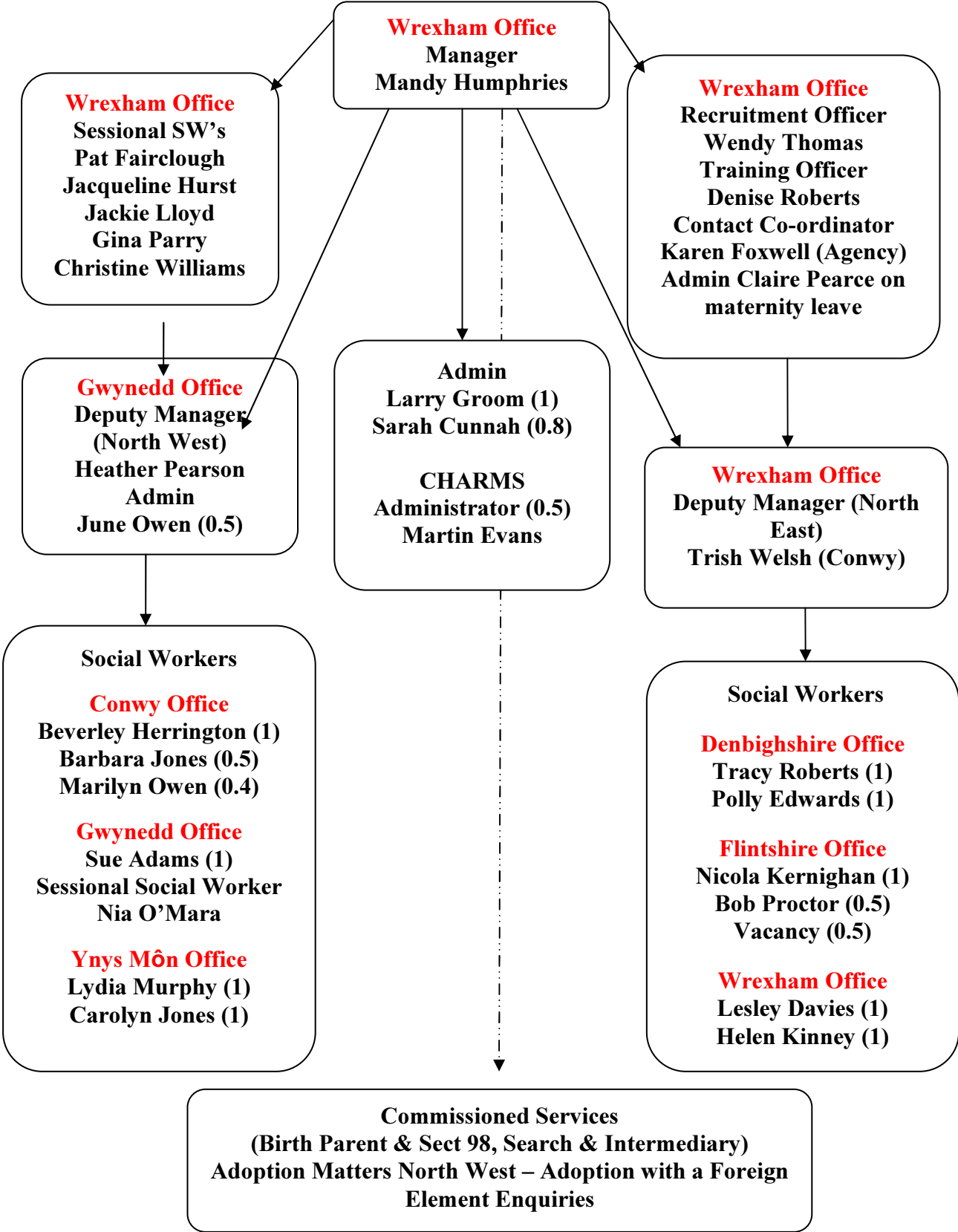
It is acknowledged that during the first year of the service due to issues in the staffing situation training and adoption assessments were delayed. However, the second year of the service has succeeded in resolving many of these issues and the service is now operating in a more efficient and effective manner. The outcome of this will be evidence in the report with improvement in the availability of pre-approval training, allocation of adoption assessments and approval of prospective adopters. In general, particularly in the latter part of 2011-12 NWAS has seen a significant improvement in the following areas:

- A more cohesive and stable staff group including the employment of sessional social workers with a wide range of skills. This has enabled some assessments to be fast tracked where adopters have been identified at an early stage, as having the appropriate matching criteria for specific children.
- A strategic approach to recruitment activity with an emphasis on the recruitment of adopters for sibling groups.
- Improved data collection
- More efficient and effective processing of enquiries through to assessment which has resulted in minimising the wait for adopters and consequently for children who wait.
- Increased number of pre-approval training events
- Introduction of training events for adoption workers, child care social workers and panel members, although in its infancy will be developed more fully in 2012.

March 2012 saw the first Adoption Inspection for NWAS undertaken by CSSIW. Although the inspection focused on Wrexham it was inevitable that the general service provided by NWAS would be considered in its entirety. The outcome of the assessment was very positive with no requirements or priority areas identified for improvement. However, as acknowledged in the Inspection report, the adoption support service is a key area for development and where further investment and resources will be required in order to comply with the standards required.

The priorities for NWAS, the Operational Managers Group and the Partnership Board for the coming months will be consultation, discussion and decision on the future of the service post March 2013. This will need to include proposals on future funding, staffing and resource implications in order to move from a transition service to a consolidated cohesive service in its own right.

2. STAFFING



The NWAS staffing situation has improved during this financial year with low levels of sickness recorded and fewer staff vacancies at the latter part of the year than the previous 12-18 months. There have been some significant changes in staffing to cover maternity leave and the need to recruit additional staff to speed up the assessments of prospective adopters and increase number of enquiries and contact arrangements.

New Starters:

Karen Foxwell - Contact Co-ordinator (Agency Social Worker) – Full Time 28th July 2011 to February 2012. Part Time (0.6) until Monday 19th March 2012.

Denise Roberts - Training Officer employed from August 2011.

Pat Fairclough, Jacqueline Hurst, Jackie Lloyd, Gina Parry, Christine Williams, Nia O'Mara - 6 Sessional Workers recruited in October 2011

Carolyn Jones – Social worker Ynys Môn, November 2011.

Sarah Cunnah – admin in Wrexham to cover maternity leave start date 31st October 2011 – contract currently agreed until July 2012.

Larry Groom – moved from part time to full time in October 2011.

Martin Evans – IT Administrator (0.5) Start Date 7th September 2011 contract currently agreed until September 2012.

Leavers:

Carolyn Homer – Ynys Mon Social Worker retired July 2011.

Bob Proctor – Flexible retirement Part Time (0.5) since January 2012.

Gemma Sandle – maternity leave 4th April 2011

Claire Pearce - maternity leave July 2011.

Tara Jones – admin assistant transferred to finance team

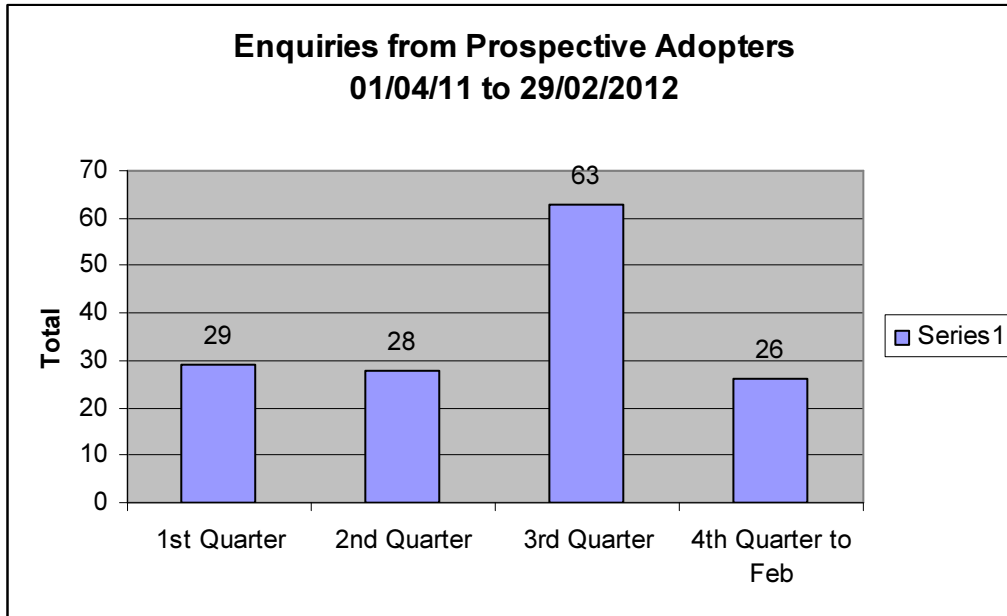
The current situation with staffing is stable having only one part time vacancy in Flintshire since January 2012. This post has been advertised and 5 candidates will be interviewed on Thursday 22nd March 2012.

Karen Foxwell the agency social worker contact co-ordinator has recently given in her notice. Due to the nature of this post OMG agreed to NWAS recruiting a full time permanent social worker to this post. The advert for this post is completed and will be circulated in March 2012. It is anticipated that Claire Pearce will provide administrative support for the contact co-ordinator on her return from maternity leave due to the number of historical contact arrangements that need to be transferred to Head Office, those presently in place, and the new arrangements as more children are placed for adoption. Interim arrangements to cover the post have been arranged via a sessional social worker in order to provide continuity for the service and prevent delay and any backlog of contact arrangements.

Sickness levels for staff have been very low with a total of 26 days sickness recorded since April 2011.

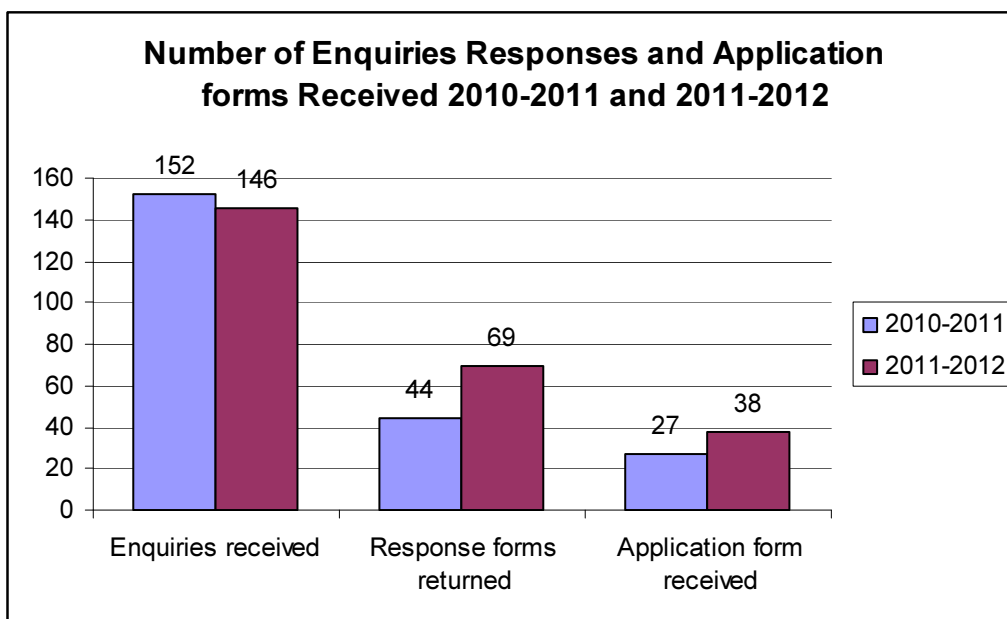
3. RECRUITMENT ACTIVITY

Adoption Enquiries from April 2011 to February 2012



Total Number of Enquiries April 2011 to February 2012 = 146

The number of enquiries received following the recruitment campaign during Adoption Week increased considerably with more than double the amount received from previous quarters. The final quarter includes figures up to February 2012 only.



The number of enquiries received in 2010-11 and 2011-12 is similar however, the figures for 2011-2012 do not include enquiries likely to come in March 2012. There has been an improvement in the number of responses received following initial enquiry and in the number of prospective adopters proceeding with their applications during this financial year.

Number of responses received has risen from **29% to 47%** i.e. additional **27** responses.

Number of application pursued has risen from **18% to 26%** which equates to an additional **11** applications to date. It is likely that additional responses and applications will be received from the most recent enquiries as prospective adopters need time to consider the information given before proceeding.

90% (132) of enquiries were responded to with written bilingual Information packs within 5 working days. The remaining 10% (14) were 2nd time adopters already involved with the service and requesting a second placement. Those recorded as receiving packs after 5 working days relate to a second pack being sent following a no response letter from the service and enquirers were stating that they had not received the initial pack.

The recruitment officer is responsible for following up any enquiries that have not been responded to after one month of receipt of information pack. Enquirers are sent a no response letter and requested to complete a questionnaire on the service provided. In some cases this has prompted some applicants to proceed with application, in most other cases the reasons for not proceeding were given as personal and not due to the service provided.

Results of questionnaires sent to date:

Responses to questionnaire to prospective adopters' enquiries who did not respond following initial information or proceed with the adoption process.

Responses received between May 2011 and February 2012

1. Where did you hear about the North Wales Adoption Service?

37.5% internet/websites;
37.5% Local Authority direct,
25% Family & friends

The following questions were rated 1 = MOST NEGATIVE and 5 being MOST POSITIVE.

2. How would you rate the overall quality of the service you received?

37.5% rated 5
50% rated 4
12.5% rated 3

3. How useful was the information pack sent to you?

37.5% rated 5
37.5% rated 4
12.5% rated 3
12.5% rated 2

4. At what step and why did you feel adoption was not right for you?

Still undecided/ Still considering/ Gathering information for the future
Relationship broke down
Son too young
Counselled out at initial visit
Started a new relationship – expecting baby in 2012
Got married

5. Did you receive the service you expected from the North Wales Adoption Team?

87.5% replied YES
12.5% (1) replied NO but qualified this with the comment –*“it was better than I expected. The woman I spoke to took plenty of time to talk through all my questions and gave very comprehensive and helpful answers to my initial enquiries”*.

6. What changes would you recommend?

62.5% responded - None

i) More personalised service, not just a leaflet, bilingual.

(NWAS leaflets and letters to initial enquiry are bilingual. Initial visit is carried out on receipt of response form and is available in English/Welsh so not sure why this comment was made except that the questionnaire was in English)

ii) Make the process as undaunting as possible. Look at positives for each couple, as much as possible. (Couple counselled out after initial visit).

iii) Adoption process is painfully slow, hope the government makes changes; more funding is drastically needed to fund more social workers, ridiculous amount of red tape.

Recommendations from this survey:

1. Improve website for NWAS and ensure that all Local Authorities direct their Adoption enquiries to the North Wales Adoption website.
 2. Questionnaire to be translated into Welsh.
 3. Information leaflet to be updated.
-

The NWAS Recruitment Officer has an ongoing recruitment plan which includes organising events and open days in local communities across the North Wales region: This has included visits to local supermarkets, community centres, colleges, shopping centres, contact centre in Wrexham etc where the community are able to acquire information packs and have one to one discussion where required. Recruitment activity includes:

- Attendance at major public events e.g. National Eisteddfod in Wrexham, St. David's Market. Information provided by fostering team at the Children and Young People's Partnership Family Festival in Ynys Môn, Fostering & Adoption Information Evening in conjunction with Flintshire Fostering Team,
- Liaison with schools in all six local authorities and attendance at six school open days.
- Posters and information leaflets have been delivered to libraries, doctors, surgeries, dentists, schools, community centres, national parks, contact centres in each authority. They include a free phone number and website address to request further information.
- Information leaflets and posters have been provided to IVF clinics
- Information and advertisements in the local media.
- Interviews on local radio station during National Adoption Week.
- Advertised on employers payslips/buses across North Wales, Broughton website.
- Ongoing open days and events across all six authorities including in local supermarkets, school fetes, National Eisteddfod in Wrexham.

Website: Work on the design of the new website has been ongoing during this period and has now been completed and includes additional information on training and recruitment events and additional information booklets for downloading. The recruitment officer is also meeting with various adopters who are willing to share their stories and include them on the website which will be updated on a regular basis, The site should be going live in March 2012 and action needs to be taken by the recruitment officer and all local authority website departments to ensure that adoption enquiries are referred to the North Wales Website.

Advertisement sibling groups - due to the number of sibling groups referred to the service a targeted recruitment campaign will be undertaken in February /March 2012. This will include advertising in the local media and the circulation of posters across the region followed up by open evenings in April 2012.

Urdd Eisteddfod – Glynllifon, Caernarfon. Plans are underway to attend this event from 4th – 8th June 2012.

NWAS Children's Book about Adoption- The recruitment officer has been researching into publishing a book about adoption for young children pre-school age in the Welsh language. Professor Fergus Lowe in Bangor University (Head of Child Psychology) has been contacted for advice with regard to the appropriate content of the book. Contact has been made with Sarah Jones, Area Manager Coleg Harlech who runs Community Courses on creative writing. She is looking

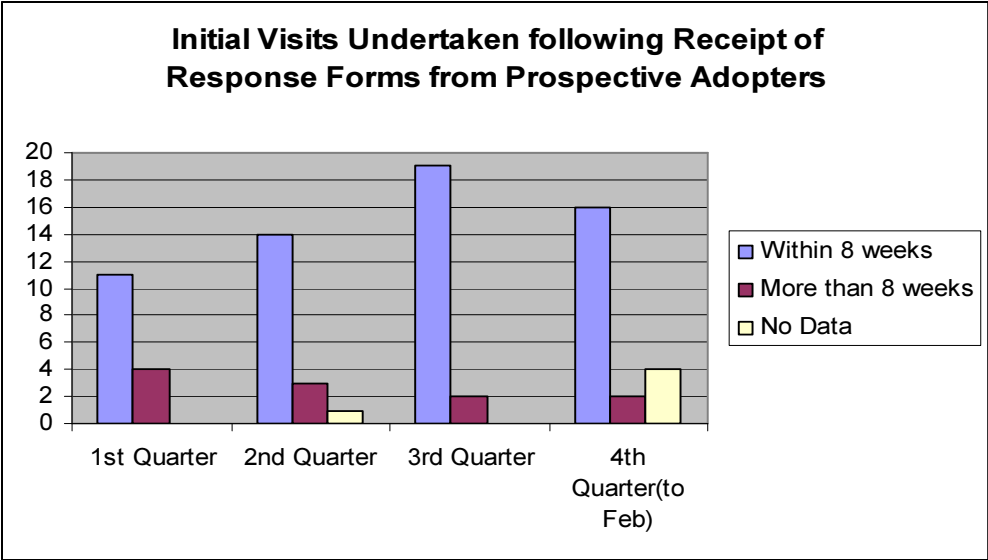
into the possibility of introducing this into one of the courses and has shown an interest in supporting us.

Marketing Questionnaire – sent out to all prospective adopters attending the training in September, October, November, January and February. Responses to be collated in April 2012 and will be used to inform the recruitment strategy for the future.

Education Departments: All six local authority education departments have been contacted with regard to being invited to open evenings and family orientated open days in schools across North Wales.

Initial Visits to Prospective Adopters

The Recruitment Officer has also been responsible for undertaking initial visits across the authority. Since undertaking this responsibility the process has proved to be more efficient.



A Total of 75 initial visits were undertaken between April 2011 and February 2012.

79% of initial visits have been undertaken on time since April 2012. This represents more than a 40% increase compared to 2010-11 from **38% to 79%**.

Costs of travelling across the region and limitations placed on the reimbursement of expenses for the recruitment officer threatened to limit this activity and has been raised at OMG and with the Partnership Board. Access to a pool car is currently being investigated.

4. ADOPTERS

As stated previously the number of enquiries received from prospective adopters is fairly stable, however, responses following initial information and further applications to proceed have increased since April 2011.

To date a total of **146** enquiries have been received from prospective adopters. **69** response forms were received and **38** applications were received after pre-approval training from this cohort.

Number of adopters attending Pre-Approval Training April 2012- March 2012

Attended Training	Conwy	Denbs	Flint	Gwynedd	Wrexham	Ynys Môn	Total
June	2	2	1	2	1	1	9
Sept	2	1	3	3	2	0	11
Oct	1	0	1	2	2	1	7
Nov	0	2	2	1	0	1	6
Jan	1	0	7	2	1	1	12
Feb	2	4	1	3	1	1	12
Total	8	9	15	13	7	5	57

A total of 57 prospective adoptive families (111 participants) attended pre-approval training during April 2011-February 2012. This is an increase compared to the 33 applicants attending training in the previous year.

25% of prospective adoptive couples attended training within 2 months of their initial visit compared to 6% in 2012-11.

14% of prospective adoptive couples attended training within 3 months of their initial visit compared to 12% in 2010-11.

Number of Adopters Allocated for Assessment April 2011-February 2012

Allocated	Conwy	Denbs	Flint	Gwynedd	Wrexham	Ynys Môn	Total
April-June	1	1	0	2	1	1	6
July-Sept	2	3	0	5	0	1	11
Oct-Dec	2	2	4	5	3	1	17
Jan-March	An additional 8/10 applications to be allocated in March.						
Total							34 + 8

50% of assessments were allocated within 2 months of pre-approval training - 67% of assessments were allocated within 2 months of application form being received.

Number of Adopters Approved April 2011-February 2012

	Conwy	Denbs	Flint	Gwynedd	Wrexham	Ynys Môn	Total
Approved Adopters	0	3	2	6	5	5	21

A total of **26** families are under assessment at present with at least **3** applications due to come to panel in March and another **6** in April 2012. This will bring the amount of available adopters to **19**, if recommended by panel and approved, This is extremely favourable to the situation we experienced when on some occasions the number of available adopters had reduced to four or five families.

Two other assessments were completed but withdrawn at the final stages of assessment. One due to some discrepancies in information shared and the second being a being a medical issue. An additional assessment was completed but not approved at panel and has since gone on hold due to a medical issue. Two approved adopters are on hold due to medical issues and alterations to the property, it is envisaged that these will become available again in the next few months.

Number of assessments completed within 6 months of receipt of application form 42% (9). The focus for 2012 will be to increase this percentage and as more effective systems are now in place for undertaking statutory checks and allocation of assessments as well as the availability of sessional social workers this is achievable. Supervision sessions and team meetings will be used to monitor progress of assessments.

Of the remaining 12 assessments which took more than 6 months, reasons for delay were: medical issues, delay in obtaining references and delay in allocation at the beginning of the financial year.

Number of adopters currently available – Total 8 + 2 on hold for potential link – this should increase to approximately 19 in April.

The majority of adopters available at present are only seeking to adopt one child of a young age and are not willing to consider direct contact with birth parents. Only one family will consider 2 children and these may be considered for a sibling group recently referred to the service.

5. CHILDREN

Summary:

Children referred 2011-2012 44

Children Matched/Placed 45 + 2 to panel in March (this includes 27 children referred in 2010-2011)

Children waiting 30

Children Adopted: 22

Number of Children Referred to N WAS April 2011-February 2012

	New Referrals	Matched/Placed	Children Waiting-issues re Family Finding
Conwy	10	7	1 sibling group of 3
Denbighshire	6	2	2 withdrawn possible SGO with grandparents 2 children - parents with severe learning difficulties children 6 and 5 years old
Flintshire	7	2	1 child aged 8 years with behavioural issues 1 child aged 18 months direct contact an issue 1 sibling group of 3 behavioural issues but family due to come to panel in April interested in these children.
Gwynedd	10	4	1 sibling group of 3 –Welsh family from London being considered 1 sibling group of 2 on hold due to updates required on medical issues identified by Family Finder 1 new referral in February 2012 no placement order as yet.
Wrexham	11	3	2 sibling groups of 3 1 sibling group of 2 new referral no placement order 1 on hold potential link
Ynys Môn	0	0	
Total	44	18	

Children who wait referred in 2010-2011

Agency	No: of Children	Reason for delay
Conwy	3 withdrawn	1 sibling group of 3 now being considered for SGO with foster carers
Denbs	3	1 sibling group of 2 aged 7 and 4 years Single placement of 7 year old
Flint	1 withdrawn	Child with FAS long term fostering placement identified
Gwynedd	0	
Wrexham	2 withdrawn	Unable to identify placement – returned to court SGO for foster care for 1 child/decision on second child dependent on re-assessment of birth parents.
Ynys Môn	3	3 siblings separated to 2 and 1 single placements – court requested 6 times annual contact
Total	6	

Total number of matches/placements during this period including children waiting for families referred in 2010-2011 = 45 (one disruption second placement found)

Following data is based on children referred to NWAS 2011-12:

Number of children matched at panel within 6 months of the 'should be adopted' decision = 34% (16)

Number of children matched at panel within 6 months of the 'placement order' = 75%

Number of children matched at panel within 12 months of the 'should be adopted' decision = 40% (18)

Number of children matched at panel after 12 months of the 'should be adopted' decision = 24% (11)

Children placed with adopters out of NWAS area

Out of the 45 (47 in March) children matched in this financial year only two placements have been made with adopters outside the NWAS region.

1 child from Flintshire was placed with a sibling in the Carmarthenshire area.

1 sibling group of 2 aged 7 and 6 years from Conwy were placed with adopters from Edinburgh.

Disruptions – two placements have disrupted during the past 12 months one young child had only been placed a week when the adopters felt they were unable to attach to the child. The child was moved back to his previous foster carers

This is a significant difference to the previous year as 14 children out of 38 children placed out of the NWAS region in 2010 - 2011.

Children placed with NWAS adopters from other authorities

- 1 child from Powys placed in Flintshire
- 1 child from Cardiff placed in Conwy (sibling placed last year)
- 1 child from Coventry placed in Ynys Môn

6. PARTNER OF PARENT APPLICATIONS

	Conwy	Denbs	Flint	Gwynedd	Wrexham	Ynys Môn	Total
Referred April 2011-12	3	4	8	8	12	0	35
Closed	1	2	2	3	6	0	14
Under Assessment 2011-12	2	1	1	0	0	0	4
Under Assessment 2010-11	1	2	4		4	0	11
Potential Assessment following initial enquiries	0	1	1	5	4	0	10
Partner of Parent Adoptions 2011-12	0	2	2	1	3	0	8
Partner of Parent Adoption Orders Granted 2010-2011	-	-	-	-	-	-	6

NWAS is currently undertaking **15** Partner of Parent Assessments and has a potential of another 10 likely to proceed with application.

These enquiries and applications are not prioritised however, where there is capacity or where an application has been filed in court they are allocated appropriately.

Advice from the CSSIW based in Cardiff having taken legal advice from the Welsh Assembly lawyers was that NWAS does not have the power to charge for these applications. However, NWAS has highlighted the issues around the number of these applications and the fact that they affect the core business of the service (i.e. approval of general adopters) in two recent responses to the Inquiry into adoption by the Welsh Government Responses available with this report.

7. SECTION 98 COUNSELLING/INTERMEDIARY SERVICE/AFTER ADOPTION

Total of referrals received April 2011-12	=	92
Total transferred to After Adoption on waiting list of 2010-2011	=	14
Total transferred to After Adoption from April 2011-12 referrals	=	62
Total referred April 2011-12	=	79
Total closed from April 2011-12 referrals	=	20

Waiting list of 30 cases – these can be transferred to After Adoption in April 2012. The number of referrals for this service has increased by approximately 15 cases to date. Due to the number of referrals received there has been a need to prioritise certain cases i.e. birth parent counselling and service users who were adopted pre-November 1975. Despite the need for a waiting list most service users were transferred within two or three months at the end of the 2010-11 and this will be the case for 2011-2012.

Due to the number of cases involved it is unlikely that recruiting additional staff to NWAS to undertake this work and replace the contract with After Adoption would be financially beneficial and more likely to exceed the cost of the contract due to the additional costs and the necessity to travel across the region in order to provide an equitable service. Additional information is currently being gathered with regard to the number of hours required to manage this number of cases in order to ascertain the probability of potential variations to the contract.

8. BIRTH PARENT COUNSELLING

Total number of birth parent counselling referrals 2011-2012	=	10
Total Number closed	=	4

The majority of birth parent referrals are closed due to non engagement of the service users. It has been agreed that After Adoption will close the case if the

service user does not engage following three attempts to make contact. This allows other cases to be transferred from the waiting list.

Questionnaires were sent out to After Adoption cases that had been closed in September 2011 although a minority were returned, those that did were extremely positive about the service provided. This needs to be re-visited for all cases transferred to After Adoption in order to provide evidence for the continuation or termination of the contract post March 2013.

QUESTIONNAIRE RE: AFTER ADOPTION

SECTION 1.

Please state the type of service you requested:

Access to Records	<input type="checkbox"/>	Search and Intermediary	<input type="checkbox"/>
Birth Parent Counselling	<input type="checkbox"/>	Other (Please state)	<input type="text"/>

The majority of response came from service user requiring access to their birth records and intermediary services.

Reason for Closure:

Service requested completed	<input type="checkbox"/>
After Adoption unable to provide further support	<input type="checkbox"/>

All responses stated that the service requested had been completed.

Please go to Section 2

If you did not take up the service at this stage do you feel you may wish to do so in the future?

Could you suggest another service which you may have found helpful?

N/A

SECTION 2

Please comment on the service provided

All responses stated Yes to the following questions:

1. When contacting the North Wales Adoption Service to request support were you greeted appropriately and informed that the service would be transferred to After Adoption?
2. Were you contacted by After Adoption within approximately two weeks of your referral?
3. Did you have a face to face meeting with staff from After Adoption?
4. Were you offered a visit in an appropriate venue close enough to home?
5. Did the staff maintain contact with you on a regular basis?
6. Due to the nature of the service provided do you feel that the information provided to you was shared in a sensitive and appropriate manner?
7. Were the staff knowledgeable about the issues, able to offer pertinent advice and answer your questions appropriately?
8. Were they able to access your information/records in a timely manner?
9. Did the outcome of the service meet your original request for support?
10. Overall, how would you rate the service provided by After Adoption?
Please rate your answers on a level of 1 to 5

1 = Excellent 2 = Very Good 3 = Good 4 = Average 5 = Poor

All excellent or very good

How could we improve the service? Any other comments?

"I can't find any faults at all"

"Only negative was the wrong postcode on letter to birth mother which caused delay and some distress thinking contact was not welcomed"

Is there a staff person you would like to commend?

Sian Peacock and Dot Foster

9. LETTERBOX AND CONTACT ARRANGEMENTS

Number of letterbox contacts from Denbighshire and Conwy allocated to NWS = 156 (children) with an average of two or three contacts each (Approximately 240 individual contacts.)

Total of new contact arrangements from 2010 to date involve 83 new placements and it is anticipated that this will rise by approximately 40 placements per annum. Many of these will also have a number of individual arrangements.

During the year it has become evident that the contact service is more complex and time consuming than originally anticipated with the need to standardise the procedures across the region, review and mediate between birth families and adopters. Due to the number of contact arrangements being referred and enquiries from relatives, a sessional worker has been employed to support the agency worker to input the data of historical cases. It is evident that a permanent social worker and full time admin support will be required to manage the increasing number of contact arrangements in the future. It has been agreed by OMG that this post can be advertised on a permanent basis and supported by the administrative assistant on her return from maternity leave.

NWS social workers in four areas continue to manage the contact arrangements for their relevant local authority. It is anticipated that these cases will be transferred to the main contact co-ordinator incurring approximately an additional 100 cases.

The situation will need to be reviewed on a regular basis in the coming year in order to ascertain the resources required to manage this service appropriately.

10. TRAINING

The NWAS Training Officer took up her post in August 2011. To date she has facilitated four 4 day pre-approval training courses for prospective adopters and one 2 day pre-approval training course for 2nd time adopters. This has involved a total of 57 families (111 participants).

Post training a 'Let's get Started' evening has been arranged for all participants. Applicants are requested to ensure any applications to proceed with assessments are received by that date, CRB checks undertaken and medical forms provided in order to proceed with statutory checks and references. This event also gives applicants the opportunity to gain further information on the process to follow and raise any issues from the training. A further short workshop is presented on this evening on "safe caring".

A NWAS course participants Handbook has also been developed eliminating the need to purchase these handbooks from other organisation at a cost of over £25 each.

Evaluations of all the training courses have been very positive to date. Only 2 couples did not proceed following training, one due to the issues raised around contact in adoption and one due to the numbers of children available in North Wales. 2 assessments have been put on hold due to issues raised with current placements where adoption support is being provided which needs to be resolved before second time adoptions are advised

Evaluations of all the training courses have been very positive to date. Only 2 participants did not proceed following training

Evaluation of second time adopters training in November 2011

Questions were asked to be rated on the following criteria:

Not at all	A little	Average	Good	Completely
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1. To what extent did the course meet your expectations or needs?

16% Completely
67% Good
16% Average

2. How useful was the course in relation to adopting for a second time?

34% Completely
50% Good
16% Average

3. Would you be the quality of the training provided to be of a suitable level?

50% Completely
34% Good
16% Average

4. Any Comments?

- Very good and open to discussion
- Whilst there were some very useful and helpful aspects of the course we felt that the course wasn't very well structured there was no clear agenda or recapping of key points which would have made the course so much more enjoyable. The other key thing was that since all the attendees have had mixed experiences there are some key learning points NWAS could pick up on to improve the whole adoption process.
- Good location
- Thank you very much useful to refresh and share experiences.

Recommendations:

1. Improve structure of the course
2. Identify key learning points raised and incorporate in adoption process where appropriate.

COURSE NAME: PREPARING TO ADOPT

COURSE DATES: January 2012

COURSE TRAINER: Denise Roberts

Questions were asked to be rated on the following criteria:-

Not at all	A little	Average	Good	Completely
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1. To what extent did the course meet your expectations or needs in relation to:-

Session 1:

- Why a preparation course is necessary and how it relates to the assessment process
- The assessment criteria for the home study

64% Completely
36% Good

Comments

- Made me realise about the adopted children needs more.
- Gave a clear understanding of the process and helped me understand the necessity of it all
- Exceeded my expectations
- Surprised how many couples already had children
- There's loads of information packed into the course – glad there are handouts
- Very thorough, very well paced. Would like to know more about the home study
- The course has been very well presented professionally
- Very in-depth
- Greater understanding holistically

Session 2:

- The meaning of permanence
- The possible ways of achieving permanence
- The legal framework for adoption
- The numbers and characteristics of children needing adoption

73% Completely

27% Good

Comments

- very well delivered and facilitated discussion left nothing unanswered
- again delivered extremely well and clearly/
- a bit of a long leg
- Will be doing further background reading.
- Never would have thought that there were so many different professionals involved in a Childs case.
- Good examples of different childr3ens scenarios – makes you think.

Session 3:

- How children learn to feel secure
- Children's abilities and development
- Why attachment is important for a child's development
- How a child's early experiences affect his or her ability to form attachments

68% completely

32% Good

Comments

- Realised why a child needs to know their past, I thought most would not care.
- Very useful and interesting, helpful.
- Sue's session was excellent.
- So much further reading and understanding is needed for me to be able to feel confident in supporting chronological/ developmental age. Massive topic – briefly looked at. Look at the older child more too.

Session 4:

- What constitutes neglect and abuse
- How abusive and neglectful experiences will affect a child's development and behaviour
- Ways to help children overcome the effects of neglect and abuse

68% completely
32% Good

Comments

- more research can only help me to improve understanding
- So difficult to imagine the huge impact on children in certain instances.
- Good session. No great surprises, sadly but very interesting.
- Good session but sad.
- To my mind the most important section. The issue of help children to overcome the effects of neglect and abuse.
- Missed second day which covered most of this but have touched on thorough discussion (due to bereavement).
- Knew a lot from experience of others

Session 5:

- The immediate and long-term impact of separation and loss
- Why the child's birth relatives and significant others continue to be important to the child's adoptive family
- How contact with birth relatives and previous carers can contribute to the child's healthy development in an adoptive family

68% completely
32% Good

Comments

- Helped overcome my fears and lack of understanding regarding contact and realising the importance of it.
- Thought provoking
- Handled very well and went to lengths to look at modern day life and impact.
- Appreciate the importance of this subject and understanding why. The live case study was brilliant (brought it to light).

Session 6:

- The factors which contribute to a sense of identity
- What “resilience” means in the context of looked after children
- Ways to help build a healthy and positive sense of self-esteem and resilience in children.

73% Completely
27% Good

Comments

- Been thinking of ideas together of how we can achieve this.
- Not sure about the doll's

Session 7

- The difference between being a birth parent and being an adoptive parent
- The issues which will arise over the years if you adopt a child
- Why it will be important for you to continue contact with the adoption agency

68% completely
32% Good

Comments

- thought that I would be looked at as a birth parent completely
- Issues arising was skimmed over as to specifics. A lot of assumptions were made.
- Useful to think about support network and how wide it is
- Well covered and important to cover

Session 8: What happens next?

- Guest adoptive parent or adopted person
- How a match is made.
- Introductions

68% completely
32% Good

Comments

- look forward to next process
- Meeting Paul and hearing his story made it all suddenly real. Got straight through to me and will remain with me.
- Thought it would take longer, happy it doesn't though
- Thorough understanding of this process completed step by step all stages addressed and explained.
- Lots of surprises in information which we had not previously known. Couple of bits differ to initial information on initial contact. *(This related to the number of children available for adoption which the Media had quoted Vs the number of children available for adoption within NNAS).*

2. Finally, if you have any positive or negative comments about any aspect of the course, the trainer or the facilities, please note them below:

Comments

- I thought the course, and the trainers were excellent. The session with Paul added so much. Even more input from people who've been there would add even more. Thank you.
- Would be interested to keep contact with those from group as we take this journey.
- Talk from adopted person was very good and appreciated.
- Very well presented, on the whole thorough explanations, expansion and discussion was encouraged at all times. Participation was openly welcomed. Excellent that a trainee gave a presentation, very well presented. A wealth of knowledge and experience from all NNAS employees. Great to have a chat with Paul and hear his views.
- Room temperature.
- Some parties could be silly and could do with having a word to calm it down. *(this was identified by the training officer and addressed with the relevant people)*
- Nice friendly atmosphere, with "normalish people".
- Very informative course which was put over very clearly and I'm sure will prove helpful.
- Found on whole course very informative and in depth.
- All the trainers that took the course were very well trained and excellent at their jobs in the way they answered questions and presentation. Thank you all.
- Many thanks.

Recommendations

- Consider compiling a pool of Adopters and Adoptees who can attend and contribute to this training programme.
- Recruitment officer to ensure she has the latest figures available for the number of children currently seeking an adoptive placement.
- Consider facilitating some form of “social group” to encourage engagement of prospective adopters through their journey.
- Continue to use Student Social Workers for participation in training programme.

Staff Training Plan: The staff training plan FOR 2012-2013 has been completed and sent to the Training Officers Group for agreement on funding from the six local authorities Social Care Workforce Development Partnership (SCWDP) budget allocation. Plan to be made available with this report.

Additional post approval courses for adopters are being developed and will be available in 2012. It is anticipated that all relevant stakeholders will be invited to several of these training course.

Additional Information:

- A new resource manual for prospective adopters has been completed.
- First newsletter for adopters completed
- Workshop on bullying being devised
- Attachment in the Classroom workshop in progress
- Adult Attachment Interview training being researched.
- Contact – post approval training being organised for all stakeholders.
- PAR Assessment and Analysis
- Managing Transitions “moving children on”.
- Compiling a resource library

The following training courses for social workers will have been facilitated by NWAS by the end of March 20112.

9th March 2012 - Training Course on Foetal Alcohol Spectrum Disorders – Julia Brown from the FASD Trust.

This course was offered to all NWAS staff, child care social workers and panel members 50 participants attended:

17 NWAS staff
 7 NWAS panel members
 24 Childcare Social work staff/students
 2 foster carers

10 people cancelled within the last few days due to work commitments/cases etc so t final numbers should have been around 60 people to attend. Total Cost £797.30 (£15.95 pp)



evaluation of the
evaluations of fasd cc

23rd March 2012 – Trauma Triggered Behaviour in LAC and Adopted Children – Helen Oakwater

This course has been organised by the training officer, in conjunction with BAAF. 16 places have been made available to NWAS staff at a reduced cost of £1,000. Approximately £60.00 per person.

11. JOINT ADOPTION PANELS

The Flintshire and Wrexham Joint Adoption Panel has now been operational for 17 months since September 2010 and is functioning well. Over the past year a total of 25 cases have been presented to panel.

Should be adopted recommendations:	8
Adopters Approvals:	6
Matching:	9
Reviews:	1
Advice:	1

Appraisals have been undertaken on all Panel members except for the Flintshire Elected member who has been unavailable for the dates offered so far. All panel members have noted that they feel that the panel is now functioning well as a cohesive group. A Joint Panel Training Day was held in June 2011 and a panel business meeting was held in November 2011.



Annual Report
for Joint Panel Flintsh

The Conwy and Denbighshire Joint Adoption Panel was established in January 2012 and is now fully operational. This panel has been extremely busy having met on two occasions and with an additional panel date required in March 2012 involving a total of 10 cases to date, involving:

Should be adopted recommendations:	1
Adopters Approvals:	3
Matching:	6 – total 10 children
(4 sibling groups of 2 and 2 single children)	

Gwynedd and Ynys Môn are currently working together to establish the third joint adoption panel and it is anticipated this should be set up by the second quarter of this financial year.

12. PERFORMANCE INDICATORS

PERFORMANCE DATA FOR THE NORTH WALES ADOPTION SERVICE - APRIL 2011 – DECEMBER 2012

ADOPTERS					
Report Reference	Task	Performance Indicator NMS	% achieved	Comments	Target %
A1	Information packs sent out to prospective adopters after initial enquiry	7 days	93%	The majority of these were sent out on the same day	100%
			4% longer than 7 days	Total 5 - 3 did not respond stating that they had not received the information. Second pack sent still no response.	
			3% no data	Total 3 – 1 second time adopters and 2 current foster carers all in contact with department prior to adoption application.	
A2	Initial visit undertaken following receipt of response form	Within 0 to 8 weeks	83% within 8 weeks	The majority of initial visits undertaken within 4 weeks were completed by the recruitment officer at the latter part of the year. 17% undertaken within 2 months several of these prior to transfer to recruitment officer	100%
			17% over 8 weeks	Out of the nine waiting over two months 3 were delayed due to enquirers' holidays and 1 due to issues known and checks being undertaken before visit.	
A3-2	Attendance at Pre-approval training after Initial Visit	Within 2 months	36%	Attended within two months 15% attended with 3 months and of the 17 waited more than 3 months 6 were unable to attend the first date offered, 1 waited for 2 nd time adopters course.	50%
A5	Application Form received to Panel Approval Date	6 months	47% within 6 months	Referral received Pre NWAS	100%
			42% more than 6 months 11% No data		

A6	Initial enquiry to Panel Approval Date	8 months	11%	The % of adopters approved within 6 months following receipt of application form has risen each quarter as follows: 1 st 2 nd 3 rd	100%
A8	Approval Panel Date to Agency Decision Maker Approval	7 days	53%	47% later than 7 days – longest date 15 days	100%

CHILDREN					
Report Reference	Task	Performance Indicator NMS	% achieved	Comments	Target %
C1	% of children taken to matching panel from 'Should be adopted	6 months	57%	Of the 43% 22% were matched within 6 months of Placement Order being Granted. 1 child had a placement breakdown and was then matched again. Uncertainty around child's development	100%
C2	% children taken to matching panel from Placement Order	6 months	79%	1 child disruption and second family was matched within 2 months. 2 uncertainty around development	100%
C3	Should be adopted panel date to ADM decision	5 working days	92%	8% more than 5 working days	100%

13.BUDGET

	Actual Expenditure to February 2012	Projected Expenditure to March 2012	Variance
Staffing	236,919	246,062	
Mileage	14,555	16,055	
Training	4519	11,219	
Office Misc	2280	3730	
After Adoption	37,485	49,980	
Computer Costs	7537	18,037	
Support Services	7504	8186	
Finance/HOS	252	9352	
Professional Fees	7863	7863	
Recruitment	12,802	15,000	
Subscription Fees	30	1630	
Total	331,746	387,114	55368

	Projected Income	Projected Expenditure March 2012		
Wrexham Contributions	149,575	387,114		
Other LA Contributions	201,556			
Total	351,131	387,114	35,983	

B/F 2010-2011	144,832
Overspend	-35,983
Total Balance	108,849

Detailed Budget Report attached.

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NORTH WALES ADOPTION SERVICE QUARTERLY REPORT: APRIL 2012 – JUNE 2012

1. STAFFING

The staffing situation for the North Wales Adoption Service has been fairly stable this financial year, having experienced only one staff member being off sick since the 30th May and likely to be off for at least another two weeks following a fall. This will have some impact in the capacity for cases in Denbighshire as this only leaves one social worker to cover the majority of cases. Where possible assessments have been allocated to social workers in other areas.

Flintshire: Following Flintshire's agreement to Bob Proctor's flexible retirement package to a part time basis from January 2012 the part time social worker post in Flintshire has now been filled by Jackie Lloyd. Jackie took up her post in May and has been employed as a sessional social worker undertaking assessments for NWAS.

Advertisements for additional sessional social workers, particularly from the north west and mid North Wales area and a social worker for the Contact Co-ordinator Post were circulated in May. Three social workers have been shortlisted for interview next week for the sessional social worker posts.

Only one applicant applied for the contact coordinator post. This application was rejected as the candidate was due to qualify this year and had limited experience in child care and no experience of adoption work. The post will be re-advertised and an agency worker is currently covering this position. Claire Pearce also returned to the contact coordinator administrative post on the 7th June following maternity leave.

2. RECRUITMENT ACTIVITY

Enquiries received 1/04/2012-30/06/12

	Conwy	Denbigh	Flint	Gwynedd	Wrexham	Ynys Mon	Other	Total
Adopters	5	7	5	0	3	1	1	22
2 nd time adopters	1	0	0	0	0	0	0	1
Foster Carers wishing to adopt	1		1		2			4
Total	7	7	6	0	5	1	1	27
Partner of Parent	1	0	1	2	2	2	0	8

Adoption Enquiries and Response forms received

<u>Month</u>	<u>April 2012</u>	<u>May 2012</u>	<u>June 2012</u>	<u>Total</u>	<u>Enquiries Q1 2011</u>
<u>Adoption Enquiries</u>	14	6	7	27	23
<u>Response forms received for general adoption</u>	13	13	7	33	18
<u>Initial Visit for General Adoption</u>	3	10	7	20	11
<u>Partner of Parent Enquiries</u>	3	4	1	8	9
<u>Initial Visit for Partner of Parent Adoption</u>	0	6	0	6	—

The number of enquiries and number of response forms received during the first quarter in 2012 has increased compared to those in the first quarter of 2011.

In the interest of safety for lone workers local authority checks are undertaken once a response form is received and prior to undertaking an initial visit. This has been the cause of some delay in the timescales for initial visits.

Marketing Source for enquiries during April – June 2012

LA Direct	6
LA Website	5
News Paper Advert	1
NWAS Website	12
Word of Mouth	2
National Adoption Week	1
Other	1
Enquiries from Foster Carers	4
Total	32

Recruitment Activities April – June 2012

- Radio interview on Radio Cymru to discuss the current situation on adoption in North Wales. – No Cost
- LGBT meeting; recruiting prospective adopters – No cost
- NWAS Website live on all Authorities Website – No cost
- Discussion with Jason Kendrick regarding advertisement in empty shop properties in the Conwy area. – No cost to date
- Awareness Campaign at Broughton Retail Park, Flintshire – No cost
- Awareness Campaign at Bangor Cathedral during a family fun day – No cost

- Community Routes Meeting; sharing information with other organisations and asking for their support in distributing posters & leaflets to the communities. – No cost
- Eisteddfod yr Urdd in Gwynedd
- Securing advertising slots for National Adoption Week on Real Radio.
- On going preparation work for the children under 5, story book.
- On going work with NAWAS website; liaising with adopters who wish to share their adoption journey and displaying it on the website for others to read.

3. ADOPTERS APPROVED & CURRENT SITUATION 1/04/2012- 30/06/12

	Conwy	Denbigh	Flint	Gwynedd	Wrexham	Ynys Mon	Other	Total
Approved	1	0	1	2	2	2	0	8
Under Assessment	3	2	7	7	2	4	0	25
Currently on hold for potential matches	4	3	0	2	3	1		13
Available	0	1	1	4	1	1	0	8
Adopters – checks in progress and waiting allocation	0	5	4	4	3	2	0	18

4. CHILDREN 1/04/2012-30/06/12

	Conwy	Denbigh	Flint	Gwynedd	Wrexham	Ynys Mon	Other	Total
Referred	7	2	3	1	1	1	0	15
Potential Matches	4	1	5	3	1	1	0	15
Placed	0	1	2	0	0	0	0	3
Adoption Orders Granted	2	0	1	2	2	0	0	7

There are 14 children being considered for potential links at present, several of these are waiting to go to adoption panels for matching in July:

Conwy	4 children 1 sibling group of 2 and 2 single children
Denbighshire	1 child possible links identified – waiting placement order
Flintshire	5 children – 1 sibling group of 3 / 2 single placements
Gwynedd	3 children – 1 sibling group of 2/ 1 single child to be adopted by foster carer
Wrexham	1 child – matched at matching meeting – panel delayed due to child being admitted to hospital and waiting outcome of results from consultant.
Ynys Mon	1 child – potential matches being considered – case in court in July

Children Waiting – Please refer to attached update lists of children waiting for details of all children and current situations.

An open evening is currently being organised for the 25th July 2012 where approved adopters will be invited to view profiles of all children waiting.

5. Letterbox and Contact arrangements.

Number of ongoing contact arrangements currently active:

January	10
February	23
March	17
April	34
May	3
June	26
July	14
August	34
September	27
October	46
November	08
December	15

Total **257**

The majority of these arrangements are reciprocal and sometimes include separate letter/arrangements for various parties. Historical cases from Conwy and Denbighshire and all new contact arrangements from all six authorities are now being co-ordinated via NWAS. Additional contact arrangements from Flintshire, Wrexham, Ynys Mon and Gwynedd are being managed by NWAS social workers in the various authorities but will eventually be transferred to NWAS main office.

6. TRAINING:

Date	Course	Invited	Attended	Applications	Language
23 March	Trauma Triggered Behaviour - Helen Oak Water	20+	14 Social workers & panel members	N/A	N/A
19 th , 20 th , 26 th & 27 th April	Preparing to Adopt	30	22 adopters	12 (22)	75% English 25% Welsh
15 th May	PAR Assessment & Analysis	20	19 NWAS Assessors	N/A	N/A
30 th May	Safe Caring/Let's Get Started	22	Adopters who attended April pre approval training April	As above	87% English 13% Welsh
14th, 15th, 21st, 22nd June	Preparing to Adopt	30	22	3 to date	
28th and 29th June	Moving children on - Good Practice	N/A	12 Pilot for Conwy foster carers and family placement social workers	N/A	
2 nd July	Adopting Again!	4	2 nd time adopters	Waiting application forms	
6 th July	PAR Assessments 'One Step Beyond'		19 NWAS SW's & Recruitment Officer		

Training on the 6th July was an Introduction to Transactional Analysis as a framework for enhancing observation and analysis skills when interviewing and assessing prospective adopters.

Adopters attending the Pre Approval training have specified the following consideration for matching:

April

- 6 interested in sibling group of 2
- 2 interested in sibling group up to 3 children
- 4 interested in one child

June

4 interested in sibling group of 2
6 interested in sibling group up to 3 children
6 interested in single children

Where adopters have shown an interest in sibling groups of 3 both deputy managers have made a further joint visit to discuss and assess the potential of prospective adopters in relation to sibling groups waiting in order to prioritise allocation for assessment. Where appropriate this will enable the assessor to discuss specific issues in relation to sibling groups waiting during the assessment period. This proved to be successful with one family who have recently been matched with a sibling group of 3 from Flintshire.

Evaluations on all courses attached.

Forthcoming Training

July 16th 2012 - Education and Attachment - supporting your child at school (adopters).

July 18th 2012 - Safe Caring - part of lets get started evening

Sep 6th, 7th and 13th 14th 2012 - Preparing to Adopt

Sep 20th and 21st 2012- Moving children on - Good Practice

7. COMPLIMENTS & COMPLAINTS

Compliments:

Santosh Prihar - Contact Co-ordinator - Thank You e-mail regarding reinstating direct contact from social worker and adoptive mother

Larry Groom Admin – *“A big thank you to Larry Groom for responding by email and for the telephone conversation we had earlier this year and for answering many questions”*. Quality of service rated 5 most positive to enquiry.

Wendy Thomas – *“Thank you for your information pack...it has provided us with valuable information”*. Quality of service rated 5 most positive to enquiry.

Tracy Roberts – Number of adopters have written to Tracy to thank her for her support. *“A big thank you for all your hard work and support, a great deal of work from you has gone in to the report.”*

Wrexham and Flintshire Joint Panel have commented on the improvement and quality of adopter's assessments, in particular, analysis, coming to panel over the past two months. This was also highlighted at the Panel Chairs meeting in July.

Good feedback received on training courses provided by NWAS (evaluation forms attached).

Complaints:

Complaint received from Hayley Ennis re: allocation of case. This was a misunderstanding between the social worker and supervisor who believed the case had been allocated. Amendment made to CHARMS database to ensure date of allocation is now recorded.

One complaint received from Denbighshire 2nd time adopters – going to second stage. Issues around putting assessment on hold, adoption support initially re: education provision.

10. FLINTSHIRE INSPECTION – INITIAL FEEDBACK

The Flintshire Adoption Inspection was undertaken in May 2012. Initial feedback was received on the 4th July and the final report due week beginning 6th August 2012.

Feedback received was generally positive with the following issues which need addressing:

1. SAF should have mentioned that OMG did not meet over a period of 3 months;
2. Reasons for Adoption Panel Recommendations needs to be clear and recorded appropriately
3. Annual Report for Adoption Panel not received (this was provided but will send again)
4. Declaration of Interest form required for panel members who are employed by other organisations e.g. Barnardos
5. Quality of Care review required by September 2012 (Draft provided at Wrexham's review for comment) – will also require local authority's response to quality of care.
6. Minutes of OMG meetings need to be recorded more appropriately.
7. HR required to follow up references of adoption staff with telephone call.
8. Legal advice from CSSIW states that we can only take prospective adopters to their own LA panel.

Positives

1. Evidence of good progress
2. Assessments have improved
3. Inspectors able to see the child's story in adoption files – good preparation for adoption
4. Managers supportive and accessible
5. Recognition of skills and expertise
6. Consistency in allocated social worker
7. on line audits feel robust
8. Training improved

Changes in Inspection paperwork and process are being introduced. Mandy Humphries to attend information session run by BAAF in Llandrindod on the 12th July 2012.

11. **BUDGET**– Report attached (May/June 2012): format of future budget reports to be discussed with Megan Barker/Lee Robertson. Meeting with Lee Robertson to discuss current situation Wednesday 11th July 2012.

Mandy Humphries July 2012.

12. PERFORMANCE INDICATORS

PERFORMANCE DATA FOR THE NORTH WALES ADOPTION SERVICE - APRIL 2012 – JUNE 2012

ADOPTERS					
Report Reference	Task	Performance Indicator NMS	% achieved	Comments	Target %
A1	Information packs sent out to prospective adopters after initial enquiry	1 day	95.5% 21	4.5% (1) more than 1 day	100%
A2	Initial visit undertaken following receipt of response form	Within 1 week	0%	<p>No initial visits undertaken within 1 week – LA checks required prior to visit</p> <p>20% (4) within 2/3weeks 40% (8) within 5-8 weeks 30% (6) more than 8 weeks</p> <p>Delays in receiving LA checks and adopters holidays etc.</p>	100%
A3-2	Attendance at Pre-approval training after Initial Visit	Within 1 month	10%	<p>32% Attended within two months 23% Attended with 3 months 45% Attended within 3 months</p>	50%

A5	Application Form received to Panel Approval Date	6 months	10%	60% within 8 months Some delays due to CRB issues, medical, moving house and assessment being put on hold.	100%
A6	Initial enquiry to Panel Approval Date	8 months	0%	10% within 10 months 20% within 12 months Over 12 months check Some delays due to CRB issues, medical, moving house and assessment being put on hold	100%

CHILDREN					
Report Reference	Task	Performance Indicator NMS	% achieved	Comments	Target %
C1	% of children taken to matching panel from 'Should be adopted	6 months	No children taken to matching panel during this quarter		100%
C2	% children taken to matching panel from Placement Order	6 months	No children taken to matching panel during this quarter		100%
C3	Placement Orders ?????? Made during the year to 31 st March as a % of the number of LAC children to	"applied for within 6 months of placement"	Unable to collate this information on CHARMS	PI needs clarification.	

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Care and Social Services Inspectorate Wales

Care Standards Act 2000

Adoption and Children Act 2002

Inspection Report

Adoption Service Flintshire

Mold
CH7 6NN

Date of publication – 17 August 2012

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Introduction

In 2010 all six North Wales local authorities established, under a partnership agreement, a single adoption service for North Wales. Flintshire County Council adoption agency has therefore, whilst retaining legal responsibility for their adoption agency and service, delegated responsibility for managing the day to day operation of the service to The North Wales Adoption Service (NWAS). The manager of NWAS is Mandy Humphries.

Two adoption social workers are employed by and accommodated within the offices of Flintshire County Council. NWAS has an office in Wrexham.

NWAS provides services to prospective and approved adopters, to birth parents and to people who have been adopted and their wider family members. A contract is in place with After Adoption for intermediary services to be provided. A contact service is provided to arrange and monitor the direct and indirect contact arrangements that have been agreed for adopted children. Prospective adopters who seek an adoption with a foreign element are referred by NWAS to an agency that specialises in such work.

Inspection methods

Local authority adoption services are inspected once every three years. The inspection of this service, which was a scheduled, announced inspection, started on 8 May 2012 and was carried out by two inspectors. A pre-inspection meeting was held with the manager of NWAS and a social work manager. The inspection activity extended over a period of three weeks to enable visits to be made to adoptive parents and for feedback to Flintshire and NWAS.

Evidence was gathered through the Self Assessment of Service (SAS) submitted before the inspection and from questionnaires returned by adopters and staff. Discussions were held with the NWAS manager, staff from the adoption team, with looked after children (LAC) team members and with three adopters who were visited in their homes. Meetings were held with the operations manager and head of service for Flintshire. A selection of children's adoption files and those of their adopters were assessed, as were the files of staff and files of the After Adoption service. The archive storage of adoption files was examined. The inspectors were provided with a range of documents that related to the service, including the current policies and procedures.

Summary of inspection findings

What does the service do well?

- The information on adoption on the NWAS website, accessed via the Flintshire County Council website, is comprehensive and clear.
- There is a diversity of adopters and an increased ability of the service to place children in North Wales
- The assessments of prospective adopters have become more analytical.
- To respond to the increased workload the service has employed sessional / fee paid staff.
- There are very useful and informative reporting mechanisms of the up to date position in respect of children and adopters within the service.
- LAC social workers are developing their knowledge and practice skills in their

work with children who may be adopted.

What has improved since the last inspection?

- The timeliness of assessments of adopters has improved with pre-approval training courses held more frequently and the recruitment of sessional workers to deal with assessments in a timely way
- Allocating a social worker to the contact service, has allowed enquirers and adopted children to receive a professional service
- The purchase of the CHARMS IT system, providing a system that is fit for purpose and available to the service across North Wales
- There are no unallocated families awaiting assessment in Flintshire
- Prioritising of the assessments of prospective adopters who have the potential to be matched to children who are waiting for adoptive placements e.g. sibling groups
- There are an increased number of approved adopters, by comparison year on year

What needs to be done to improve the service?

In respect of issues of non compliance with the Regulations for adoption agencies:

- We notified the provider that the service was not compliant with The Adoption Agencies (Wales) Regulations 2005, Regulations 3(5) and 5. This was because an adoption panel may be established by any two but not more than three local authorities. Taking an application from one joint panel of two local authorities to another joint panel of two local authorities resulted in more than three local authorities being involved and the neighbouring joint panel was not the designated approving panel for that local authority. In respect of Regulation 7 it was not clear that the adoption agency and panel had prepared and implemented a written policy and procedural instructions governing the exercise of the agency's and the panel's functions in relation to these matters.
- We notified the provider that the service was not compliant with The Adoption Agencies (Wales) Regulations 2005, Regulation 5(3). This was because the written record of panel business for the months of March and April 2012 did not include the reasons for its recommendations.
- We notified the provider that the service was not compliant with The Local Authority Adoption Service (Wales) Regulations 2007, Regulations 20(1). This was because written references for staff had not been confirmed by telephone, as specified in Schedule 4.
- We notified the provider that the service was not compliant with The Local Authority Adoption Service (Wales) Regulations 2007, Regulations 22. This was because the quality of care review report for the service had not been finalised and made available to stakeholders.

In respect of good practice issues we discussed with the provider:

- That the statement of purpose for NAWAS be made available on the website
- In consideration of The Adoption Agencies (Wales) Regulations 2005, Regulation

3(3) (c), we found that an appointed member of the adoption panel had not been attending panel meetings regularly and had failed to attend for appointments in relation to the monitoring of panel member's performance.

- That they continue to communicate with LAC social workers and managers regarding improving methods of sharing the information available and ways of communicating the up to date position in respect of family finding and potential matches of children and adopters.
- That work should be undertaken to establish an improved structure for adoption support plans and that evidence be kept on file that adoption support plans have been fully considered at the matching panel, copies of the support plan have been given to adoptive parents and that support plans are kept under review.
- That legal advice should be obtained as necessary regarding the provisions of the Regulations made under the Adoption and Children Act 2002 and the Care Standards Act 2000 as they apply to Welsh local authorities, governing the exercising of the functions of the adoption agency. When such advice has been obtained it would be good practice for it to be recorded.

Quality of life

Children's rights are protected and their security is promoted through thoughtful care planning and timely decision making. Children's case records were comprehensive and easy to read and clearly told the story of why children were unable to return to their birth families. We found that placement for permanence decisions were timely in most cases and where delays had occurred; this was due either to court processes, multiple viability assessments of extended family members or to unresolved health issues for the birth parent or child. In one case, it was evident that the children concerned had needed an extended period of time in foster care, where they could experience warmth and belonging, in order to best prepare them for an adoptive placement.

Children have opportunities to develop feelings of self worth and a positive identity by experiencing warm and consistent care from foster carers prior to adoption. Case records showed evidence of children making significant progress in their emotional development, becoming more relaxed and settled in placement and making progress at school. In discussion and in questionnaires adopters said how helpful foster carers had been in preparing their children for the transition to their adoptive placement. They described learning from and being supported by the foster carers and the crucial role they played in sharing information about the child and their routines.

Children's individual diverse needs and personal histories were clearly set out under the headings of the Childs Assessment Record for Adoption (CARA) document and their anticipated needs were identified in adoption support plans at the 'to be adopted' stage. We found the level of detail in support plans to be most specific where children were older at the point of placement and their future needs, therefore, more apparent. The service has an operational manager appointed as the person to work as the Adoption Support Services Advisor (ASSA). Part of their responsibility is to monitor and review adoption support plans in place but, with the exception of reviews of financial support, the local authority is not able to demonstrate full regulatory compliance in this area.

Adopters reported very good levels of pre-adoption training, which, along with advice given by the assessing social worker, helped to prepare them for the behaviours that they might encounter. Although not always recorded, from discussions with adopters and staff it is evident that the agency responds promptly to requests from adoptive parents who are seeking advice, support and guidance in meeting children's emerging needs. One adopter commented 'We were worried that we were doing something wrong but (the adoption social worker) helped us to see things differently'. Child care staff spoke of the considerable efforts made by adoption workers in trying to find families for children with significant health issues and those with more complex needs. Matching all children with families that fully reflect their ethnicity remains a challenge for the agency.

Birth parents can be confident that their views are recorded and taken into account in the placement of their child. We saw within children's adoption files the work that had been undertaken with birth families both pre and post care proceedings to engage them in the future of their child. Information gathered by social workers for the CARA records the views of parents providing information on the cultural and religious status of the child.

Records of family finding and matching confirmed that children's needs are identified and recognised by social workers. Social workers for looked after children raised the issue that they felt they may be being 'drip fed' possible matches and that they were not often given a range of potential adopters at the same time. During the inspection Flintshire and NWS staff discussed action that they could take to communicate

information to address these perceptions.

NWAS had a service level agreement with 'After Adoption' North West to whom it contracts out support and intermediary services for counselling birth parents and the tracing and reunion for adopted adults and members of birth families. We read case files from After Adoption which recorded the details of individual work to engage and work with birth parents and adults who had been adopted.

Children are supported to have contact, where appropriate, and to have a positive understanding of their birth family. CSSIW did not feel it necessary to look at the detailed operation of the contact service on this occasion because it was considered at the inspection of Wrexham adoption agency in February 2012. However the contact service will be considered at future inspections.

Quality of staffing

People using the service can be confident that social work staff are competent and skilled in their work. Since the establishment of NWAS, after a difficult period of staff shortages and absence, there have been improvements in the staffing arrangements and assessments of potential adopters have been timelier. Arrangements for administrative support have been improved to support the service. Sessional / fee paid social work staff have been employed to meet an increased referral rate and at the time of the inspection there were no Flintshire applicants waiting for their assessment to start. We saw evidence that adoption staff have been recruited effectively. We did however see evidence that when written references had been obtained for a member of staff these had not been checked by a telephone call to the referee. We were able to confirm that staff have access to relevant training courses and receive regular formal and informal support and supervision.

Staff felt well supported by managers. Both adoption social workers and LAC social workers were enthusiastic about their work. They were clear about their responsibilities and the range of needs of children to be placed for adoption and how these should be matched to potential adoptive parents.

Adopters are recruited, assessed and supported by staff who are familiar to them, as turnover and sickness rates are low. A part-time vacancy for an adoption social worker was being recruited to during the inspection. The Flintshire NWAS social workers do not have access to administrative support in their current offices and the administrative support within NWAS is centralised in the Wrexham office. Staff reported that this was difficult at times. We saw that there were delays in receiving documents that had been sent electronically from the NWAS office and which had to be released from password protection by the central IT service.

Adopters reported that they have good interactions with staff who got to know and understand them during the assessment process. This helped when there were discussions about children for whom family finding was being carried out. We were told that staff were accessible and after a child was placed staff made regular visits before the making of an adoption order. Adoptive parents reported that staff were responsive and supportive when they asked for help and advice and we saw that staff were supporting adopters to understand and cope with more complex demands of parenting some children.

Quality of leadership and management

Overall we found that leadership and management of the service was effective and efficient, with adult users of the service reporting good outcomes on the basis of their experiences. Children are safeguarded and, when legal processes have been concluded, are placed with adults who have been appropriately judged to be suitable to care for them by adoption.

The adoption service as described in the statement of purpose, is intended to meet the needs of children who may be adopted, their parents and guardians, persons wishing to adopt a child, adopted persons and their birth parents or guardians. Within the generic document for the six partner authorities the local arrangements are outlined together with aims, objectives and the values under which the service operates.

There are individual booklets for people using different elements of the service but the statement of purpose is not accessible through the NWS or Flintshire County Council website, therefore information on what the service as a whole sets out to provide is not available.

NWS undertakes the functions of Flintshire adoption agency and the work is overseen by a partnership board (PB) made up of heads of service from the six North Wales local authorities. An operational managers group (OMG) oversees the work of NWS and meets monthly with regular reporting from the project manager. Scrutiny of the service has been robust and for a period the OMG was suspended and the PB felt the need to more directly manage the service. However, the OMG has now resumed and a positive development at the time of the inspection was the attendance of fieldwork social work managers at an OMG meeting. It was agreed that social work managers would be made aware of the detail through regular reporting regarding children referred to NWS and of the availability of prospective adopters.

In light of the findings of non compliance, people using the service can be confident, most of the time that the provider monitors and ensures that the service is provided to a good standard. Staff described the quality assurance systems in place to ensure good social work practice. Records kept were clear and up to date. We found that the quality assurance mechanisms for legal issues have, in some cases, not been sufficiently robust. One panel member had not been attending panel on a regular basis and has not made themselves available when asked to attend for annual appraisal and review. There have been occasions when management decisions have not been sufficiently robust and legal advice could have been obtained by the local authority or NWS in respect of matters on which action has been taken. Panel records showed that matters relating to an application, which would have usually been put before the joint adoption panel for Conwy and Denbighshire, were put to the Wrexham and Flintshire panel. This was not in compliance with the Regulations. In the minutes of panel meetings we saw that, where recommendations were made to the agency decision maker, the reasons for those recommendations were not recorded.

People using the services can be confident that their personal information was kept securely. Records in day to day use were kept in locked filing cabinets and protective passwords were in use for electronic records. We saw that archiving arrangements were appropriate and access to records was controlled.

A quality of care review report was still in draft and evidence of the quality assurance work undertaken to assess if service users have access to a reflective and improving

service was not publically available. To further enhance the availability of information for service users in an individual local authority, the quality of care monitoring and reviewing mechanisms should capture and reflect on experiences and views of stakeholders in different local authority areas.

While the service has identified or acknowledged some elements of the service that require further consolidation or development we found that the service has established firm foundations in management and service delivery. Adopters and children can be confident that they are safe because the service is well run, with due care and attention to minimum standards and regulations. Where non compliance has been identified the service has acknowledged this and users of the NWAS can be confident that if things are not right they will be addressed quickly.

Quality of Adopters

The SAS for this inspection asked for statistical information regarding the previous 12 months although the inspection of the service covered a three year period. Therefore the information provided with the SAS reflected the previous 12 months.

It was recorded that in the 12 months prior to the completion of the SAS Flintshire County Council, as part of NWAS, had completed 4 assessments of adopters who had been approved to adopt.

Five children had been placed with adopters in Flintshire and 3 adoption orders had been granted.

Eleven assessments were ongoing for prospective adopters living in Flintshire.

NWAS has employed staff to recruit, train and carry out assessments of prospective adopters. The improvements in the times scales for these functions has resulted in more children being placed in more adoptive homes. Having dedicated recruitment and training officers has allowed for well targeted and ongoing recruitment campaigns and responsive training for applicants. As a result children enjoy being cared for by motivated adopters who want to make a positive difference to their lives.

Overall, adopters using the service are clear about what it sets out to provide. Adopters said that their expectations of the service had broadly been matched by their experience. This was illustrated by examples of how social workers had arranged and supported them through matching, introduction and reviewing processes and how placements had been made.

Adopters spoke about the recruitment, training and assessment processes and said that these had been thorough and challenging. We found, as a result of this and the comprehensive assessment of the needs of the individual children, that children were being placed with adopters who were trained and prepared, competent and confident. They wanted to parent the children placed with them and felt that they had information and understanding of the children's individual needs. Where challenges had arisen, individual support and specialist services could be accessed through NWAS, although some adopters found limitations in access to external services.

Children are in safe placements. Evidence in case records and discussion with adopters confirmed that the assessment of prospective adopters was being undertaken, thoroughly and with analysis, in line with statutory requirements. The BAAF Prospective Adopters Report (PAR) was being used to present applicants to panel for consideration. A panel meeting was not observed during this inspection, as the panel was attended during the inspection of Wrexham adoption agency in February 2012. Panel minutes revealed that there was good scrutiny by panel members and that they were asked for their views on an application. However, reasons for panel recommendations were not being summarised and recorded as required.

Each local authority has an agency decision maker. In Flintshire, the agency decision maker confirmed that they read panel minutes prior to making a decision and that they had a telephone discussion with the panel chair about the applications.

FLINTSHIRE COUNTY COUNCIL

REPORT TO: SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

DATE: THURSDAY, 4 OCTOBER 2012

REPORT BY: DIRECTOR OF COMMUNITY SERVICES

SUBJECT: FLYING START STRATEGIC PLAN 2013 - 2015

1.00 PURPOSE OF REPORT

1.01 To seek Members' approval for the proposed expansion of the Flying Start Programme in Flintshire.

2.00 BACKGROUND

2.01 The Welsh Assembly Government aspires to the eradication of child poverty by 2020. This aspiration is a fundamental element of its Social Justice Policy and also part of its key priorities in the implementation of the United Nations Convention on the Rights of the Child.

2.02 Both the National and Local plans which aim to tackle child poverty have the following strategic objectives:

- To reduce the number of families living in workless households.
- To improve the skills of parents/carers and young people living in low income households so they can secure well paid employment
- To reduce the inequalities which exist in health, education and economic outcomes of children and families by improving the outcomes of the poorest.

2.03 We know that differences for children, as a result of poverty, begin to show themselves at a very early age. Differences in cognitive ability as a result of parental background show themselves from as early as three years of age. It also shows that gaps in attainment open early, and continue to widen as children get older.

2.04 The following priorities have been identified as the main focus for reducing inequalities:

- The early years are fundamental to children's development
- We need to address the needs of families as well as the needs of the child
- That building resilience is critical because prevention is more effective than cure

- 2.05 Flying Start is targeted at 0-3 year olds in the most disadvantaged communities in Wales. It aims to create positive outcomes in the medium and long term. It is a prescriptive programme providing access to free part-time quality childcare, an enhanced Health Visiting service, access to Parenting Programmes and Language and Play sessions, to offer preventative interventions that influence child outcomes. These are a "universal" set of entitlements which all children and their families within designated deprived areas can access without associated means testing or stigma. International evidence is that intensive intervention in the early years can make a real difference to outcomes in the longer term.
- 2.06 The expansion of Flying Start is one of the top 'Five for a Fairer Future' manifesto commitments to be delivered over the next four years. The manifesto commitment states that the Welsh Government will:
"Double the number of those gaining from Flying Start to 36,000 children in Wales."
- 2.07 The basis for targeting this expansion has been agreed by Ministers and is to be linked to concentrations of 0-3 year olds living in income benefit households. This means that the expanded programme must be targeted in those areas with the highest proportion of 0-3 year olds living in income benefit households. Welsh Government has issued the data to provide the basis for selecting these new areas for expansion.

3.00 CONSIDERATIONS

- 3.01 In Flintshire Flying Start is currently delivered in four target areas to a capped number of children of 743:

LSOA	School Catchment
Higher Shotton & Aston	Queensferry Primary & St Ethelwolds
Connah's Quay Central	Bryn Deva Primary
Flint	Gwynedd Primary
Greenfield	Maes Glas Primary

- 3.02 The Flying Start Plan 2012-2015 proposes that the expansion focuses on the following areas:

Cap = 1078 (2013-2014)		Cap = 1274 (2014-2015)	
Expansion of 335 children		Expansion of 196 children	
AREA	0-3 YEAR OLDS	AREA	0-3 YEAR OLDS
Holywell Central	107	Queensferry	90
Sealand 2	92	Mancot 2	75
Mold West 1	69		
Buckley Bistre West 3	40		
Total	308		165

The proposed areas for expansion in Flintshire are listed in the table above.

The areas are within the areas identified as having the highest concentration of 0-3 year olds living in income benefit households. However further work needs to be done to define the exact numbers of 0-3 year olds living in the identified areas.

4.00 RECOMMENDATIONS

- 4.01 That the proposals for the expansion of the Flying Start Programme in Flintshire are recommended to Cabinet for adoption.

5.00 FINANCIAL IMPLICATIONS

- 5.01 There are no immediate financial implications for Flintshire County Council as the Flying Start Programme is funded by a Welsh Government Specific Grant. The grant is administered by the Local Authority as the accountable body.

6.00 ANTI POVERTY IMPACT

- 6.01 The aim of the Flying Start Programme is to mitigate against the effects of poverty on the outcomes for children. The Flying Start Project is a key feature of the Welsh Assembly Government's Child Poverty Strategy, Childcare Strategy and also a contributor to the long term development of children with a view to enabling them to become effective citizens in their adult life. There is emerging consensus, and evidence from the first wave of Flying Start, that the best way of supporting families, particularly those families in poverty, is through an integrated, whole family approach.

7.00 ENVIRONMENTAL IMPACT

- 7.01 No impact resulting from the implementation of the revenue plan.

8.00 EQUALITIES IMPACT

- 8.01 The Flying Start Programme aims to reduce inequalities as defined in the Child Poverty Strategy 2011. It is a programme of universal and targeted services which are delivered in targeted geographical areas. As the provision is universal at the initial point of delivery it is equitable for all families in the targeted area.

9.00 PERSONNEL IMPLICATIONS

- 9.01 The expansion of the Flying Start Programme will require the development of a number of new posts to deliver the services in the additional areas. Details of such posts are documented in the proposed team structure in the Flying Start Plan 2012-2015.

10.00 CONSULTATION REQUIRED

- 10.01 There is no specific requirement to undertake consultation.

11.00 CONSULTATION UNDERTAKEN

11.01 The draft Flying Start Plan has been developed in consultation with key stakeholders:

- Flying Start Team
- Staff from BCUHB
- Childcare providers
- Language and Play staff.
- Families in the proposed expansion areas will also be engaged in the development of the Flying Start provision in their area.

12.00 APPENDICES

12.01 Flying Start Strategic Plan 2012-2015.

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

1. Children Act 2004
2. Child Poverty Strategy 2011
3. Flying Start Guidance 2012
4. Shared Planning for Better Outcomes
5. Duty to Cooperate

Contact Officer: Gill Harrison

Telephone:01352 704057

Email: gill_harrison@flintshire.gov.uk

Flying Start – 3 Year Strategic Planning Template

Annexes

A Expansion Targeting

Please include an annex that clearly shows those LSOAs currently reached by Flying Start and those that will be reached through expansion in 2012/13, 2013/14 and 2014/15. Make sure that you include number of children being targeted in each LSOA. Where there are areas within an LSOA that are being excluded from the programme you must provide a rationale. Use the Income Benefit data provided by the Welsh Government to populate the form provided.

B Flying Start Team

Please include an annex showing your plans for the recruitment of Flying Start Team members across all entitlements. Make sure that you include details on numbers wte, pay grades and funding splits with other programmes where appropriate. The annex should cover current provision through to 2014/15. Use the form provided.

C Flying Start Budget

Please submit the planned Flying Start expenditure using the form provided

D Needs Assessment

Please provide a copy of the Needs Assessment on which your plan is based.

E Team Structure

Please submit a diagram showing your Flying Start team structure

1. Numbers

Please confirm the actual population of children under 4 living in your target areas as at:

- 1st April 2012 (pre-expansion); and
- 31st March 2013 (following the first year of expansion)

Cap 1st April 2012:743

Cap 31st March 2013:743

Actual No. Children 1st April 2012:748

Predicted actual No. Children 31st March 2013 748 + 308 = 1056

Please set out your plan for achieving the annual target cap numbers building on the current number of children in your areas. Include a graph or table, supported by a narrative, to show how numbers will grow year on year against the target caps.

Cap = 743 (2012-2013)		Cap = 1078 (2013-2014)		Cap = 1274 (2014-2015)	
Expansion of 39 children		Expansion of 335 children		Expansion of 196 children	
AREA	0-3 YEAR OLDS	AREA	0-3 YEAR OLDS	AREA	0-3 YEAR OLDS
Higher Shotton	132	Holywell Central	107	Queensferry	90
Connah's Quay	127	Sealand 2	92	Mancot 2	75
Flint	315	Mold West 1	69		
Greenfield	174	Buckley Bistre West 3	40		
	748	Total	308		165

The proposed areas for expansion in Flintshire are listed in the table above. The areas are within the top ten areas identified as having the highest concentration of 0-3 year olds living in income benefit households. During 2012-2013 expansion is in existing Flying Start areas. New areas will be brought on line from 2013-2014.

2. Health Visiting & Midwifery

For each section, refer to the Flying Start Strategic Guidance and tell us how you intend to deliver the Health Visiting entitlement in 2012/13, 2013/14 and 2014/15.

Please confirm the average caseload ratio of Health Visitors during 2012/13, 2013/14 and 2014/15. This figure should reflect the number of children eligible for services and the number of Health Visitors recruited each year.

Include details on Health Visitor workforce planning including the periods when recruitment will commence.

Local Authority	Flintshire
Total No. Health Visitors	6.65wte
Cap Number for 2012-13	743

Health Visitor Details	Hours worked	FTE / WTE	Approximate caseload	% Flying Start funded	% LHB funded	In post or in the process of being recruited
No 1	37.5	1	112	100%		In Post
No 2	37.5	1	115	100%		In Post
No 3	30	0.8	88	100%		In Post
No 4	30	0.8	87	100%		In Post

No 5	30	0.8	87	100%		In Post
No 6	37.5	1	110	100%		In Post
No 7	7.5	0.2	22	100%		Recruiting
No 8	22.5	0.6	68	100%		In Post
No 9	20.5	0.45	59	100%		In Post
N0 10		0.55				Recruiting
		6.75	748 total			
			Average caseload= 110.07			

Local Authority	Flintshire
Total No. Health Visitors	9.75wte An increase of 3wte.
Cap Number for 2013-14	1078
Average caseload 2013-2014	107.9

Local Authority	Flintshire
Total No. Health Visitors	11.75wte An increase of 1 wte.
Cap Number for 2014-15	1274
Average caseload 2014-2015	108.4

Clearly define local arrangements for ensuring smooth transition of 4 year olds between Flying Start health visitors and the school nurse.

On entry to full time school the child's health record is handed over from the Health Visitor to the relevant School Nurse. This is done via a handover meeting. Any additional needs or concerns relating to individual children are discussed. Both the school nurse and the health visitor sign to say that the records have been transferred.

How will you ensure that Flying Start health visitors are co-located within the Flying Start team and supported as appropriate by administrative and management staff?

FLINTSHIRE FLYING START SERVICE
WHERE WE WANT TO BE BY 31st MARCH 2013

1. **South Flintshire Cluster**
Aston Centre, Shotton

Target Area	On Stream	Workbase
Higher Shotton	Current	Aston Centre
Sealand	13/14	Aston Centre
Mancot	14/15	Aston Centre

2. Westwood Centre, Buckley

Target Area	On Stream	Workbase
Connah's Quay	Current	Westwood Centre
Buckley Bistre West	13/14	Westwood Centre
Mold West 1	13/14	Westwood Centre

**1. North Flintshire Cluster
Flint Centre**

Target Area	On Stream	Workbase
Flint	Current	Flying Start Centre, Flint

2. Greenfield Business Centre and Youth Centre

Target Area	On Stream	Workbase
Greenfield	Current	Greenfield Business Centre
Holywell	13/14	Greenfield Business Centre

The figure above shows the current multi-disciplinary workbases and also the workbases which will come on stream for the expansion of the programme in 2013-2014. A detailed breakdown of the functions, staff and team locations is given in Annexe E.

Set out the line management and reporting arrangements for Health Visitors, including any local arrangements in respect of clinical or operational supervision.

Health Visitors are employed by Betsi Cadwaladr University Health Board and therefore bound by all of the policies and procedures of their employer and relevant professional body.

Even though the health visitors are employed by the health board they are located within the local authority multi-disciplinary team .

The Flying Start Health Manager is responsible for both the clinical, safeguarding and operational supervision of the health visitors and parenting workers. Additional safeguarding supervision is provided by the Safeguarding Specialist Nurse within the Health Board. This supervision is offered as group supervision or on an individual case by case basis.

Outline your plans for ensuring a Flying Start specific, non case holding, Health Visiting Manager is employed and reports to the Flying Start management team.

Flying Start Health Manager Role.

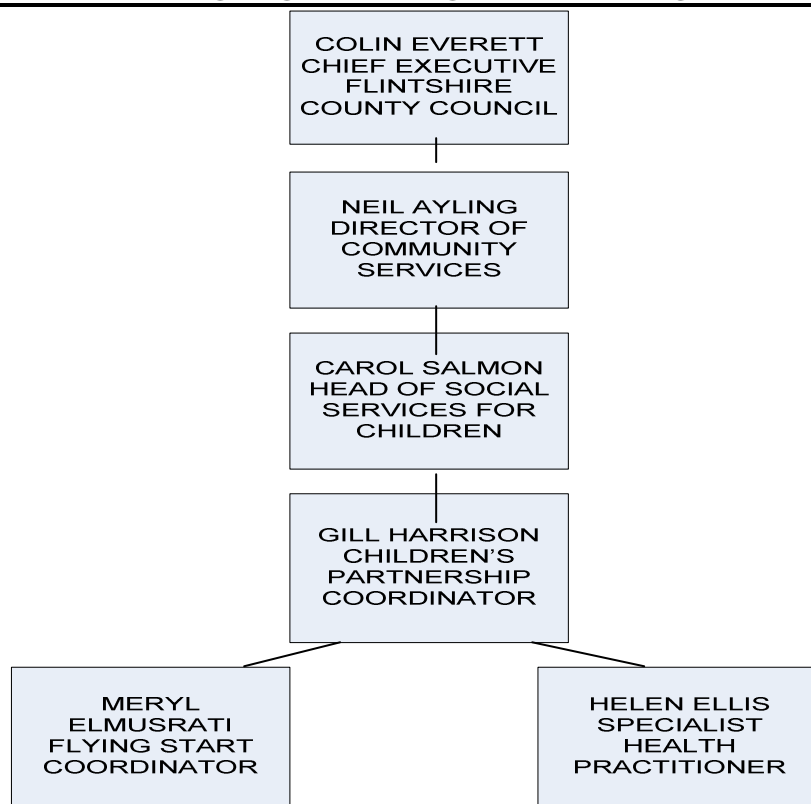
In Flintshire the Specialist Health Practitioner Role evolved from the role of the Sure Start Health Visitor. The role has been located in the local authority since 2001 and has been a developmental and managerial role since its

inception. During the initial stages of the development of Flying Start this role took on the managerial responsibility for the Flying Start health team and parenting workers. The employee in the role is employed by the Betsi Cadwaladr University Health Board and located within the local authority multi-agency base for Flying Start. The role is responsible for :

- Ensuring the delivery of the health element of Flying Start
- Management, supervision and development of Health Visitors
- Management, supervision and development of Parenting Workers
- Performance Management of the health element of Flying Start.

In addition there will also be the development of two locality team leaders. These roles will be health visitors with a reduced caseload who then mirror the role and responsibilities of the Flying Start Health Manager.

GOVERNANCE FOR OPERATIONAL MANAGEMENT



Set out your arrangements for the ways in which Health Visitors will support the family in the home.

There is a clear agreed pathway for the delivery of Health Visiting services to families in their own home. This is the minimum number of contacts that will take place. Additional contacts will be agreed following identification of need:

Pathway:

Pre Birth: Minimum of two contacts

10-14 days Post Natal (earlier if Breastfeeding or agreed antenatal):

Primary Birth Visit followed by weekly visits for 8 weeks.

4 months: Weaning Visit

8 months SOG's

16 months: Contact to review immms status, mobility, parenting, behaviour

2 years SOG's
3 year SOG's

Set out how Flying Start health visitors will work closely with generic midwives.

Birth visits

In addition to receiving both pregnancy and birth notification documentation locally there are strong links with generic midwives. Information is shared face to face or over the telephone where there are concerns or when additional support is identified Joint visits are arranged as needed. Midwives complete a Health Visitor transfer form at their final visit. There are also strong links between the Midwifery Team Leaders and the Flying Start Health Manager in order to ensure that both services are regularly informed of any planned changes to current service provision.

The Breastfeeding Development Worker sits within the Flying Start Team and in part is responsible for developing strong links with generic services.

What is your strategy for working with the most vulnerable groups?

At each contact Health Visitors make an assessment of need for each individual family using the Family Assessment Tool. Medium and High need families will be provided with additional input from the Flying Start multi-agency, multi-skilled team and will be supported to access other services that will meet identified needs. Individual Family development plans are produced in conjunction with parents and other agencies detailing interventions and proposed outcomes. The plan is updated monthly at Flying Start Multi-agency Locality Team Review Meetings.

Set out your arrangements for working with your Local Health Board to deliver Flying Start, including arrangements for the LHB to sign of relevant sections of the plan.

The Local Health Board is represented by the Senior Manager for Community Services. The person in this role is the link for ensuring that the Flintshire Flying Start Plan is taken through the appropriate channels in Betsi Cadwaladr University Health Board. The clinical programme group which Flying Start links to is the Children and Young People CPG. There is a senior manager from this CPG represented on the Flintshire Children and Young People's Partnership.

Flying Start Management Group		
Chair: Gill Harrison Children's Partnership Coordinator		
Members	Role	Organisation
Sue Aston	Senior Manager for Community Services	BCUHB
Helen Ellis	Specialist Health Practitioner	BCUHB
Michelle Wright	Performance Officer	BCUHB
Meryl Elmusrati	Flying Start Coordinator	FCC
Sam Greatbanks	Sure Start Coordinator	FCC
Vacancy	Performance Officer	FCC

Kerry Davies	Administrator	FCC
Sarah McCulloch	Team Leader, Language and Play	FCC

3. Other Health Activity

For each section, refer to the Flying Start Strategic Guidance and tell us about any additional Health staff that will complement the core Health Visitor entitlement in 2012/13, 2013/14 and 2014/15.

Which additional Health staff do you plan to recruit? When? What additionality will they bring to the services for Flying Start families?

n/a

Please link your recruitment plans in this area to your needs assessment.

n/a

4. Childcare

For each section, refer to the Flying Start Strategic Guidance and tell us how you intend to deliver the full Childcare entitlement to all 2-3 year olds in 2012/13, 2013/14 and 2014/15.

Please make reference to your local authority's Childcare Sufficiency Assessment where appropriate

Please tell us how many childcare places are required to ensure that all eligible 2-3 year olds are receive their 2 ½ hours a day, 5 days a week, 39 weeks a year entitlement. You should include details on the numbers required for each financial year, the settings (existing and new), and relate to your Strategic Outline Proposal application for capital funding where appropriate.

Existing approved FS providers and all (potential) settings in the expansion areas are detailed in Appendix F.

To date we have had expressions of interest from:

Buttercups Day Nursery,

Stepping Stones Day Nursery,

Sunray Day Nursery,

Oaktree Day Nursery,

Kingfisher House Day Nursery

Podlings

First Steps

Playmates

Tanya Tew (Registered Childminder) Tanya's Little Tikes

All nurseries and playgroups who have expressed interest to date are Early Entitlement providers.

The main pressures identified in the Capital SOP relate to provision in the following areas:

Connaah's Quay area where there is a need to increase childcare places and also to provide a team base.

Aston Centre could be expanded with some capital investment to provide additional childcare in the Shotton area.

Outline the proportions of places in settings in terms of whether they will be Local Authority, Voluntary, Private or Childminders.

Existing Flying Start areas

Flintshire Flying start childcare entitlement is delivered via a mixed economy of provision. We currently have 31 approved childcare settings constituted of:

9 day nurseries

8 playgroups

12 registered childminders who are members of the Flintshire quality assured childminding network

2 Cylch Meithrin

We do not currently run Local Authority provision, however we may consider this option for future expansion but only if the existing providers do not meet the requirements for Flying Start.

Expansion areas

We propose to mirror current arrangements and will deliver the entitlement via a mixed economy of provision in the expansion areas.

Set out your proposals for delivering at least 15 sessions of family provision for those that require childcare during the school holidays.

The Flying Start Strategic Guidance states "*Flexibility may be required for working parents when allocating childcare*". The annual review of our childcare entitlement documentation will commence in September 2012. We will introduce new data gathering into our Play Sessions form FS (C) from January 2013, to ascertain parents/carers need for provision during school holidays and whether they are working parents/carers.

From the data we will be able to gauge the level, the quantity and the geographical areas where such provision will be required from April 2013, enabling us to ensure there are sufficient childcare providers to deliver the entitlement.

For parents/carers who do not wish their child to attend childcare during the school holidays, we will develop and extend our current programme to provide a suite of activities which meet the needs of families. Consultation with families about the sorts of additional activity they would wish to be included in the programme will take place during the transition year, in readiness for roll out from April 2013.

We will provide 15 sessions via our drop in groups and in partnership with other agencies e.g. linking into Communities First initiatives, the Library Service, local fun days and the Voluntary Sector. The programme will be rolled out to the proposed expansion areas.

Families will be able to 'dip in and out' of the programme and would be able to access sessions in any of the Flintshire Flying Start geographical areas. They would not be restricted to attending sessions only in the locality where they reside.

How will you link the childcare offer to foundation phase entry into schools to ensure a seamless transition between the two offers with no gaps in provision?

1. Children are offered their FS childcare entitlement from the term after their second birthday. They currently roll seamlessly into their Early Entitlement offer, often taking up the two offers in the same childcare setting.
2. The Early Entitlement Provider Partnership Meeting – a termly strategic multi-agency planning group, chaired by the Head of Foundation Phase, provides a forum for sharing information about Flying Start funded children, the Flying Start project, planning for the development of joint training to childcare setting staff, aligning documentation and developing shared models of practice. The Flying Start Co-ordinator reports on progress to the group.
3. The Flying Start Advisory Teachers represent Flying Start at a termly Early Entitlement operational planning meeting with the Early Entitlement Teachers. Most of the existing childcare settings offer both Flying Start and Early Entitlement provision.
4. Settings who have expressed interest to become providers in the expansion areas all offer Early Entitlement provision.
5. RBA Reaching Potential – The Early Entitlement Team Teacher Co-ordinator participates in the FS RBA planning and development group where local Indicators, procedures and documentation are being worked through which reflect the child's transition from home to Flying Start to Early Entitlement to Foundation Phase.

Set out your arrangements for managing childcare places with a view to maximising uptake by the child, as well as ensuring value for money in terms of reallocation.

Health Visitor's role – to provide information to parents/carers at contact visits.
Family support worker role –

- to support parents/carers to visit Flying Start approved childcare settings to assist choosing the most appropriate setting to meet the child's needs.
- to provide information to parents/carers at drop-in and other support

groups

Information events for parents – **4 events** are organised and hosted by the Flying Start Advisory Teachers **each term**, in all of the existing Flying Start areas. Information about Flintshire Flying Start services, the Flying Start approved childcare settings, the Family Information Service and other agencies is provided to parents/carers, along with free resources for the children.

Monitoring of uptake –

- Parents/carers who are unable to attend the parent events are followed up by the Childcare Team, either by phone or by a home visit, to ascertain if there are barriers to be overcome for them to take up the childcare offer.
- Childcare settings submit a monthly monitoring return which identifies which children have actually commenced in the setting after the parent has requested take up of the entitlement.

Withdrawal of provision if not required – This is ascertained in advance at the three points of entry (January, April or September) through a question posed in our Play Sessions take up form FS (C), which parents/carers complete during the term before the child reaches their second birthday, at the parent events, through receipt of the form by post or they can be assisted to complete the form at a home visit.

How will you ensure sufficiency and quality of settings and the workforce, including appropriate levels of training and qualification (level 3 NVQ/QCF for support workers and level 4 NVQ (or the new Level 5 QCF equivalent for leaders)? All Flying Start settings must be registered by CSSIW and local authorities must inform the Flying Start team where this is not the case or ceases to be so.

Annex SQR– details the picture in the current and proposed expansion areas.

Existing Flying Start Areas

We currently have 31 approved Flying Start Childcare providers.

Qualification levels

- 3 recently approved Flying Start childcare providers (1 private day nursery and 2 playgroups) if wishing to remain on the Flying Start Approved Childcare provider list, will be supported by the Flying Start Advisory Teachers, to enable their leader to gain level 4 NVQ/ level 5 QCF equivalent from September 2012.
- Registered Childminders on the Flintshire Childminding Network, who work alone and who are approved to provide Flying Start childcare will continue to require only qualification to level 3 NVQ, as they are not in a leadership/supervisory role. (However, many are in the process of working towards level 4NVQ or have achieved the Early Childhood Degree)
- 1 approved Flying Start setting which is co-run by 2 Registered childminders, has one module remaining to complete level 4. Both childminders will then be qualified to level 4NVQ.

Quality award status

Our approval criteria allows settings up to 12 months to gain their award. Of the 31 Approved Flying Start childcare providers 4 settings are yet to gain

their Quality award) of which -

2 private day nurseries are working towards their quality award

2 recently approved playgroups are yet to register to commence their award.

This is monitored through the Annual Review/Re-approval process undertaken by the Flying Start childcare team.

Expansion Areas

We have completed a scoping exercise of all provision (quality award status and qualification levels) in the proposed expansion areas. Letters requesting expressions of interest to become Approved Flying Start Providers have been sent to all settings.

Settings expressing interest who do not currently have staff qualified to level 4 will be required to work towards this prior to January 2013.

QA awards in New Areas

All FS approved childcare providers are reviewed annually by the FS Childcare team, against a set of robust criteria/standards, based on Welsh Government FS Guidance. These include the requirement for settings to be registered by CSSIW. Standards/criteria are reviewed annually, prior to the review process, to ensure they remain current and are fit for purpose. Childcare settings who meet the criteria/standards are re-approved and issued with a dated and signed certificate. The FS Advisory Teachers continually monitor the childcare settings adherence to the criteria/standards throughout the period of their approval.

To ensure sufficiency in the proposed expansion areas, expressions of interest letters have been sent to all Childcare providers in those areas. Settings expressing interest to be considered as Approved Flying Start Providers which do not currently have staff qualified to level 4 will be required to work towards this.

An analysis of qualifications and quality award status of all Childcare providers has been carried out in the expansion areas. Settings who go forward for approval will be supported from September 2012 to gain the necessary level of qualification and quality award in preparation for them becoming FS approved childcare providers from April 2013.

Outline your proposals for using the Flying Start link teacher to ensure quality and aid transition

Additional criteria/standards in our annual review/re-approval require childcare settings wishing to become (or maintain their status as) FS approved settings to:

- agree to the Advisory Teacher spending 20% of their work time modelling good practice in the setting and through continuous monitoring of adherence to criteria/standards
- attend mandatory training (5 sessions minimum) delivered by the FS Advisory Teachers.
- participate in ITERS (Infant/Toddler Environment Rating Scale) and

FCCERS (Family Childcare Environment Rating Scale) assessments carried out by the FS Advisory Teachers, at least annually.

- comply with the completion and return of quality monitoring documentation

The FS Advisory Teachers aid children's transition from home to the childcare setting

- by liaising with the locality based FS Health Visitors and Family Workers,
- by delivering 4 information sessions each term, to the parents of each cohort of children in the term before they reach two years and
- from childcare setting to Early Entitlement through regular discussion/joint planning with the EE teacher team.
- by participating in the development of local RBA Reaching Potential Indicators.

How will you meet the needs/preference of parents for Welsh medium and/or bilingual childcare?

- We have 2 Welsh medium settings in the existing Flying Start areas.
- 1 Welsh medium setting in the expansion areas has requested to discuss extending their current provision to be able to deliver 5 sessions each week. (They currently offer 4)
- Parents/carers are provided with bilingual information and documentation about the childcare offer. They are encouraged and supported at the Parent/carers events to take up the offer in the setting of their choice.

Set out your arrangements in relation to the needs of children who require special care. (This could be due to additional needs/disability etc)

- **Individual Development Profile (IDP)**

In response to the Welsh Government's decision to withdraw the Foundation Phase Child Development Assessment Profile (CDAP), we intend to take part in the IDP project. The Flying Start Advisory Teachers will introduce the IDP to all approved childcare settings for trialling with children receiving their FS childcare entitlement and with children receiving support on our Additional Funded Childcare Scheme.

- **Additional Funded Childcare (AFC) Scheme.**

Our AFC scheme has developed and evolved since its introduction 3 years ago. Responding to early identified need, usually by the FS Health Visitors and particularly for babies and children too young to take up their FS childcare entitlement, we developed a referral pathway to support families, by providing early and extended access to childcare.

We recognise the need for good quality home-based care, especially for young babies and therefore brought on board registered, quality assured

childminders, who were active members of the Flintshire Childminding Network. They participated in Flying Start core and specific case related training, e.g. epilepsy training, British Sign Language.

Children's placements are reviewed, in liaison with their parents/carers in the family home, on a 6 weekly basis. The scheme has continued to develop and has grown in response to increasing need.

The childcare settings delivering the scheme and in particular the childminders, also provide support to the parents/carers. Often the intensive work they are undertaking with the children and the relationships they build, assists in an informal way in developing parenting skills.

We anticipate that the AFC scheme will expand further when we commence delivery in the proposed expansion areas. To ensure sufficiency of placements for children requiring additional support, we will bring on board additional Flintshire Childminding Network childminders, based in the expansion areas on an incremental basis.

- Children in the Flying Start areas with a disability requiring the provision of services, as defined in The Children Act 2004, are referred for assessment by the Community Paediatricians.
- The Flying Start childcare team liaise regularly with Flintshire's Early Inclusion Officer to support children with additional needs to access their Flying Start childcare entitlement in the most appropriate setting.

5. Parenting Programmes & Support

For each section, refer to the Flying Start Strategic Guidance and tell us how you intend to deliver the Parenting element in 2012/13, 2013/14 and 2014/15.

Set out your plans for delivering the Parenting entitlement using a co-located, dedicated Flying Start parenting team.

The variety of parenting opportunities available through the Flying Start provision enables parents to access those that are most appropriate and relevant for their stage of parenting. All localities have team members trained to facilitate courses and provide home based one to one. This has promoted good uptake by parents, as they already know the facilitator and have developed positive working relationships. Parents commonly report the following outcomes from accessing parenting:

1. Increase in personal confidence
2. Feel more able to make choices and decisions that are right for their family unit.
3. Are more able to give and receive compliments
4. Better understand their children's needs
5. Report better family relationships

The entitlement will from September 2012, be planned and structured to enable all parents to access parenting at appropriate intervals beginning during the antenatal period right through to school readiness when the child reaches three and a half.

Access to crèche provision and venues that can provide two suitable rooms is sometimes a barrier to being able to provide courses within the family's own community.

Outline the programmes you will be delivering under the following three themes:

- Perinatal and support in the early years;
- Early intervention approaches to supporting vulnerable parents; and
- Programmes to support parents in positive parenting.

What are the intended outcomes?

Universal Programme:

Ante Natal Parenting

Incredible Years Infant Programme

Baby Massage

Incredible Years Toddler Programme

Family Links Nurturing Programme,
STEP's

Incredible Years School Readiness Programme

Which programmes will form part of the universal formal parenting offer and which will be delivered where assessment evidences additional need? How will you identify families who should receive targeted support?

There is no targeted approach in relation to Parenting Programmes within Flying Start.

How will you ensure that every family with a Flying Start child is offered formal parenting support at least on an annual basis (in groups or one to one in the home with a mix of formal and informal support depending on need)?

For each of the Flying Start areas there is a 'curriculum' of parenting opportunities that will be available at the appropriate stages of the child's early years. For example Ante Natal parenting groups will run twice a year enabling every expectant parent to attend during some period of their pregnancy. IY toddler programmes will run once a year enabling parents of age appropriate. One to one parenting in the home is available when the need is identified. Within each locality there are team members that are trained facilitators for the range of programmes on offer.

Outline the Parenting team structure and reporting arrangements to the Flying

Start management team. SLAs should be attached.

n/a

How will you increase both retention and completion rates of programmes?

Courses are delivered in the parent's local community. Before any parent attends a parenting course one of the group facilitators will offer two home visits. This provides an opportunity to thoroughly explain what the course involves and the commitment needed by all parties. In addition these opportunities help to reduce anxiety, build confidence and build relationships. Between each session there will be telephone contact and then if needed a home visit that will support the sessions learning. After completion of the course contact is maintained at a frequency dependant on need.

6. Early Language Development

Set out your plans for delivering the Early Language Development entitlement.

- Continue to run the six week (Language and Play) programme which focuses on the key elements of talking, listening, reading, singing and playing with your child, all of which are paramount within the development of the child's language skills. Variations will include a pure baby programme and a toddler programme in which babies will be welcome for those parents that have mixed ages.
- Deliver one to one home referral programmes which will be a major part of this entitlement ensuring that families who cannot attend group sessions for various reasons can still benefit from this intervention.
- The use of specific tailor made resources which have been developed by the team in order for colleagues within the wider team who may deliver one to one sessions, other services and Flying Start Childcare settings to use in order to get the key messages out to more Flying Start families who may not attend group sessions if child is in childcare, e.g. Chatter Sacks and Busy Bags.
- Regular workshops to keep workforce up to date on Early Language Development information and resources in order to support families effectively. This can include add on workshops for the Flying Start Childcare settings staff in line with training already received by the Flying Start Advisory teachers.
- Effective multi agency working will result in families being signposted and supported to attend groups by relevant team members. This will also result in the correct amount of appropriate programmes being run in each Flying Start area, e.g. baby, toddler or more one to one sessions being needed dependant on the number of children in those areas and ages and the need of the families.
- Continuous monitoring and evaluation of the programmes to enable assessment on the quality and impact of the programmes on families. The parenting wheel evaluation will be an effective tool in order to support this.

How will you ensure that every family in a Flying Start area has ongoing access to appropriate language and play support?

- Support families by having ongoing rolling programmes in which they can attend in each area. This can include ongoing baby and toddler programmes.
- Having a multi skilled workforce in which colleagues are trained to deliver the programme will ensure that more families will be reached including one to one sessions within the home environment.
- Highlighting the importance of Early Language Development within all elements of Flying Start including the Childcare settings enabling effective signposting to take place.

How will you develop a targeted approach, based on assessment and referral to support children's development where there is evidence of additional need?

- Identify key target criteria, in conjunction with other strands of Flying Start and WAG strategic policies.
- Development of specific programmes addressing needs of target criteria, including any unique resources or delivery required to convey programme to parents and children in a suitable manner. This would include children with both learning or physical disabilities, with a range of activities and resources developed.
- The above could be expanded to also address additional needs of the parents, again including physical disabilities, allowing for greater parental contribution.
- Working with partners to highlight benefits of our programme, to children with differing needs and language problems, to aid in their assessment and referral.
- Define measurements of success in meeting key targets and a means to monitor those measurements. Different measurements may be required for each programme which is developed for a specific target area. It is important to remember that each target area will have its own unique challenges.

How will you support the development of those children identified as having an additional need?

- Overlap with above in terms of bespoke programmes and resources for children with additional needs – both in terms of learning difficulties and physical disabilities as well as additional needs in the form of extra support in the light of a family who's needs e.g. postnatal depression may be resulting in a child's early language skills not being addressed.
- Working alongside health / social workers and charity organisations related to identified children, to aid in development of specific programmes.
- Providing sessions in home and in educational / health environments.
- Potential for further training for team members to understand strategies for working with additional needs children.
- Effective partnership working with the Early support team including signposting to their services

- Additional needs may also include language barriers so effective partnership with EAL (English as an additional Language) services would be paramount here. A service that Language and Play as it stands now currently loans resources to.

Are there plans to, or do you already, recruit speech and language therapists? If so, please provide evidence of local need and impact on outcomes.

n/a

Outline the Early Language Development team structure and reporting arrangements to the Flying Start management team.

See Appendix E.

How will you increase both retention and completion rates of Language Development programmes?

- Taster sessions offered. This could be within multi agency group session, e.g. Family worker, Health visitor etc....engage parents and encourage to attend programmes with support offered if needed to attend the first session/s.
- Programmes to be flexible and offer incentives for attendance, possibly cost effective product related to the programme to be given on completion of all sessions, e.g. book or puppet?
- Making sure that parents know what's on offer every week before hand.
- Accreditation of the programme if this was a possibility for parents who may wish to gain a qualification?
- Celebration event for parents (involving the parents with decision making) at the end of a three month programme for those who attend two various programmes, e.g. traditional and then themed
six weeks in continuous provision groups – could include certificate presentation

7. Outreach

Please confirm your proposals for the delivery of outreach during 2012/13, including the referral mechanism that will be used and the numbers involved. These proposals must link with the Families First programme. (The level of funding available to support them is 2.5% of the uplifted portion of the budget only)

This equates to just £2,000 for Flintshire therefore the funding will be utilised to provide a service to one family that moves out of the area partway through their entitlement.

How will you offer all 4 of the core entitlements to children identified through outreach?

The Team Around the Family system will facilitate this process.

8. Key Principles

Refer to the Flying Start Strategic Guidance and tell us how you will deliver the key principles of the programme in 2012/13, 2013/14 and 2014/15.

Multi Agency Working and Co-location

Evidence how you will establish multi agency, co-located Flying Start teams in your target areas.

FLINTSHIRE FLYING START SERVICE
WHERE WE WANT TO BE BY 31st MARCH 2013

1. South Flintshire Cluster
Aston Centre, Shotton

Target Area	On Stream	Workbase
Higher Shotton	Current	Aston Centre
Sealand	13/14	Aston Centre
Mancot	14/15	Aston Centre

2. Westwood Centre, Buckley

Target Area	On Stream	Workbase
Connah's Quay	Current	Westwood Centre
Buckley Bistre West	13/14	Westwood Centre
Mold West 1	13/14	Westwood Centre

1. North Flintshire Cluster
Flint Centre

Target Area	On Stream	Workbase
Flint	Current	Flying Start Centre, Flint

2. Greenfield Business Centre and Youth Centre

Target Area	On Stream	Workbase
Greenfield	Current	Greenfield Business Centre
Holywell	13/14	Greenfield Business Centre

Early Identification, Effective Assessment and Referral

How will you develop systems to ensure early identification, effective assessment and referral?

Please include how you will:

- consider issues of engagement with families; and
- ensure the promotion of, and referral to, all elements within the programme and other agencies where appropriate i.e. Families First, Communities First and IFSS.

Ante natal and Health Visitor assessment.

Individual Development plans as referred to in the Childcare Section.

Joint Assessment Family Framework which is being developed for use across

Hard to Reach Groups

Tell us your plans and specific actions that will be taken in relation to identifying, engaging and working with hard to reach groups.

We work in partnership with other agencies to identify, engage and work with hard to reach groups, for example through:

- ONE COMMUNITY is a lottery funded project run by Barnardos across Flintshire, which aims to promote community cohesion. Flying Start supports the project through liaison with the project workers who facilitate joint services for minority ethnic individuals and groups and by providing practical support such as making Flying Start venues available for meetings, events, training etc.
- COMMUNITY PARENTS assist families across Flintshire by providing support to hard to reach/engage families in their homes, through a team of staff and volunteers. Flying Start part funds this service in the Flying Start areas.
- Travellers - Romany Gypsies and Irish Travellers are recognised racial groups under the Race Relations (Amendment) Act. We work in partnership with statutory and voluntary services to ensure that children and families are identified, supported to attend and made welcome to access Flying Start services, e.g. drop in, baby groups, Chatter Box etc.

Transition

Please clearly identify what arrangements are in place locally to ensure smooth transition across and between the range of services and programmes with which Flying Start families may/will engage.

Make reference to how you are working with other agencies to support these identified transitions.

Families First – Flying Start staff have been involved in developing the new referral pathway to Team around the Family, for families identified as needing additional support. Transition arrangements will be developed further in the new Flying Start Expansion areas.

Communities First – Flying Start staff are members of the local Communities First local Partnership boards. Working together ensures seamless transition for families.

Local Voluntary Agencies – The Sure Start Co-ordinator attends the Early Years and Families Sub Group to represent Flying Start. This is a multi-agency group and Officers from the Childcare Umbrella Membership organisations attend. Transition for children is a standing agenda item.

Early Entitlement Provider Partnership – As detailed in the Childcare section, the Flying Start Co-ordinator is a member of this group and the Advisory Teachers also attend the Practitioner meeting where transition arrangements are implemented.

FS Approved Childcare Settings – staff attend mandatory training to ensure effective transition arrangements are in place to support children progressing

into and out of childcare.

Information Sharing

How will you ensure that the local authority and Flying Start practitioners will work together to provide the necessary support, advice and training to ensure the Wales Accord for the Sharing of Information (WASPI) Framework is followed?

The Wales Accord on the Sharing of Personal Information (WASPI) provides a framework for service-providing organisations directly concerned with the health, education, safety, crime prevention and social well being of people to share personal information. Flintshire County Council has signed up to the WASPI. Flintshire Flying Start, as a member of the North Wales Regional Flying Start group, is in the process of developing generic Information Sharing Protocols (ISP's) with partner and other agencies such as Betsi Cadwaladr University Health Board (BCUHB), the police, voluntary agencies. At project level, we will be commencing a process of developing ISP's with practitioners, e.g. to deliver the Childcare entitlement we will be engaging with Flintshire County Council ISP advisory staff and the practitioners in our approved childcare settings to develop an ISP which can be shared across the childcare sector.

Governance

Please provide details of your governance arrangements; identifying links to other programmes, the lead person and partnership arrangements for the overall direction and management of the Flying Start programme. This information should be represented using a diagram.

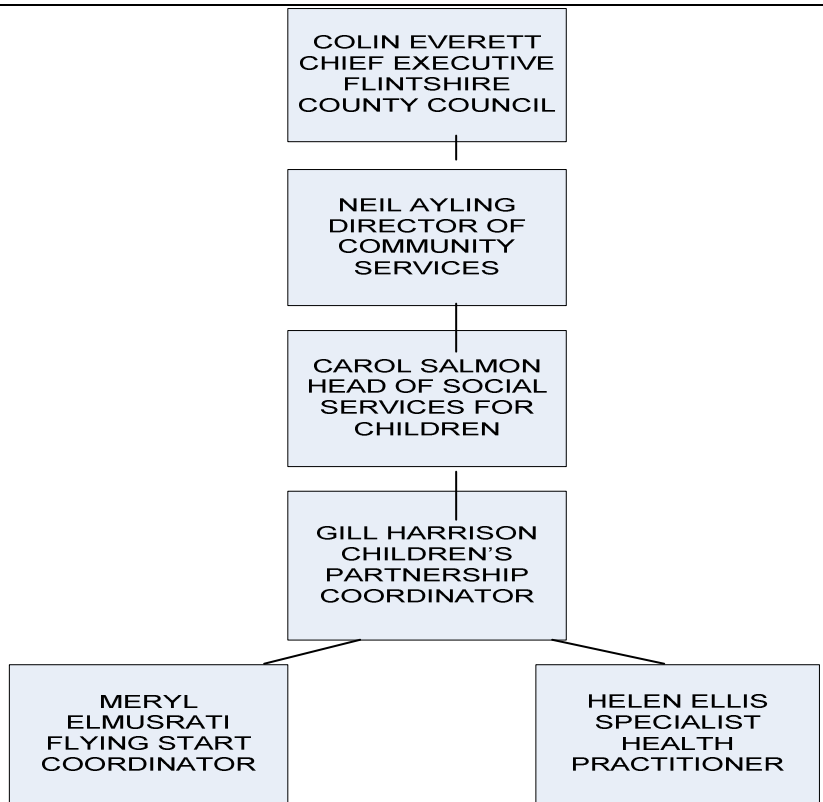
GOVERNANCE FOR MULTI-AGENCY STRATEGIC PLANNING IN FLINTSHIRE

Flintshire Local Service Board Chair: Colin Everett Chief Executive F.C.C.		
Members	Role	Organisation
Colin Everett	Chief Executive	Flintshire County Council
Cllr. Aaron Shotton	Leader of the Council	Flintshire County Council
Carl Longland	Director of Environment	Flintshire County Council
Neil Ayling	Director of Community Services	Flintshire County Council
Jan Budd	Director of Lifelong Learning	Flintshire County Council
Sioned Rees (Jan Jones - Deputy)	Head of Entrepreneurship & Business Information	Welsh Government
Kieran Duff	Chief Officer	Flintshire Local Voluntary Council (FLVC)
Jill Galvani	Executive Director of Nursing, Midwifery and Patient Services	Betsi Cadwaladr University Health Board
David Jones	Principal	Deeside College
Jeremy Vaughan	Superintendent	North Wales Police
Paul Whybro	County Fire Safety Manager	North Wales Fire & Rescue Service
Jackie James	Principal Health Development Specialist	Flintshire Public Health Team - Public Health Wales
David Powell	Environment Manager - North East Wales	Environment Agency Wales
Judith R Williams	Assistant Chief Officer / Head of Local Delivery Unit (LDU) - Flintshire & Wrexham	Wales Probation
Dr Peter Heard	Executive Director of the Graduate School	Glyndwr University

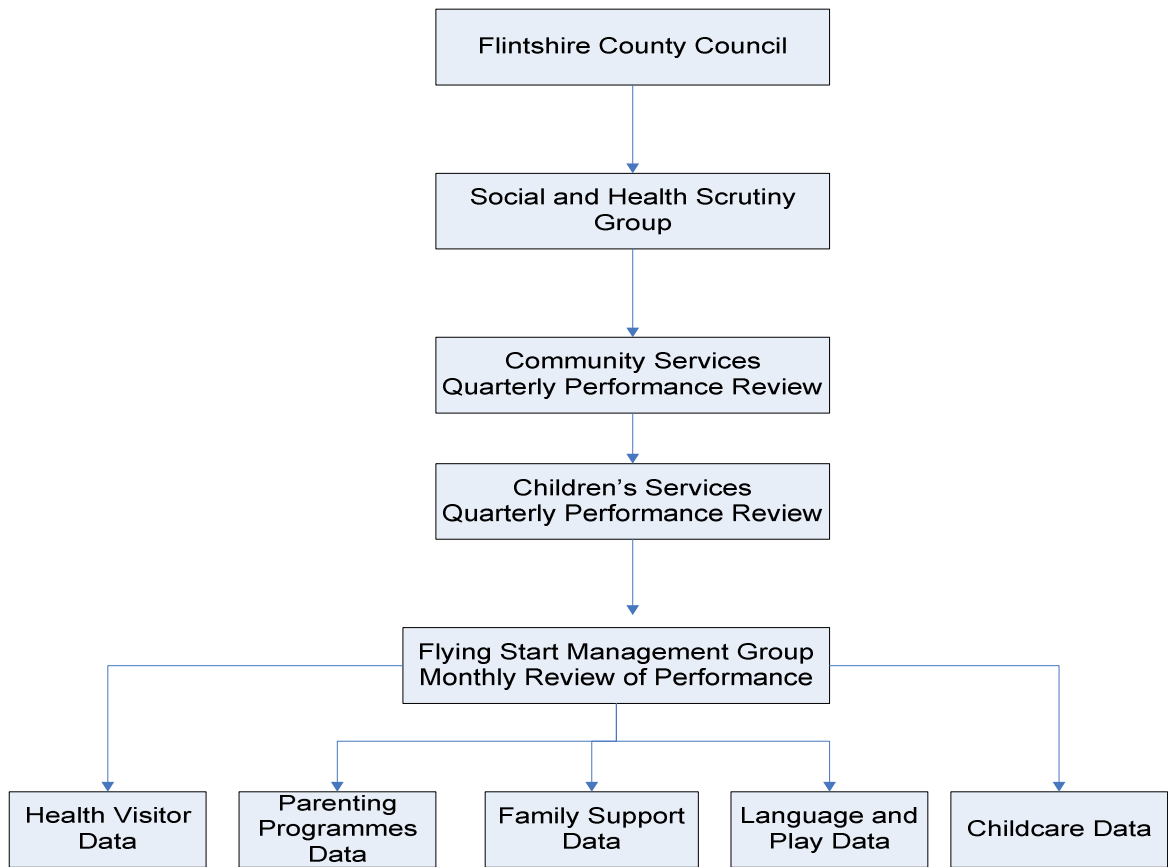
Children and Young People's Partnership		
Chair: Ian Budd Lead Director Children and Young People		
Members	Role	Organisation
Colin Everett	Chief Executive	Flintshire County Council
Ian Budd	Director of Lifelong Learning	Flintshire County Council
Carol Salmon	Head of Children's Services	Flintshire County Council
Gill Harrison	Children and Young People's Partnership Coordinator	Flintshire County Council
Ann S Roberts	Children and Young People's Coordinator	Flintshire County Council
Jeanette Rock	Head of the Inclusion Service	Flintshire County Council
Yvonne Tonks	Principal Partnerships Officer	Flintshire County Council
Christine Jones	Executive Member Social Services	Flintshire County Council
Chris Bithell	Executive Member Lifelong Learning	Flintshire County Council
Rob Edwards	County Youth & Community Chief Officer	Flintshire County Council
Ray Dickson	Service Manager for CIDS Management Team	Flintshire County Council
David Humphreys	Housing Strategy Manager	Flintshire County Council
Cilla Robinson	Child, Family & Community Directorate General Manager	BCUHB
Phil Childs	Commissioning Manager	BCUHB
Keith McDonogh	Lead Independent Member for Children and Young People	BCUHB
Mandy Casey	Assistant Director of Planning	BCUHB
Chris Thomas	Director 14-19 Network	Deeside College
Kieran Duff	Chief Officer	Flintshire Local Voluntary Council
Jackie James	Public Health Specialist, National Public Health Service	National Public Health Service
Vacancy	Partnerships Manager	North Wales Police

Flying Start Management Group		
Chair: Gill Harrison Children's Partnership Coordinator		
Members	Role	Organisation
Sue Aston	Senior Manager for Health Visiting and School Nursing	BCUHB
Helen Ellis	Flying Start Health Manager	BCUHB
Michelle Wright	Performance Officer	BCUHB
Meryl Elmusrati	Flying Start Coordinator	FCC
Sam Greatbanks	Sure Start Coordinator	FCC
Vacancy	Performance Officer	FCC
Kerry Davies	Administrator	FCC

GOVERNANCE FOR OPERATIONAL MANAGEMENT



PERFORMANCE MONITORING ARRANGEMENTS



Evaluation

Tell us about any local evaluation activity you are currently undertaking or planning to undertake. Any new activity requires approval from Welsh Government prior to commissioning.

None at present.

Safeguarding

All staff working in Flying Start must be trained and working together in the context of the Children Act 2004 and are bound by its provisions. Please evidence that this is the case

- The National Service Framework for Children, Young People & Maternity Services (2005) sets out the quality of services that children, young people and their families have a right to expect and receive in Wales. Flintshire Flying Start is committed to joint working and training between all organisations that deliver services to children and young people. Implementation of progress is monitored through the Children and Young Peoples partnership completion of the Self Assessment Auditing Tool (SAAT) to which Flying Start contributes.
- Local Safeguarding Children Board (LSCB) - The Flintshire and Wrexham Local Safeguarding Children Boards merged from the 1st April 2011. Through a co-ordinated partnership approach we work together to safeguard, protect and promote the welfare of children and young people. Training to safeguard children in Flintshire and Wrexham is coordinated by the FWLSCB Training Sub-Group. This is made up of representatives from the main statutory agencies concerned with child protection as well as from the independent sector.
- Service Level Agreements (SLA's) – we will ensure that the mandatory requirement of the Children Act 2004, to be trained and working together is an intrinsic element of all SLA's we develop.
- All Flintshire Flying Start staff team members have access to and are required to undertake safeguarding training. Additionally, safeguarding group (and individual, as and when required) supervision meetings, run by the Safeguarding Specialist Nurse from BCUHB, are attended by the team.
- Childcare Setting approval process – All staff in Flying Start approved childcare settings are required to attend Child Protection training, as a minimum, as a condition of their annual review, approval and reapproval.

Annex A - Expansion Targeting

Local Authority

You should use the Income Benefit generated list provided by the Welsh Government to populate this annex. Please provide the following details for columns I, J and K:

LSOA

2012/13, 2013/14, 2014/15 or N/A

Providing complete Flying Start coverage in a new LSOA

Flying Start LSOA that does not have full coverage at this time
the LSOA using local knowledge

(i) Column I - Indicate if Flying Start already operates in this

(ii) Column J - Identify the financial year that Flying Start will expand into the LSOA e.g.

(iii) Column K- Tell us about expansion within this LSOA. For example, are you:

Mopping up additional families in a

Targeting specific areas for expansion within
etc

Page 105

LSOA	LSOA Name	estimated number of 0-3s in IB HHs	Number of 0-3s from SAPE	cumulative total of 0-3s in IB HHs	cumulative total of 0-3s	proportion of 0-3s in IBH	I	J	K
							i. Does Flying Start already operate in this LSOA?	ii. Please indicate the financial year that this LSOA will be reached through expansion	iii. Notes - please provide any additional details in relation to the targeting of Flying Start within this LSOA
Table 1: Number of Children in each LSOA, sorted by the proportion of 0-3s in Income Benefits Households for Flintshire									
LSOA	LSOA Name	estimated number of 0-3s in IB HHs	Number of 0-3s from SAPE	cumulative total of 0-3s in IB HHs	cumulative total of 0-3s	proportion of 0-3s in IBH	In a flying start area?		
W01000336	Shotton Higher 2	45	75	45	75	58.90%	Existing Flying Start area		
W01000278	Connah's Quay Golftyn 4	50	95	95	170	53.90%	Existing Flying Start Area - part covered		

W01000304	Holywell Central	45	85	140	255	51.60%	new Flying Start area 2013-14	2013-2014	
W01000333	Sealand 2	35	70	175	330	47.00%	new Flying Start area 2013-14	2013-2014	
W01000318	Mold West 1	25	60	200	385	45.50%	new Flying Start area 2013-14	2013-2014	
W01000296	Greenfield 1	45	100	245	485	44.80%	Existing Flying Start area		
W01000288	Flint Castle	55	130	295	610	41.50%	Existing Flying Start area		
W01000274	Connah's Quay Central 2	40	100	335	710	40.30%	Existing Flying Start area		
W01000335	Shotton Higher 1	15	45	355	755	37.40%	Existing Flying Start area		
W01000263	Buckley Bistre West 3	20	55	375	810	37.30%	new Flying Start area 2013-14	2013-2014	
W01000328	Queensferry	30	90	405	900	34.70%	new Flying Start area 2014-15	2014-2015	Depending on numbers in existing areas.
W01000292	Flint Oakenholt 1	35	105	440	1005	34.50%	Existing Flying Start area		
W01000312	Mancot 2	25	75	465	1075	34.30%	new Flying Start area 2014-15	2014-2015	Depending on numbers in existing areas.
W01000273	Connah's Quay Central 1	30	90	495	1165	34.20%	Existing Flying Start area		
W01000290	Flint Coleshill 2	20	60	515	1225	33.90%	Existing Flying Start area		
W01000298	Gronant	25	65	540	1290	33.80%	Not a Flying Start area		
W01000320	Mostyn (Flintshire)	35	100	575	1395	33.00%	Not a Flying Start area		
W01000330	Saltney Stonebridge 1	35	110	610	1505	32.40%			
W01000306	Holywell West	40	125	650	1630	32.30%	Not Flying Start Area		
W01000329	Saltney Mold Junction	30	85	675	1715	32.10%	Not Flying Start Area		
W01000254	Bagilt West	35	120	715	1835	31.50%	Not Flying Start Area		

Page 106

W01000259	Buckley Bistre East 1	20	75	735	1910	27.20%	Not Flying Start Area		
W01000332	Sealand 1	25	100	760	2010	26.30%	Not Flying Start Area		
W01000295	Flint Trelawny 2	15	65	775	2070	26.20%	Existing Flying Start area		
W01000251	Aston 1	15	65	795	2135	25.60%	Not Flying Start Area		
W01000334	Shotton East	20	80	815	2215	25.30%	Existing Flying Start area		
W01000277	Connah's Quay Golftyn 3	25	110	840	2320	25.30%	Existing Flying Start area		
W01000262	Buckley Bistre West 2	25	100	865	2420	24.60%	Not Flying Start Area		
W01000253	Baillt East	25	100	890	2520	23.00%	Not Flying Start Area		
W01000293	Flint Oakenholt 2	20	80	905	2600	22.70%	Existing Flying Start area		
W01000297	Greenfield 2	15	80	1060	3345	19.20%	Existing Flying Start area		
W01000280	Flintshire 010B	10	65	1070	3410	19.20%	Not Flying Start Area		
W01000276	Flintshire 008A	20	105	1090	3515	19.00%	Not Flying Start Area		
W01000269	Flintshire 020A	10	65	1105	3580	18.80%	Not Flying Start Area		
W01000283	Connah's Quay Wepre	20	100	1125	3680	18.20%	Existing Flying Start area		
W01000281	Connah's Quay South 3	10	55	1200	4150	14.80%	Existing Flying Start area		
W01000275	Connah's Quay Golftyn 1	10	55	1205	4205	14.40%	Existing Flying Start area		
W01000252	Aston 2	5	50	1330	5185	10.80%	Existing Flying Start area		
W01000279	Connah's Quay South 1	0	25	1385	5755	8.00%	Existing Flying Start area		

Page 107

Annex B - Flying Start Team Recruitment

Local Authority	Flintshire
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Staff Member (Title/Profession)	Description of Role	2012/13			2013/14			2014/15		
		FTE / WTE	% Flying Start funded	% funded by other source (include source)	FTE / WTE	% Flying Start funded	% funded by other source (include source)	FTE / WTE	% Flying Start funded	% funded by other source (include source)
Health Visitors	As defined in guidance for FS..	3	100	n/a	1	100	n/a	1	100	n/a
Administrator	Finance,building monitoring etc	1	100	n/a						
Administrative assistants	Filing,copying,message taking.	4	100	n/a						
Performance Officer	Analysis of data,reporting trends.	0.5	100	0.5 funded by Families First to create a fulltime post.						
Teacher	Assuring quality of childcare.	1.5	100	n/a						
Parenting/Family Worker	Family support,delivery of parenting programmes.	4	100	n/a						
Language and Play Worker	Early language development training.	4	100	n/a						
Childcare Coordinator	Organising childcare placements.	1	100	n/a						

Schedule 1A Budget Profile Template

General information

Flintshire

Revenue allocation:	£1,608,301
Target (CAP) number of children:	743

Budget profile

This should reflect any amendments to the original budgeted expenditure that have been agreed with Welsh Government.

	Year 1 budgeted expenditure	
Staff costs: Health Visitors and Professionals	£388,479	✓
Staff costs: Childcare	£70,215	✓
Contract costs: Childcare	£698,615	✓
Staff costs: Parenting	£103,283	✓
Contract costs: Parenting	£95,181	✓
Staff costs: Language and Play	£15,314	✓
Contract costs: Language and Play	£23,690	✓
Staff costs: Flying Start Core Team	£108,062	✓
Running costs, overheads and support services charged to Flying Start*	£105,460	✓
Total	£1,608,299	
Central costs check	✓	
Total vs allocation check	✓	

* Costs charged to Flying Start should be the total including any amounts charged to individual Flying Start services. This is then apportioned to the individual services below. The total running, overheads and support services costs charged to Flying Start should not exceed 10% of the total expenditure.

The total budget should also be within 5% of the revenue allocation.

Please comment on budgeted expenditure

Termly profile of budgeted expenditure			
01 Apr 2012-31 Aug 2012	01 Sep 2012-31 Dec 2012	01 Jan 2013-31 Mar 2013	
£161,866	£129,493	£97,120	
£29,256	£23,405	£17,554	
£291,090	£232,872	£174,653	
£43,035	£34,428	£25,820	
£39,659	£31,727	£23,795	
£6,381	£5,105	£3,828	
£9,871	£7,897	£5,922	
£45,026	£36,020	£27,016	
£43,942	£35,153	£26,365	
£670,126	£536,100	£402,073	
✓	✓	✓	

The spend in each term is expected to be within 5 percentage points of a weighted split of expenditure based on the length of each term.

Years 2 and 3 forecast expenditure	
2013-14	2014-15
£471,500	£495,720
£98,888	£98,888
£892,500	£1,170,000
£295,032	£295,032
£95,181	£95,181
£20,000	£20,000
£40,000	£40,000
£179,094	£179,094
£130,460	£130,460
£2,222,655	£2,524,375

Certificate of Chief Financial Officer or authorised representative

I certify that, to the best of my knowledge and belief, the information provided on this form is correct and consistent with the estimates and calculations made by my authority to calculate the budget and expenditure of the Flying Start programme.

Name:

Signature:

Date:

Expenditure including recharges

	Budgeted expenditure including recharges			
	01 Apr 2012-31 Aug 2012	01 Sep 2012-31 Dec 2012	01 Jan 2013-31 Mar 2013	Total
Health Visitors and Professionals	£186,774	£149,419	£112,065	£448,257
Childcare	£324,848	£259,878	£194,908	£779,634
Parenting	£89,316	£71,453	£53,588	£214,357
Language and Play	£17,234	£13,788	£10,339	£41,360
Flying Start Core Team	£51,955	£41,563	£31,173	£124,690
Total	£670,126	£536,100	£402,073	£1,608,299

Flying Start Plan Appendix D Needs Assessment

Estimation of need

This section provides a brief description of Flintshire.

Overview

Flintshire County Council has a population of approximately 150,000 (2010). Flintshire borders [Wrexham](#), [Flintshire](#), and the [English](#) counties of [Merseyside](#) (across the [River Dee](#)) and [Cheshire](#). Nearly 80% of Flintshire is defined as rural by the Welsh Government.

The age structure of Flintshire's population has moved substantially towards a higher fraction of older people in the period 1991-2006. There has been a population decrease in almost every other age group (the 10-14 year old group showed a slight rise). Overall, the numbers of children and young people in Flintshire have been declining. There are currently, approximately 45,000 children and young people aged 0-25 years.

The population is predominantly White (97.8%), with a low proportion of residents from Black and minority ethnic groups (approximately 2.2% which is about equivalent to 2.1% the average for the whole of Wales). The majority of the population speak English, with approximately 21.4% of the population having Welsh language skills. This ranks Flintshire 12th amongst Welsh local authorities in relation to Welsh language.

As at 2011, Flintshire had an unemployment rate of 7.0%. This compares positively to Wales (8.5%) and the rest of United Kingdom (7.9%). Moreover, many more people have full time employment in Flintshire than the Wales and UK average. This contributes to a higher workplace earnings in Flintshire than the Wales and UK average. At April 2012, there are 3,183 people claiming Job-Seekers Allowance (JSA) (3.3% of working age adults). Amongst young people aged 18-24 years, there are 995 JSA claimants of which 335 have claimed JSA for 6 months or more.

There are 5,860 lone parent households in Flintshire. This equates to 9.7% of all households in the county. There are 4 Electoral Divisions in Flintshire that are in the highest 100 areas in Wales for containing the greatest percentage of households that are 'lone parent' households and they include Higher Shotton (24th), Flint Castle (47th) and Flint Oakenholt (54th) & Greenfield (79th).

Type of employment, education, income and indices of deprivation

With approximately 64,700 people in paid employment in Flintshire in 2008, the primary areas of employment relate to:

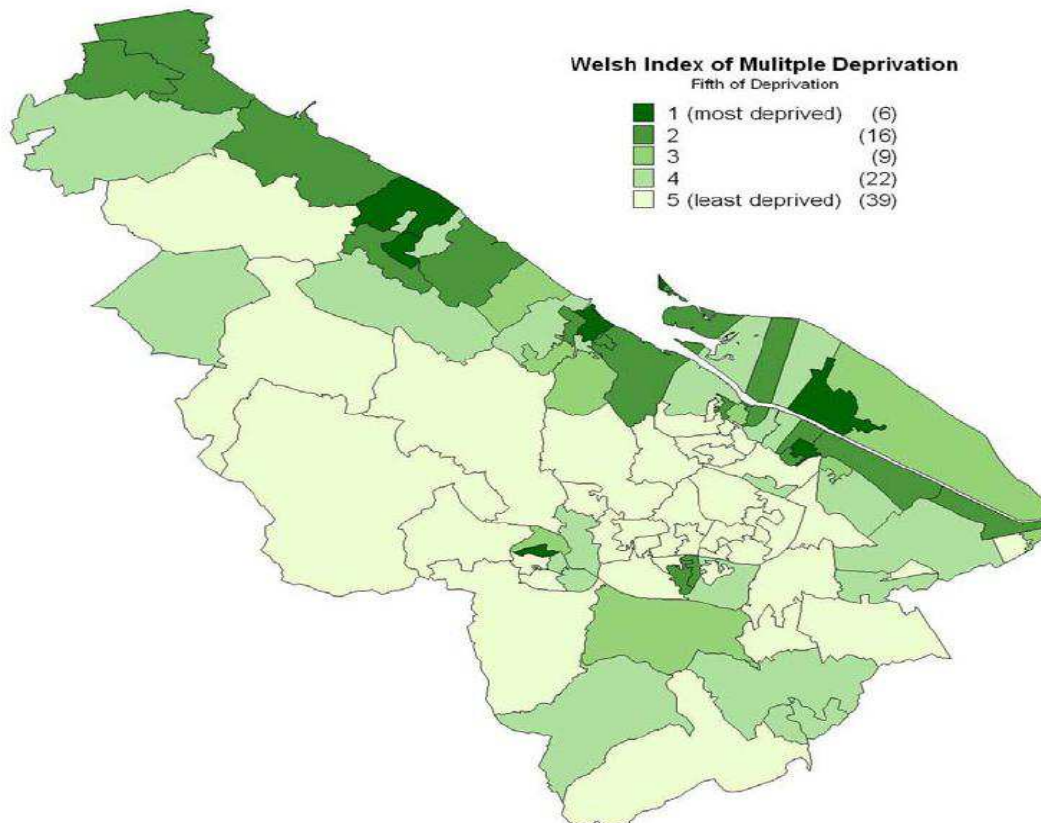
- Manufacturing 21,800 33.7% of employees
- Construction 4,200 6.4% of employees
- Services 38,100 58.9% of employees
 - Distribution, hotels & restaurants 14,000 21.6% of employees
 - Transport & communications 3,000 4.6% of employees
 - Finance, IT, other business activities 8,100 12.5% of employees

- Public admin, education & health 11,000 17.1% of employees
- Other services 2,000 3.1% of employees
- Tourism-related 4,200 6.5% of employees

A large number of people are employed by a small number of employers such as Airbus and Toyota. The major employment wards are Broughton North East and Sealand.

Flintshire has a lower level of higher education attainment for NVQ Level 4+ (22.8%) than the rest of Wales (24%). Mold South has the highest number of people aged 16 to 74 achieving NVQ 4 or above (34.4%). Flintshire has relatively few people with no qualifications (13.5% compared to 16.6% for Wales) and has relatively high average earnings (£492 per week compared to £476 per week for Wales). Flint Castle has the highest amount of people with no qualifications (50.4%).

According to the Welsh Index of Multiple Deprivation (WIMD) 2008, there are 5 Lower Level Super Output Areas (LSOA's) in Flintshire that fall in the 10% most deprived in Wales. The areas of Higher Shotton and Greenfield have been ranked within the 10% most deprived in Wales.



Health and wellbeing

While life expectancy rates are lower for males and females relative to Welsh averages, generally population health data for Flintshire is favourable compared to the rest of Wales. Nonetheless, a review of the health profile for Flintshire conducted during 2010 showed that

smoking, drinking excessive amounts of alcohol and obesity are priorities for local health improvement and addressing health inequalities. Population data and obesity prevalence rates from the National Heart Forum, further identify that an estimated 15% of children aged 4 to 11 years in Flintshire are overweight or obese. In addition, only 25% of young people in Flintshire meet the recommended level of physical activity and 25% are inactive.

Good Health, Good Care 2011-2014, the Flintshire health and wellbeing strategy, also identifies that health outcomes are generally poorer for some groups and communities in Flintshire. These are:

- People living in poverty or deprivation
- People with serious mental illness
- People with physical or learning disabilities
- Informal carers
- People from minority ethnic groups
- People who live in areas where there is multiple deprivation and/or disadvantage. For example, the area of the Deeside coastal strip contains many of the worst rates of poor health in the county.

Children, young people and families

At present there are 75 primary schools, 3 special schools and 12 high schools in Flintshire. In addition, 188 early years settings and 1 college.

There are approximately ? children with disabilities in Flintshire. These are children and young people accessing services through the Flintshire Children with Disabilities Team. A recent study (2012) commissioned by the Families First North East consortium identified a number of key areas for improvement in supporting families with disabled children. These include:

Improving services and partnership working

- Greater key working with families with disabled children, including children with mild to moderate difficulties that are unlikely to require an allocated social worker. This is especially important to occur as part of the TAF pathway.

Related to this, is improving transition management for disabled young people without an allocated social worker. In Flintshire particularly there is a strong view that TAF processes afford an opportunity to address in a systemised way the spectrum of needs of disabled young people and their families that do not meet eligibility criteria for Children's Services and/or Adult Services.

- Improving the consistency and comprehensiveness of information for families with disabled children and young people, including by increasing the amount of outreach activity to families with disabled children. This includes in relation to take-up of financial entitlements, direct payments and childcare provision particularly.
- Increasing opportunities for agencies working with families with disabled children to network with each other, share good practice and improve understanding of each other's areas of skills and expertise.

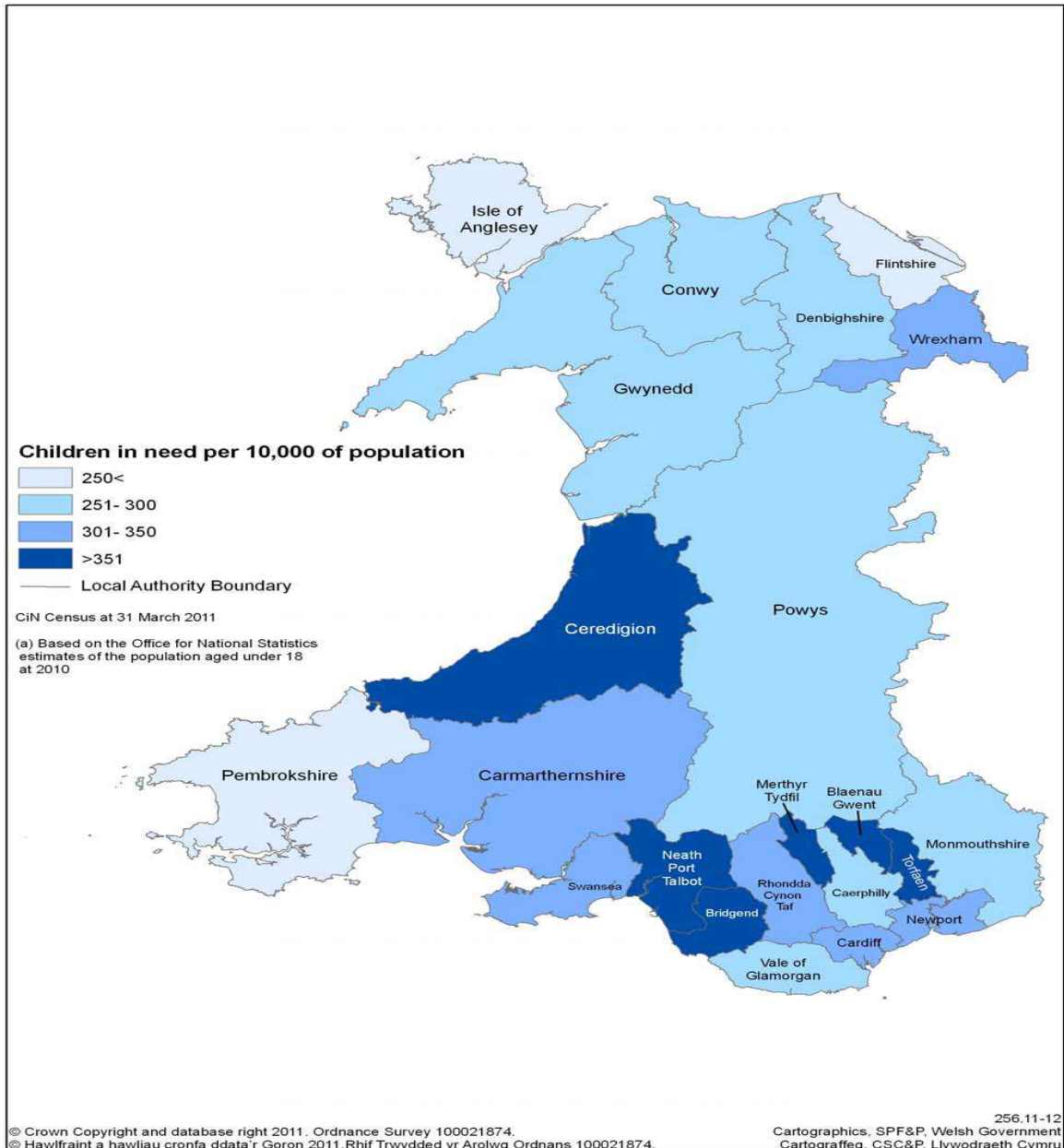
Increasing capacity to meet needs of families with disabled children

- Identifying expertise amongst professionals working across the multiagency partnership in working with families with very specific conditions and disabilities. These professionals are intended to act as voluntary resources of advice, guidance and support for other staff in addressing the needs of families. This is augmented with identifying parent volunteers that can act as sources of more informal advice, information and support for other parents that will benefit from additional support.
- Increasing the number of enablers that can support the inclusion of disabled children and young people in community activities. This might build on the successful efforts of our buddy scheme that supports young people's participation in summer activities.
- Increasing opportunities for parents of disabled children and young people to have access to peer support groups
- Increasing the after school and holiday activity provision at schools, increasing special schools, to enable more children to have access to play, leisure and childcare in appropriate settings.
- Increasing the availability of childcare and short breaks for disabled children. The scope for developing a volunteer sitting service to provide families opportunities for emergency childcare is especially important.

According to the Children in Need Census for 2011, Flintshire has a lower rate of children in need than the Wales average. Nonetheless, in February 2011, 103 children were on Flintshire's Child Protection Register. This compares to 86 children in December 2008.

The Census identifies that:

- For almost half of all children in need (49 per cent) at least one parenting capacity factor was recorded.
- Parental substance misuse was recorded for 26 per cent of the children for whom information was reported
- Domestic abuse and parental mental ill health were recorded for 24 per cent and 22 per cent respectively of the children for whom information was available.



Together with local authorities in Denbighshire and Wrexham, Flintshire undertook an innovative multiagency exercise to understand the needs of families at greater risk of poor child development and life chance outcomes in 2011. This exercise identified at least 1,441 families where practitioners have concern about additional family needs, of which 30% (432) families demonstrated between five or more indicators of disadvantage associated with *Think Family*¹ indicators of families with complex needs and 836 families had at least three or more indicators of disadvantage. The research also identified that families at greater risk of poor child development and life chance outcomes live across Flintshire. The research also

¹Social Exclusion Task Force (2007) *Reaching Out: Think Family*. Cabinet Office. Available at http://webarchive.nationalarchives.gov.uk/20080107230827/http://cabinetoffice.gov.uk/upload/assets/www.cabinetoffice.gov.uk/social_exclusion_task_force/think_families/think_families.pdf.

identified that over 80% of identified families are known to only one agency who submitted information.

There are specific risk indicators that appear to be particularly good predictors of a family having additional needs. These are *'family cannot afford basic items'*, and *'no parent in the family has any academic qualifications'*.

The research further identified some clustering of different indicators in Flintshire, for instance:

- Domestic abuse, substance misuse and maternal mental health needs often cluster together in individual families.
- For about seven of every ten families where there is evidence of domestic violence in household or no parent has an academic qualification or the family cannot afford certain items of food or clothing or there is substance misuse.
- use there is also inappropriate or inconsistent parenting.
- For just over six in every ten families where no parent has any academic qualifications or where the family cannot afford some items of food and clothing 'there is also evidence that a child in the household displays challenging behaviour.
- For nearly half of families where there is evidence of substance misuse in the household there is also evidence that the family also miss routine health/immunisation appointments.

This reinforces the importance of engaging the whole family in coordinated bespoke services that address the spectrum of their needs. It reinforces the importance of significantly more holistic 'whole-family' approaches to identifying and engaging families that will benefit from early intervention.

To that end, Flintshire Children and Young People's Partnership has prioritised the establishment of a TAF team to support the implementation of TAF arrangements that ensure that families with additional needs have access to key workers that can act as sources of advice and support for families and ensure coordination of multiagency interventions alongside the family. The TAF pathway is designed to encourage bespoke service packages and solutions for individual families taking account of their needs and circumstances at the earliest possible point.

Flintshire

Introduction

In April 2011, the Families First North Pioneer consortium comprising the local authorities of Wrexham, Flintshire and Denbighshire commissioned Cordis Bright to work with local statutory and voluntary sector agencies to map more vulnerable families with children aged birth to 18 in their local communities. The purpose of this mapping research was to test new and innovative models of partnership between agencies through applying risk-based techniques to recognising more vulnerable families. This offers the potential of targeting support to families in ways that build their resilience, life chances and independence in advance of problems escalating. Moreover, the local authority and its partners were keen to identify wider lessons about applying risk-based criteria to their targeted work with more vulnerable families and to understand more about the nature and interactions of different vulnerabilities within their local communities.

This report relates to mapping work undertaken with statutory and voluntary sector agencies in Flintshire.

Methodology

Building on *Think Family*² research, Cordis Bright provided support to statutory and voluntary sector agencies to complete a 'mapping tool', which asks practitioners how much they agree with the following statements for each family they have a relationship with:

1. No resident parent in the family is in work
2. The family lives in temporary, overcrowded or poor quality accommodation
3. No parent in the family has any academic qualifications
4. The mother has a mental health problem
5. At least one parent has a longstanding illness, disability or infirmity that limits their daily activities
6. The family has a low household income (below £287 per week)
7. The family cannot afford certain food or clothing items
8. There is evidence of domestic violence in the household
9. There is evidence of substance misuse in the household

The agencies were also asked to provide perspectives about a set of secondary indicators, the intensity of support they were providing to that family and the extent to which they would consider their client as vulnerable/having complex needs. Agencies were also asked about the electoral ward these families live within.

Leveraging the experience of previous work with Merthyr Tydfil Borough Council and their engagement with the Information Commissioner about mapping research with vulnerable families, a data management protocol that does not in any way gather or share confidential or identifying data was implemented.

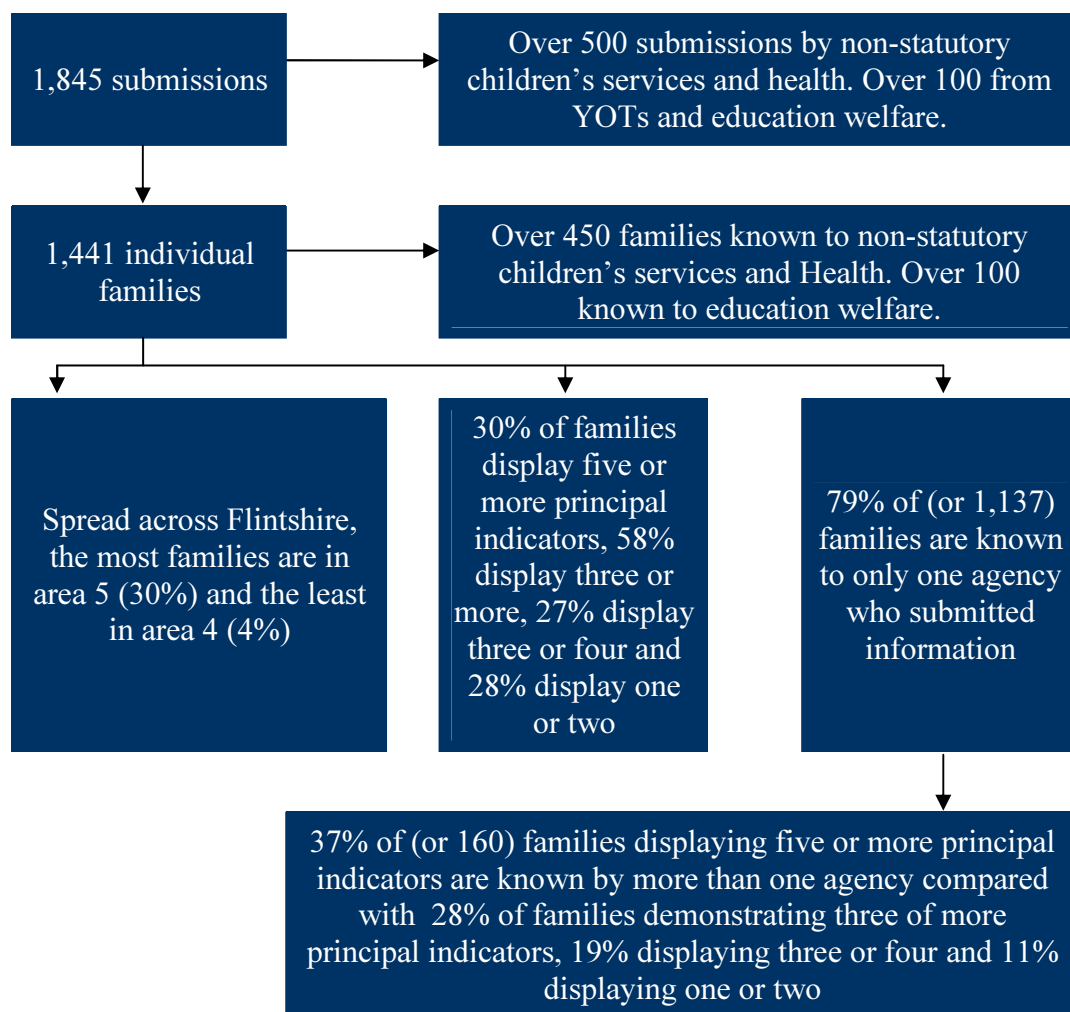
Profile of responses

Error! Reference source not found. summarises the responses we received. For more information please see Section **Error! Reference source not found.**

Figure 1: Summary of responses

²Social Exclusion Task Force (2007) *Reaching Out: Think Family*. Cabinet Office. Available at

http://webarchive.nationalarchives.gov.uk/20080101_4410827/http://cabinetoffice.gov.uk/upload/assets/www.cabinetoffice.gov.uk/social_exclusion_task_force/think_families/think_families.pdf. (Accessed 14th June 2011).



Key findings

This report contains much analysis and each section begins with a summary of the key findings. In aggregate, there are several major points to note:

Finding 1: Vulnerability is not specific to any particular area of Flintshire. .

The mapping research identifies a wide spread of families identified as vulnerable across wards. The most common wards in which these families reside are; Connah's Quay Golftyn (5.2%), Holywell West (4.9), Flint Castle (4.9%), Connah's Quay Central (4.8%) and Shotton Higher (4.6%).

When the analysis is aggregated to five local planning areas for Flintshire, there is some variation. This analysis suggests that there may be greater numbers of families at risk of escalating problems living in the south eastern area of Flintshire. That said, there are different vulnerabilities impacting different areas. For example, temporary housing/unsuitable accommodation and worklessness and low incomes have been identified as more prevalent for families living in northern areas of Flintshire.

Finding 2: The principal and secondary indicators are good predictors³ of the level of vulnerability/complex needs and to a lesser extent the intensity of support. This has implications for practitioners and agencies working within and across all tiers of family support and especially tiers one and two in identifying families that may benefit from bespoke tailored support to build resilience and prevent any potential escalation of problems.

Error! Reference source not found. shows that agencies are more likely to agree that families displaying five or more and to a lesser extent three or more principal indicators are vulnerable/have complex needs and report that these families are accessing ‘high’ intensity support relative to the other families.

Figure 2: Summary of the prevalence of five or more principal indicators as a predictor of levels of vulnerability/complex needs and intensity of support

Variable	Overall	Families displaying five or more principal indicators	Families displaying three or more principal indicators	Families displaying five or more principal indicators	Families displaying three or more principal indicators
‘Strongly agree’ or ‘agree’ that family is vulnerable/has complex needs	86%	95%	91%	87%	82%
‘Strongly agree’ that family is vulnerable/has complex needs	41%	62%	53%	43%	27%
Family is receiving ‘high’ intensity support	29%	46%	39%	31%	18%

There are also specific risk indicators that appear to be particularly good predictors of a family being vulnerable/having complex needs:

- ‘*There is evidence of substance misuse in the household*’ (agencies ‘strongly agree’/‘agree’ that 94% of families displaying this indicator are vulnerable/have complex needs).
- ‘*At least one parent has a longstanding illness, disability or infirmity that limits their daily activities*’ (agencies ‘strongly agree’/‘agree’ that 94% of families displaying this indicator are vulnerable/have complex needs).

See **Error! Reference source not found.** for more details.

Families who display the following principal indicators are most likely to be accessing ‘high’ intensity support:

- ‘*There is evidence of substance misuse in the household*’ (43% of families who demonstrate this indicator are accessing ‘high’ intensity support)
- ‘*No parent in the family has any academic qualifications*’ (41% of families who demonstrate this indicator are accessing ‘high’ intensity support).

³ By this we mean that if a family displays a principal or secondary indicator or a number of them then they are more likely to have a high level of vulnerability/complex needs or be receiving high intensity support.

See **Error! Reference source not found.** for full details.

Error! Reference source not found. and **Error! Reference source not found.** further show that the secondary indicators are also good predictors of the family being vulnerable/having complex needs and accessing high intensity support.

Secondary indicators which appear to be particularly good predictors of a family being vulnerable/having complex need are:

- *'There is evidence that one or both parents have previously been in social care or experienced abuse as a child'* (agencies 'strongly agree' or 'agree' that 96% of families who demonstrate this indicator are vulnerable/have complex needs)
- *'There is evidence that the family regularly miss routine health/immunisation appointments'* (agencies 'strongly agree' or 'agree' that 95% of families who demonstrate this indicator are vulnerable/have complex needs).

Families who demonstrate the following secondary indicators are most likely to also be accessing 'high' intensity support:

- *'There is evidence that the family regularly miss routine health/immunisation appointments'* (48%)
- *'There is evidence that a child in the household has a school attendance which is below 75%'* (47%).

Finding 3: A lack of academic qualifications and not being able to afford basic items are key predictors of other principal and secondary indicators. That is to say, if you have these particular vulnerabilities you are much more likely to demonstrate other vulnerabilities.

There are two principal indicators that emerge as **key predictors of the presence of other principal indicators**. These are:

- *'family cannot afford basic items'*, and
- *'no parent in the family has any academic qualifications'*

Full details are at **Error! Reference source not found.**

Although we cannot conclude casual links, this finding does suggest that more targeted engagement with families that cannot afford basic items and where no parent in the family has an academic qualification may be especially useful; and also that the presence of particular vulnerabilities is much more likely to suggest other vulnerabilities that require multi-disciplinary engagement with the family to address the complexity of multiple needs. In relation to the secondary indicators, the principal indicator *'no parent in the family has any academic qualifications'* is one of the two main predictors of seven other secondary indicators. Similarly, the indicator *'the family cannot afford certain items of food and clothing'* is a key predictor for six other indicators. Finally, the principal indicator *'there is evidence of substance misuse in the household'* is one of the two main predictors of six secondary indicators. Between these three principal indicators, all are one of the two main predictors of all ten secondary indicators. **Error! Reference source not found.** provides full details.

Moreover, among principal indicators that are best predictors of secondary indicators, there is also clustering. For example:

- For about seven of every ten families where there is evidence of domestic violence in household or no parent has an academic qualification or the family cannot afford certain

items of food or clothing or there is substance misuse there is also inappropriate or inconsistent parenting.

- For just over six in every ten families where no parent has any academic qualifications and where the family cannot afford some items of food and clothing 'there is also evidence that a child in the household displays challenging behaviour'.
- For nearly half of families where there is evidence of substance misuse in the household there is also evidence that the family also miss routine health/immunisation appointments.

Finding 4: More vulnerable families are often more vulnerable in all indicators of risk. As before, this has implications for those working within and across all tiers of family support and especially tiers one and two in identifying families that may benefit from bespoke tailored support to build resilience and prevent any potential escalation of problems

Error! Reference source not found. shows families more principal indicators are more likely to display every principal indicator compared with all other families. **Error! Reference source not found.** shows that there is a strong relationship between multiple disadvantage and principal indicators. Indicators where there are big variations across families include:

- *'No parent in the family has any academic qualifications'*: 62% of families demonstrating five or more principal indicators demonstrate this indicator, compared to 44% of families demonstrating three or more, 24% of families demonstrating three or four indicators and 7% of families demonstrating one or two principal indicators.
- *'The family cannot afford certain food or clothing items'*: 65% of families demonstrating five or more principal indicators demonstrate this indicator, compared to 45% of families demonstrating three or more, 23% of families demonstrating three or four indicators and 3% of families demonstrating one or two principal indicators.

Error! Reference source not found. reinforces **Error! Reference source not found.** and shows that families displaying five or more principal indicators are more likely to display each of the secondary indicators compared with all other families and that there is a strong relationship between multiple disadvantage and secondary indicators.

One secondary indicator shows particular large variation by the number of principal indicators a family demonstrate. This is 'there is evidence that one or both parents have had a limited education due to special educational needs, or poor attendance': 52% of families demonstrating five or more principal indicators demonstrate this indicator, compared to 38% of families demonstrating three or more, 21% of families demonstrating three or four indicators and 11% of families demonstrating one or two principal indicator

Figure 3: Prevalence of principal indicators by whether family displays five or more or three or more principal indicators

Principal indicator (Red cells are indicators that 50% of more families display, orange cells are indicators which more than 25% display, yellow are indicators which more than 10% display and green cells are those which less than 10% display)	Families with 5 or more principal indicators	Families with 3 or more principal indicators	Families with three or four principal indicators	Families with one or two principal indicators
No resident parent in the family is in work	90%	78%	64%	28%
The family lives in temporary, overcrowded or poor quality accommodation	66%	54%	41%	19%
No parent in the family has any academic qualifications	62%	44%	24%	7%
The mother has a mental health problem	75%	61%	46%	29%
At least one parent has a longstanding illness, disability or infirmity that limits their daily activities	53%	43%	31%	19%
The family has a low household income (below £287 per week)	85%	72%	57%	18%
The family cannot afford certain food or clothing items	65%	45%	23%	3%
There is evidence of domestic violence in the household	62%	50%	37%	17%
There is evidence of substance misuse in the household	52%	39%	25%	10%

Figure 4: Prevalence of secondary indicators by whether family displays five or more or three or more principal indicators

Secondary indicator (Red cells are indicators that 50% of more families display, orange cells are indicators which more than 25% display, yellow are indicators which more than 10% display and green cells are those which less than 10% display)	Families with 5 or more principal indicators	Families with 3 or more principal indicators	Families with 3 or 4 principal indicators	Families one or two principal indicators
There is evidence that a child in the household has a school attendance below 75%	29%	25%	21%	16%
There is evidence that a child in the household displays challenging behaviour	62%	58%	54%	52%
There is evidence that one or both parents have previously been in social care or experienced abuse as a child	43%	32%	20%	10%
There is evidence that one or both parents have had a limited education due to special educational needs, or poor attendance	52%	38%	21%	11%
There are signs of inappropriate or inconsistent parenting in the household	73%	65%	57%	40%
There is evidence that members of the family have a history of offending or of criminal behaviour	48%	38%	26%	14%
There is evidence that the family regularly miss routine health/ immunisation appointments	46%	37%	27%	13%
There are signs that the family is experiencing loss	41%	35%	28%	23%
There is no evidence of extended family networks	29%	24%	19%	11%
There is no evidence that the household accesses local community services.	43%	39%	34%	21%

Disability

Around 1 in 20 children in the UK live with chronic health conditions, most commonly neurodisabilities such as cerebral palsy or autism. Most disabled children live at home, supported by their families. These families often face considerable challenges. The Families First North East Consortium comprising the local authorities of Denbighshire, Flintshire and Wrexham is determined to improve support and outcomes for families with disabled children and to consider some initial opportunities for greater joint working to enhance these outcomes.

This report sets out the results of a scoping exercise about services for families with disabled children for the Families First North East Consortium. Specifically, the Families First North East Consortium is keen to consolidate learning and understanding from across the three local authorities in relation to short break provision, childcare; transition services; and parent to parent support.

The report focus is about identifying:

- What is working well

- What opportunities there are for improvement in relation to local needs and priorities and by reference to good practices from across the UK; and
- Where, if relevant, there may be scope to undertake joint commissioning.

Key findings

Findings in relation to childcare

Contextual issues:

What providers said in surveys and stakeholder workshops

- Providers feel the following aspects of childcare provision are less than satisfactory: number of places and choice of providers, location and accessibility, although location was less of an issue in Wrexham. Transport arrangements and affordability were sometimes identified as issues for improvement.
- Over 90% of providers expect to still be offering provision in five years time which suggests that current supply is sustainable.
- Over 40% of providers have providers with particular support needs around building alterations and obtaining more appropriate equipment to meet the needs of individual children.
- Overall, stakeholders report that provision often claims to be inclusive but in reality is not. There are also overarching issues with low take-up of financial entitlements that could support making childcare more affordable.
- In Denbighshire and Flintshire, stakeholders could point to some good practice examples but felt that training was too generic and does not support the development of disability expertise in the general workforce. That said, in Wrexham the shadowing opportunities afforded to childcare practitioners working alongside experienced practitioners at Dynamic was rated very positively.
- In Flintshire, stakeholders also highlighted a lack of provision for older children, an inability to meet the needs of children with complex needs, issues around staff turnover for children with autistic spectrum disorders, and issues around a lack of confidence in the childcare workforce in working with disabled children.
- All local authorities identified that expanding childminder provision was an especially important component in childcare provision for families with disabled children.

What families said in surveys and stakeholder workshops

- Overall, parents/carers reported many more negative experiences of childcare than positive experiences. This included examples in all local authorities of children being excluded from childcare particularly in the years preceding a specific diagnosis of a disability.
- Although there were families in every local authority that could identify some very good examples of having their childcare needs met, no parent could point to crisis or emergency childcare being available. Many families also indicated that they didn't know where they could find out how to access childcare.

- The majority of families are not accessing childcare provision. Young people most commonly report spending their free time watching tv/dvds or playing computer games.
- The biggest barrier to access appears to be the lack of appropriately qualified/trained staff which affects 40% of families. Over a quarter of families are prevented from accessing childcare by a lack of information about what is available and the same proportion of families find the times of day childcare is available not appropriate to their circumstances.
- This is problematic because parents accessing provision say childcare makes between 'a lot' or 'some' difference in terms of their child having fun and having experiences that could not otherwise be offered, as well as childcare offering parents/carers the chance to have time for themselves and to spend time with other children. A majority of young people also report being able to spend time with friends and to make new friends as benefits.
- Parents/carers are generally not satisfied with the choice of provision, the number of places available, transport arrangements, flexibility of provision, access to one to one support and affordability of childcare.
- Young people would most like to spend time swimming, going on trips away and in music/singing clubs.

Key recommendations for improvement:

1. Leveraging Flying Start resources to ensure inclusive childcare for disabled children (including the 2.5% of programme funds available for families living outside of the Flying Start areas) and ensure more confident and skilled staff in working with disabled children is a key opportunity for improvement across all local authorities.
2. As a Consortium, there may be benefits to auditing skills and expertise with the aim of creating an 'expert' pool of staff with specific expertise in working with particular conditions and disabilities from across the statutory and voluntary sector. These staff could be called upon to provide 'expert' advice in relation to addressing the needs of specific children within childcare settings and/or have childcare practitioners 'shadow' them as they work with children.
3. As a Consortium, exploring how the supply of enablers (akin to the Buddy programme that operates in Flintshire) can be expanded to support additional childcare provision particularly childminding may prove beneficial. This could augment work to expand volunteering across the local authorities.
4. In Wrexham, Dynamic is restricted in its capacity to deliver more childcare by building restrictions. They are nonetheless willing to deliver additional services at different sites and are open to extending their provision across the Consortium areas. The same is true for Barnardo's that are delivering childcare and family support services in Denbighshire. Leveraging their expertise of delivering additional low cost, good quality childcare and short break provision for families with disabled children is worth investigating.
5. Across discussions with stakeholders in all local authorities- whether providers, parents or other local authority stakeholders- access to information about available childcare, the financial support available for families and the types of support available for childcare providers was prioritised for action.

It may be that local authorities find value in committing an information or outreach officer (such as through their Family Information Service (FIS)) as a central resource for accessible childcare for families with disabled children. In other local authorities, similar roles have delivered substantially increased availability of, and take-up of short breaks and childcare by families with disabled children as well as supporting improved understanding about available inclusion provision and how to facilitate inclusive provision. This has also benefited disabled children that attend mainstream schools. Core to the successful outcomes has been a dedicated role that incorporates information, advice and brokerage for families, together with direct work with providers to address the specific needs of individual children.

6. Awareness raising strategies generally might also highlight the role of FIS in addressing the spectrum of information and advice needs of families with disabled children. Families said this awareness needs to be provided in different formats in different places at different times but it must not simply be posters or pamphlets. This includes information about the spectrum of information and advice needs of families with disabled children at the point of any formal diagnosis, in the reception areas of all schools (special and mainstream), at all childcare providers, at all children's centres, in GP surgeries, in paediatric services etc. This might be augmented with more up to date directories that are available online and are emailed to parents.
7. The FIS in each local authority area might find benefit in taking forward the practice in Newport City Council where a regular newsletter, *Wicked*, is distributed to all families with child/ren on the child disability register/ index. The newsletter provides information and advice about benefits, details about how to access a leisure card, training, other information and support.
8. A simple strategy for enhancing the awareness of what is available is to draw together all agencies working with families with disabled children 3-4 times each year to discuss needs, priorities and areas of action. Many providers identified substantial value in accessing the stakeholder workshops for the networking and information sharing opportunity this presented, for example. Families would also benefit from having opportunities to participate in these sessions as well.

Short-breaks

What providers said in surveys and stakeholder workshops

- Although there are different types of short breaks available across all local authorities, providers rated the number of short-break places as poor.
- That said, 90% of providers intend to still be offering short-break provision in five years time.
- Across the three local authorities, stakeholders identified that children with autistic spectrum disorders, with complex needs and those in mainstream schools are those missing out most. They also highlighted very poor provision of information on what is available and equity issues in how short breaks are delivered.
- In Denbighshire, a lack of provision is particularly acute in rural areas and for families with limited parenting capacity and some providers questioned how assessment processes for short breaks worked. For example, access to a family link service required a child to go through looked after children processes to enable access.

- Key issues identified in Flintshire are a lack of resources for emergency placements, problems recruiting short-break carers, limited holiday provision and how assessment processes for children operate.
- In Wrexham, providers identified an overall lack of short break provision, issues in the equity of placement allocation and a need to review assessment procedures for under 4 year olds.
- Providers identified some particular initiatives that will support improved short break supply. Specifically, expanding kinship care was identified in Denbighshire and Flintshire, expanding buddy schemes based on Flintshire's good practice and enabling expanded sitting services to address requirements for short term care.
- Some providers also identified that direct payments can support families with access to assistance that can support outcomes associated with short breaks, such as different experiences for the child and time for other children, relationships and ones' self for the parent. This is consistent with evaluation findings. Across local authorities between 11% and 30% of families are accessing direct payments.

In terms of how this works, direct payments are enabling the recruitment by families of personal assistants. This is not necessarily straightforward as there are extra responsibilities for parents as employers of personal assistants and the use of personal assistants will not necessarily support different experiences and learning for the child.

- ButtleUK, Make a Wish Foundation and the Family Fund all make grants for short-breaks for disabled children but these were not especially well known.

What families said in surveys and stakeholder workshops

- 71.4% of parents/carers report not accessing short-break provision.
- Like with childcare, those accessing short-break provision say it makes between 'a lot' or 'some' difference in terms of their child having fun and having experiences that could not otherwise be offered, as well as it offering parents/carers the chance to have a break and spend time with other children.
- Like with childcare, parents/carers are less than satisfied with the number of short-break places, the choice of provision and transport arrangements. There are very mixed views about the usefulness of family link as part of the short break serviced offering, but this points to the importance of having a basket of options for families.
- Many parents did indicate that they found direct payments useful in enabling time for other children, relationships and ones' self for the parent and that with good personal assistants this supported positive relationship development for their child/ren. Many parents however indicated that they did not know what direct payments were and were keen to access the support.

Key recommendations for improvement:

1. It is not straightforward to address concerns about inequitable allocation of short breaks. Fundamentally, there is a mismatch between the supply and demand of short break provision which will be met by expanded supply of short breaks. Efforts to introduce greater equity will ideally require a process that brings together parents and providers to develop and agree an agreed allocation process.

2. As noted at 1.2.4 in Wrexham, Dynamic is restricted in its capacity to deliver more childcare by building restrictions. They are nonetheless willing to deliver additional services at different sites and are open to extending their provision across the Consortium areas. The same is true for Barnardo's that are delivering childcare and family support services in Denbighshire. Leveraging their expertise of delivering additional low cost, good quality childcare and short break provision for families with disabled children is worth investigating.
3. There are opportunities to improve the comprehensiveness and consistency of advice about direct payments. This includes ensuring staff that work with families with disabled children in all local authorities have consistent understanding about how direct payments work. Suggestions for a dedicated FIS or equivalent officer at 1.2.4 could support implementation of this recommendation, as well as ensure that other agencies such as Family Fund and Make a Wish Foundation that support short breaks are promoted.
4. Expanding the provision of kinship care has significant potential. Key to this is a training component and potentially some equipment to support access for family members that are otherwise anxious about supporting their disabled relative. The Scottish Government has established, for example, a number of funds specifically to help support and sustain carers (including young carers and kinship carers) through enabling better access to short breaks or respite care. These are largely available to voluntary sector organisations.
5. Efforts to address the availability of transport will be most welcome. Transport is an integral aspect of the provision of short breaks, rather than a separate issue to be provided by families. It is especially encouraging that Denbighshire is actively pursuing this as part of their 2012/13 Families First commissioning plans. Supporting volunteer transport with payments for car running costs are relatively common across the UK and this can extend to the provision of minibuses and small wheelchair carriers.

Expert parents

The context

- There are significant policy drivers to ensure 'whole family' services and ensure that families are equal partners in the design of bespoke services that reflect their needs and circumstances. This is made explicit in the *Families First Guidance* and each local authority has established draft Families First Action Plans that prioritise actions to support active participation of families.
- Families with disabled children often have more challenging lives. Parenting a disabled child goes beyond 'ordinary' parenting and as a consequence parents of disabled children are more likely to require support than parents of non-disabled children. Research also tells us that parent to parent support in for families with disabled children is especially useful because of:
 - Perceived sameness
 - Comparable situations for learning relevant skills and gathering useful information
 - Availability of support, and
 - Mutuality of support.

What providers said in stakeholder workshops

- Across all local authorities, providers identified that the support provided by parents of disabled children to each other was easily one of the most important sources of personal support and advice.
- Nonetheless, providers also identified that there are typically more challenges for families with disabled children and so having expectations of many parents of disabled children being available to provide dedicated support to other parents on an ongoing basis would need to be balanced with the requirement of flexibility. Providers suggested more informal mechanisms for support, encouraging the use of social media and identifying parents who would be able to provide specific support- especially in relation to particular conditions- to other parents. This is akin to the recommendation at 1.2.2 about establishing an 'expert' pool of staff with specific expertise in working with particular conditions and disabilities from across the statutory and voluntary sector.
- Providers particularly in Wrexham identified a range of parent support groups available for parents. There are less support groups for parents with disabled children in Denbighshire and Flintshire, but these were identified as potentially useful.
- In an interview with the Wales manager for Contact A Family, he suggested that very low cost family events such as cinema outings, arts and crafts days etc and delivering training days for parents such as related to lifting and handling, sign language etc, while providing leisure or training opportunities, are especially useful in building networks amongst parents.

What families said in stakeholder workshops

- Parents confirmed that the support, information and advice they provide each other is easily the most important source of support they access and it is because of perceived sameness, comparable situations for learning relevant skills and gathering useful information, availability of support, and the mutuality of support.
- In all local authorities, parents identified that the experiences of being the parent of a disabled children is often very frustrating with consequences for their own physical health and well being, ability to sustain employment, relationships with partners and the time and support they can provide to other children. Parents identified significant inconsistencies in how information is provided, understanding what services and support is available, understanding eligibility criteria for different services and challenges in negotiating access to services.

One of the most common frustrations was in the amount of forms that needed to be completed to access entitlements and services. Several parents were concerned that agencies did not recognise the emotional aspects of completing forms which require parents to reflect on 'worst days'. Moreover, several parents identified that one becomes proficient at ensuring that *'the right words to get the right service'* are used irrespective of requirements.

- Like providers, parents also pointed to the value of using social media, informal mechanisms for support including drop-in parent support groups, the value of being connected with another parent with a similar experience, particularly in terms of specific conditions and having access to more family leisure and training opportunities. Parents also identified that researching information through the internet

about particular conditions and where they can access support has also been especially useful.

- More formalised mechanisms for encouraging parent to parent support such as accredited community parents programmes were seen as interesting but unlikely to result in significant levels of take-up.

Key recommendations for improvement:

1. There is a broad consensus amongst parents and providers about how parent to parent support works best. It is about connecting parents to each other in ways that enable support, advice and information to be accessible as required.
2. The particular areas where this might work best are:
 - (a) Identifying parents that are willing to act as 'expert' parents across the Consortium for other parents of disabled children and so might offer telephone, email and potentially face to face advice and support. Potentially, these parents may also be willing to deliver training to other parents. This could be coordinated by an officer along lines of 1.2.5.
 - (b) Increasing the opportunities across local authorities for outings, arts and craft days etc for families with disabled children and training for parents of disabled children. These are low cost activities that voluntary sector organisations have specialism in. These could be promoted through a dedicated Facebook site, as an adjunct to the local authority website and the FIS website. Ideally, all providers of services to families with disabled children.
 - (c) As form filling is an especially emotionally exhausting task, it may be worthwhile identifying through parent support groups whether parents might be more willing to complete forms on behalf of other parents to minimise the stress.
3. As set out at 1.2.6, awareness raising strategies about the role of the FIS in addressing the spectrum of information and advice needs of families with disabled children is crucial to facilitating parent to parent support. Families identify that this awareness should be in different formats in different places at different times.

This includes information about the spectrum of information and advice needs of families with disabled children at the point of any formal diagnosis, in the reception areas of all schools (special and mainstream), at all childcare providers, at all children's centres, in GP surgeries, in paediatric services etc. This might be augmented with more up to date directories that are available online and are emailed to parents.

As set out at 1.2.7, the FIS in each local authority area might find benefit in taking forward the practice in Newport City Council where a regular newsletter, Wicked, is distributed to all families with child/ren on the child disability register/ index.

Children's Partnership Co-ordinator

Specialist Health Practitioner 100% Flying Start Funded

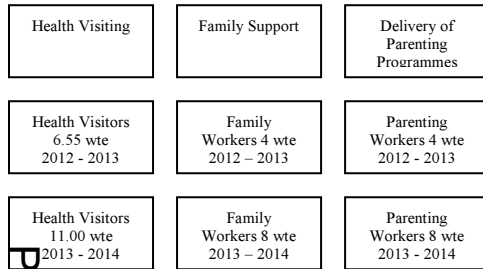
Language & Play Team Manager % Flying Start Funded

Flying Start Co-ordinator 100% Flying Start funded

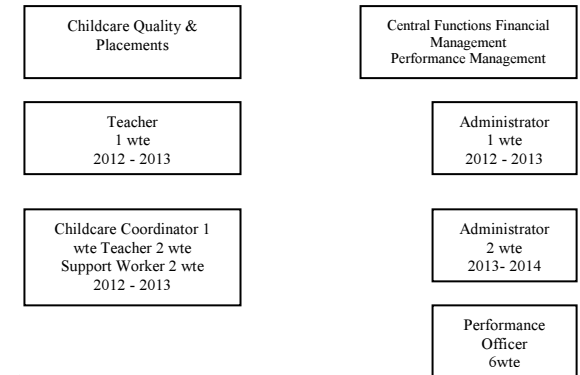
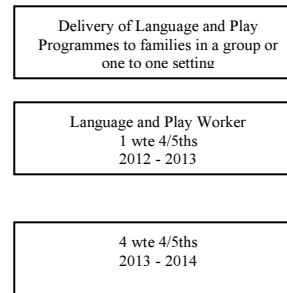
Staff and Functions the post is responsible for :

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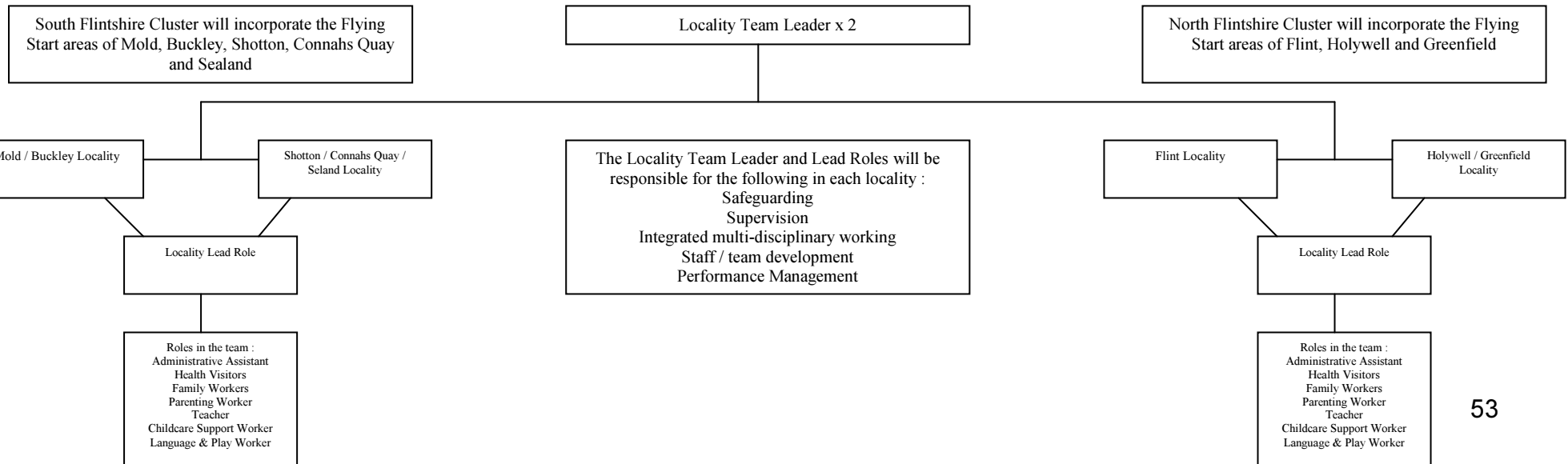
Staff and Functions the post is responsible for :



Administrative Assistants 4wte 2013-2014



The staff and functions listed above will be deployed in four locality multi-agency teams. The teams will be group into two clusters for the same purpose



ANNEX SQR

SETTINGS QUALIFICATIONS REVIEW

LEVEL 5 COURSES AVAILABLE IN LOCAL COLLEGES

College	Course	Entry Point	Cost	Entry Requirements
Deeside College (incorporates all campuses-Northop, Lysfasi etc) Contact: Mary Hughes hughem@deeside.ac.uk	QCF Diploma in Children's Care Learning and Development (Advanced Practice) Level 5	Can be started at any time in the year	£200 Work place assessment, could offer support 'workshops' for FS practitioners by arrangement Maximum course length is 21 months Do not set maximum number of places	Basic Key and Functional Skills test required prior to registration, Level 2 required, but may consider a lower qualification with support
Yale, Wrexham Contact: Sue Lister sll@yale-wrexham.co.uk	C&G Diploma in Children's Care Learning and Development (Advanced Practice) Level 5	Flexible Start time	£146 per learner (subsidised) 45 week course, includes £120 exam fee 24 places still available Students can attend the college or tutor will come to workplace	Basic Key and Functional Skills test required prior to registration
Llandrillo College, Rhos-on-sea campus Contact: Samantha Ellis s.ellis@llandrillo.ac.uk	Offer a Foundation Degree in Childhood and Learning Support Studies Level 4 (1 st year), Level 5 (2 nd year) with top-up to BA (Hons) Childhood & Learning Support Studies (Level 6) available	September intake	Cost would vary depending on age, dependents etc. Would need to apply through UCAS Full time- 2 evenings a week for 2 years Part time-3 years	A relevant Level 3 qualification At least 2 years experience working with children Must be currently working for a minimum of 2 full days a week in the childhood studies field
West Cheshire College, Chester	Do not offer a course which would be suitable for practitioners working in Wales, focus on EYFS	N/A	N/A	

SETTINGS IN PROPOSED EXPANSION AREAS **WITHOUT** A LEVEL 4 QUALIFIED MEMBER OF STAFF (WHERE KNOWN)

Area	Setting	Highest Level of Qualification
Sealand 2	Little Angels-Sue Formstone (Childminder)	Level 3 (currently working towards Level 4)
Mold West 1	Playmates Playgroup	Level 3
	St David's Playgroup	Level 3
	Parkfield's Playgroup	Level 3
	Cylch Yr Wyddgrug Welsh Medium Playgroup	Level 3
	The Mill Day Nursery	Level 3
	Buttercups Day Nursery	Level 3
	Stepping Stones Day Nursery	Level 3
	Sunray Day Nursery	Level 3
Buckley Bistre East	Hawkesbury Playgroup	Level 3
	Oaktree Playgroup	Level 3
	First Steps Day Nursery	Level 3
Holywell Central	Treffynnon	Level 3

Already a Flying Start Approved childcare setting

Have expressed an interest in becoming a new Flying Start Approved childcare setting

SETTINGS IN CURRENT FS AREAS WITH STAFF HOLDING A LEVEL 4 (OR EQUIVALENT) QUALIFICATION

Setting	Name	Qualification
Busy Bees Day Nursery	Fiona Gudger (Deputy Manager)	NVQ Level 5
	Margaret Singer (Room Leader)	NVQ Level 4
Little Stars	Becky (Room Leader)	NVQ Level 4
	Ellen Lloyd- Wilson (Owner)	NVQ Level 4
Jigsaw	Jane Oliver	NVQ Level 4
Toybox	Ann Johnson (Manager)	BA (Hons)
	Cara McPartland	NVQ Level 4
	Laura Edwards	NVQ Level 4
	Heather Bell	NVQ Level 4
	Claire Evans (Room Leader FS room)	NVQ Level 4
Kelsterton Playgroup	Natalie Ellis	BEd (Hons)
Jean Jones (Childminder)	-----	Foundation Degree
Jane Bartley (Childminder)	-----	Foundation Degree
Amanda Calloway (Childminder)	-----	Foundation Degree
Canol Playgroup	Karen Roberts (Supervisor)	NVQ Level 4
Coch Chwarae Cymraeg Y Fflint	Ceinwen Owen (Leader)	NVQ Level 4
Daisy Chains	Yvonne Ecob (Manager)	NVQ Level 4
	Julie Wimbush (Deputy Manager)	NVQ Level 4
Dechrau'n Deg	Wan Toone	NVQ Level 4
Greenfield Playgroup	Adele Wilkes (Senior Supervisor)	NVQ Level 4
Holywell Childcare	Michelle Jeanes (Baby Room Supervisor)	NNEB Level 4
	Catherine Hurst (Manager)	BTEC Level 4
	Debra Ratcliffe (Owner)	Childcare Level 4
Teddy Bear Towers	Linda Carroll	NVQ Level 4
The Wendy House	Wendy Powell (Owner)	Childcare Level 4
The Treehouse Day Nursery	Cerys Scott	BA Childhood Studies
L'il Angels	Sandra Wood (Deputy Manager)	NVQ Level 4
	Sue Evans (Owner/Manager)	NVQ Level 4

Settings where the Level 4 (or equivalent) qualified person is not the room leader

SETTINGS IN CURRENT FS AREAS **WITHOUT A LEVEL 4 (OR EQUIVALENT) QUALIFIED PERSON**

Setting	Name	Current Level
Playday's Creche	Helen Ellis (Supervisor)	NVQ Level 3
Tiddlers Playgroup	Jenni Evans, Linda Hadley, Hazel Edwards	All NVQ Level 3
Little Angels (Childminder)	Sue Formstone	NVQ Level 3, working towards Level 4
Irene Thomas (Childminder)	-----	NVQ Level 3
Helena Heaps (Childminder)	-----	NVQ Level 3, working towards Level 4
Aunt Sue's (Childminder)	Susan Griffiths	ICP, ECP and DCP Level 3, nearly completed Level 4
Kelly Perrett (Childminder)	-----	NVQ Level 3
Little Monsterz (Childminders)	Karen Gallimore Michelle Jackson	NVQ Level 3, both have only one module left to complete to achieve their NVQ Level 4
Busy Bees (Playgroup)	Janet Smith (Supervisor)	NVQ Level 3
St Winefried's Playgroup	Helen Petrie (Registered Person and Supervisor)	NVQ Level 3

Registered Person Elaine McCulloch (Wales PPA), who does hold a Level 4

Childminders

Settings where qualification is not known/recorded

Suzanne (Sue) Williams	Childminder
Janet Kelsey	Childminder
Liz Connah	Childminder

Page 138

Flintshire Parenting Action Plan 2011 - 2014

Key Area 3: Parenting Skills and Family Learning (May 2012)

c/f to Flintshire Parenting Programmes Action Plan Area 3

1	Support the continued development for the following parenting programmes:	Priority	Year	Who	Plan Update	Status
	Focus for immediate support and development of parenting programmes:					
	Identify a key practitioner for each of the programmes listed on the Flintshire Parenting Programmes Proposal, as the link person, and authority on the programme and to support the delivery of the programme and the training and future developments of facilitators.	High	2012	See individual programmes		
	Audit of current provision, plans, capacity issues, gaps; learning, resources and equipment; cost v benefits, appropriately skilled staff or facilitators.	Medium	2013	Gail Bennett		
Update	Update Flintshire parenting programme development table - explanation of tiers and number of sessions / programmes (add in hours).	High	2012	Gail Bennett / Sara Hammond-Rowley		
	Audit of formal accreditation offered to parents attending programmes ensuring achievement is recognised and celebrated e.g. Incredible Years; Family Links.	High	2012	Gail Bennett		
	Request programme costs from parenting programme deliverers to enable projection costs and impact to support building capacity.	High	2012	All programme deliverers		
	Further develop capacity to support 'virtual team' for commissioning of parenting programmes, support to schools, services etc.	Ongoing		Gail Bennett / Andy Drummond		
	Agree future developments for each of the parenting programmes for planned support:					
	Incredible Years Baby: .					
	Regular cycle of programme by Flying Start / Sure Start / Children's Services / Health	Ongoing	2012	Helen Ellis / Andy Drummond		
	Development of Baby programme within Universal Health.	High	2013	Lesley Taylor (Sue Aston)	SHR/GB to speak to Alison Cowell, Health.	

Incredible Years Toddlers:

Regular cycle of programme by Flying Start / Sure Start.

Ongoing 2012 Helen Ellis / Andy Drummond

Project: Agree the scope, report and develop the programme within Flying Start Early Years settings, including child care providers - offer training on programme to sessional workers.

High 2012 Gail Bennett / Gill Harrison (Angela Wickes) (see Gwynedd research).

Update**Incredible Years School Readiness:**

Link with Classroom Management, Dina and agree way forward.

Medium 2012 Nick Howarth

Raise awareness in LEA, and increase delivery in Early Years Settings and schools supported by Foundation Phase/Flying Start Advisory Teachers/Family Learning Leads/applicable Welsh government grants.

Medium 2012 Nick Howarth

Consider in-county training/cross-border training to facilitate further roll-out.

Medium 2012 Gail Bennett / Nick Howarth (Diane Chisholm/Julie Hughes)

Incredible Years Basic Early Childhood:

Develop and finalise plan to transition from original BASIC to new 3-6 years within Children's Services.

Complete 2012 Andy Drummond

Agree and plan with other services potential delivery inc. school based staff and links to the foundation phase and family learning.

Medium 2013 Andy Drummond (Clair Homard)

Incredible Years Basic School Age:

Develop and finalise plan for future developments.

Medium 2013 Nick Howarth (Diane Chisholm/Clair Homard)

Children's Services to transition from Original BASIC to 6-11 programme. Agree and plan with other services potential delivery inc. school based staff and links to other education initiatives inc. PASS and SEAL.

Complete 2012 Andy Drummond
Medium 2013 Andy Drummond

Family Links Parenting Puzzle:

Regular cycle of programmes by Flying Start / Community Parents / Sure Start.

Ongoing 2012 Helen Ellis

Obtain and review Wales research scheduled report early 2012 and agree any development, impacts, and future planning.

Medium 2013 Helen Ellis

Sex and Relationships (Session 8 Family Links):

Regular cycle of programmes by Flying Start / Community Parents / Sure

Ongoing 2012 Helen Ellis

Update	Start. Pilot in three more schools (Family Learning; Healthy Schools link) and feedback (Sealand; St. Eths; Shotton Infants)	Medium	2012	Helen Ellis	
Development	Web based, CD, Audio self-help: Agree what to promote; agree resources; write article; agree targeted audience and distribution channels.	High	2012	Sara Hammond-Rowley / Gail Bennett / Gill Harrison (FISF)	
	Challenging Years and Take 3: Regular cycle of programmes by Youth Justice Service (group and one-to-one).	Ongoing	2012	Rose Richards (Lesley Bayley /Terrie Petrie)	
Development	Create plan to offer training to 16 identified facilitators (13 manuals purchased; training to be arranged) and plan for delivery.	Medium	2012	Rose Richards (Lesley Bayley)	
	Pilot and explore 'Take 3' for services for teenagers.	Medium	2013	Rose Richards	SHR and GB to discuss further with Jeanette Rock. Meeting 27 June.
Update	Strengthening Families 10 - 14: Add list of Flintshire trained facilitators.	Low	2014	Rhiannon Edwards (Lesley Bayley)	No list available.
	Awaiting Wales research before any further decision to be taken.	Low	2014	Rhiannon Edwards (Lesley Bayley)	25 May: Email to Lucy Akhtar, Children in Wales for a clear statement from Cardiff on national control trial.
Update	Assertive Parenting: Review material and evidence base. Review way forward.	Medium	2012	Sara-Hammond Rowley	To speak to Action for Children.
	Incredible Years Advanced: Regular cycle of programmes delivered by Children's Services. Plan for developments within other services.	Ongoing Medium	2012 2013	Andy Drummond Andy Drummond / Sara Hammond-	

Rowley (Jan Lackey
0-5s)

Parents of children and young people with severe ADHD or displaying early signs of ADHD/ASD:

Audit of provision and results from programmes 2011 (FCAT and CAMHS EIS for delivery).

High 2012 Viv Parry (Elizabeth Burnside)

Train further facilitators in FCAT and offer regular programme.

High 2012 Viv Parry (Elizabeth Burnside)

Audit of current provision, effectiveness and future developments.

High 2012 Viv Parry (Elizabeth Burnside)

Development

Ensure take-up of Welsh Government Funded Training and distribution and marketing of training and resources.

High 2012

Gail Bennett with programme leads

2

Page 142

Establish and work towards addressing gaps in parenting provision for ante-natal and post-natal stages of parenting; parents of adolescence (school year 6+); parents of children with disabilities and additional needs including Attention Deficit Hyperactivity Disorder, and Autistic Spectrum Disorder; parents with high level of needs that are significantly impacting on their ability to parent their children including: mental health problems; parents with learning difficulties.

Embed 'parenting' within school curriculum and community focus

Review with Head Teachers Federations and School Consortia.

High 2012 Gail Bennett/Jeanette Rock/Dave Messum/Julie Hughes/Diane Chisholm

Develop SEAL within schools, and explore implementation of SEAL for families/parents. Links with SEAL steering group.

High 2012 SEAL Steering Group.

Triple P:

Obtain update on Triple P; Agree programmes to identify gaps; secure funding; arrange partner training; seek expressions of interest; Pilot training for identified services; UK Research data; way forward plan.

Low 2013 Gail Bennett

Triple P Teen programme:

Identify opportunities for pilot training and cross-border working.	Pend		Gail Bennett	Undertake a review of teenager programmes 2013
Identify opportunities for receiving training on Tip Sheets and Seminar Series.	Pend		Gail Bennett	
Speakeasy: . Transfer programme ownership to Sexual Health group and remove from Flintshire Parenting Programme Proposal.	Low	2012	Gail Bennett	
Family Links Teenage programme: Review the research and evidence base; cost of materials.	Pend		Gill Harrison	
Parents who themselves have mental health problems / learning disabilities: Agree plan jointly with Adult Mental Health; YJS Parenting; EIS and Action for Children.	High	2013	Sara Hammond-Rowley	
Plan for parents of children with Autistic Spectrum Disorder: Plan with CAMHS FCAT and Early Intervention; Action for Children; CIDS; Education. Train leaders in BASIC programme to offer to parents, developing on the pilot during 2011.	High	2013	Sara Hammond-Rowley	
	Ongoing	2012	Gail Bennett / Elizabeth Burnside	Completed
Audit of ante-natal programmes, and current developments (e.g. Mellow Bumps, Inc Years developments, NCT; local developments)	Medium	2013	Dave Falmer / Helen Ellis / Gail Bennett	
Establish list of programmes without an evidence base being offered in Flintshire; facilitators and evaluation methods. Family Caring Trust - Pastoral Development Worker, Marriage and Family Life Commission, Diocese of Wrexham..	Ongoing	2012	All	
	Low	2012		Margaret Hinton, margaretmfl@hotmail.co.uk
Care for the Family programmes - SUMO	Low	2012		Ruth Gunn, Flint
	Low	2011		John Summers High School
The Parenting Factor	Low	2011		Barnardos
Complete review of evidence base for adolescent/teenager programmes /	Medium	2013	tbc	

workshops

Complete audit of other programmes offered to parents: e.g. STEPS Medium 2013 Gail Bennett

3	Ensure consistency of delivery across all agencies and sectors through: Identified training; resourcing (e.g. central programme materials for recommended programmes); improving and developing delivery (e.g. supervision and mentoring); providing quality assurance (e.g. agreed outcomes, measurements and evaluations); awareness raising.				
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Continue to raise the profile of parenting programmes development nationally and remain current on national research. Ongoing 2012 All

Review and promote the Flintshire Parenting Programmes Proposal for evidence based parenting programmes

Return to, and update literature review for parenting programmes considering Blueprint and potential programmes and key reports: Graham Allen; Frank Field. High 2013 Sara Hammond-Rowley

Raise the awareness of parenting programmes through articles; leaflet distribution; etc.

Development

Agree and formalise list and promotion information and distribution channels. Project: Increase awareness of parenting programmes and content within Tier 3/4 referrals, and report recommendations. High Medium 2012 2013 All Gail Bennett / Andy Drummond

Development

Develop supportive infra-structure for parenting programmes

Key person identified to take forward in Flintshire. High 2012 All
 Cost coordination support role: administration and organisation; setting-up; refreshments; planning etc. High 2012 All
 Develop the following Incredible Years roles to build sustainability: (1) Mentor (2) Peer Coach and Peer Coach nominees (3) Accredited leaders. High 2012 All

Update

Regular programme of supervision and consultation days with workers committed to reflective practice. High 2012 All

Incredible Years Baby & Toddler - Helen Barham; School Readiness - Nick Howarth; Family Links - Helen Ellis.

Ensure on-going liaison between Classroom Management and Dina Ongoing Nick Howarth

Page 144

programme leads and development plans.

Project: Consider the need for and development of the Incredible Years Home Coaching model for parents unable to attend groups or requiring extra support.

Consider volunteers for parenting programme delivery / awareness raising / home coaching and training needs.

Medium

2013

Andy Drummond /
Helen Barham

Medium

2013

tbc

Development

Create local evaluation framework to demonstrate the effectiveness of parenting programmes, and to commission programmes.

Provide training on conducting assessments.

Medium

2012

Gail Bennett / Peter
Lund

Provide training on the recommended before and after measures for parenting programme delivery and interventions.

Medium

2012

Gail Bennett / Peter
Lund

Create local evaluation framework to demonstrate the effectiveness of parenting programmes, and to commission programmes.

Medium

2013

Gail Bennett / Peter
Lund

In partnership with York University and Cardiff submit funding bids to conduct a phased one-year project to produce a web-based toolkit to evaluate parenting interventions and delivery (subject to bid and funding).

Ongoing

Gail Bennett

Facilitators are appropriately trained and qualified, have a good command of their subject and deploy their skills effectively.

Establish and maintain a log of trained parenting programme facilitators detailing skills; qualifications; training in evaluation methodology; supervision lead; delivery experience and service experience to be made available to services and commissioners.

Ongoing

2012

All

Offer the NOS Working with Parents City and Guilds 3599 qualification Level 2, Level 3 or Level 4 to trained facilitators.

Ongoing

2012

Gail Bennett

Work with services to establish training needs for parenting programme facilitators, agreeing minimum standards required.

Ongoing

2013

Training Sub-Group

Development

Hold an annual 'Leading Parenting Groups Celebration Event' to recognise the work and share information on programmes and developments.

An opportunity to share experiences and to explore the features of successful and challenging parenting groups to include: a presentation from participants on 'Flintshire selected programmes'; Task for discussion to identify what were the helpful features of setting up groups and what are the challenges; Explore how to enhance successful features and address challenging features for issues raised by other group; Feedback and action plan identifying common threads in group feedback. (2012-13)

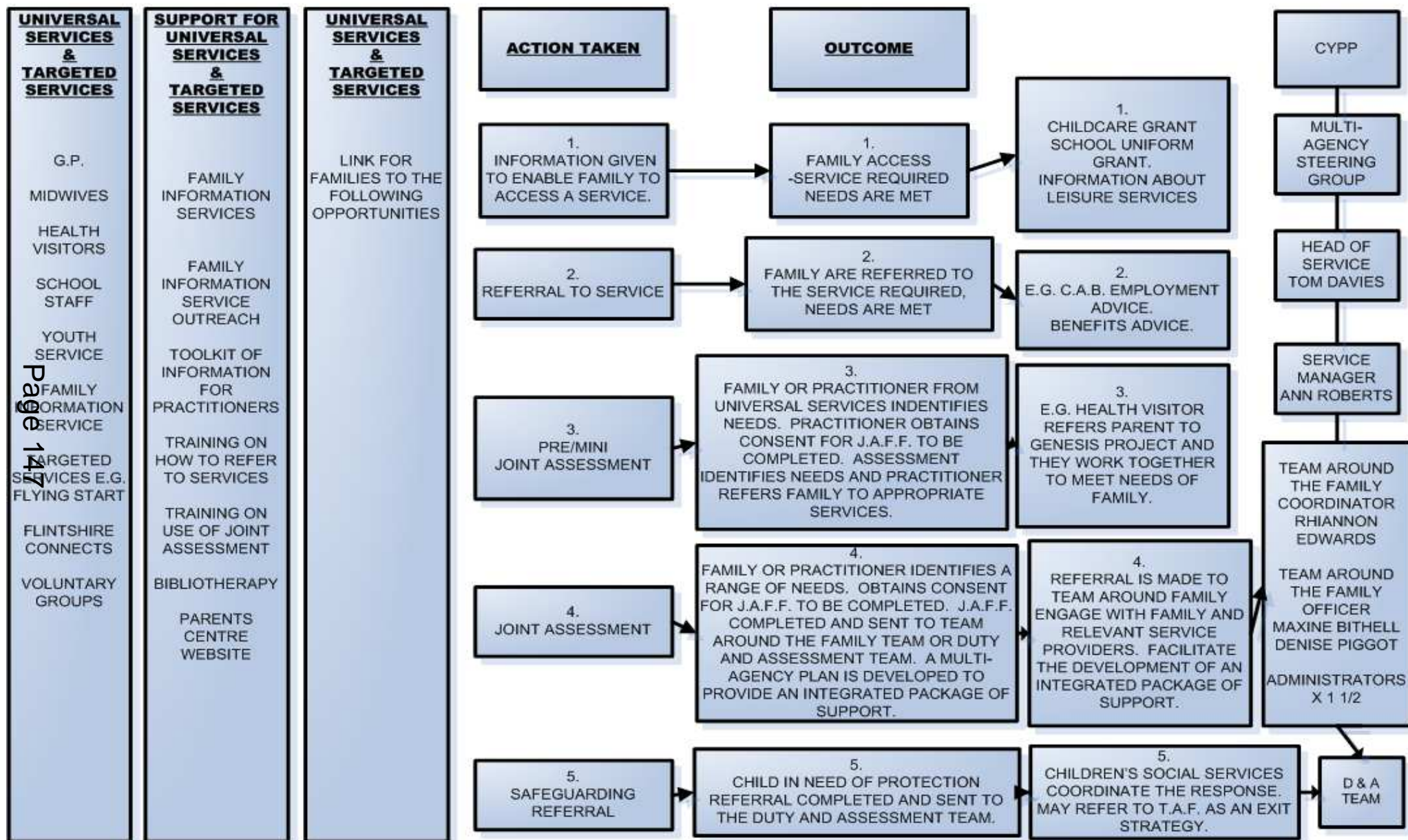
Medium

2013

All

4	Document pathways for universal information and advice, detailing the content of the various parenting programmes to enable services to approach similar issues consistently, and remain informed.			
	Raise the awareness of parenting programmes through a variety of distribution channels, celebrations and workshops.	Ongoing	2012	
5	Increase knowledge of and referrals to parenting programmes, which will be delivered by appropriately qualified and experienced staff.			
	Audit of provision, active delivery, facilitators and descriptive service pathways.	Medium	2013	All
	Number of website interfaces relating to parenting programme information.	Ongoing	2012	All
	Develop supportive infrastructure for parenting programmes.	Ongoing	2012	All
	Create local quality framework.	Ongoing	2012	All
	Provide on-going training to trained facilitators maintaining and developing skills.	Ongoing	2012	All

FLINTSHIRE INTEGRATED SERVICES MODEL



Page 147

FLINTSHIRE COUNTY COUNCIL

REPORT TO: SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE
DATE: THURSDAY, 4 OCTOBER 2012
REPORT BY: LEARNING AND SOCIAL CARE OVERVIEW & SCRUTINY FACILITATOR
SUBJECT: QUARTER 1 SERVICE PERFORMANCE REPORTS

1.00 PURPOSE OF REPORT

To note and consider the 2012/13 Quarter 1 service performance reports produced at the Head of Service/Divisional level under the adopted business model of the Council. The reports cover the Quarter 1 period (April to June 2012).

- 1.02** To note the position of the Strategic Assessment of Risks and Challenges (SARC) contained within the performance reports.
- 1.03** To note the progress made against the Improvement Targets contained within the performance reports.

2.00 BACKGROUND

- 2.01** The quarterly performance reports seek to provide the reader with the 'narrative' of quarterly performance, which gives the context for overall performance. These reports are a quarterly review of service plans.

3.00 CONSIDERATIONS

- 3.01** Copies of the detailed Quarter 1 (April to June 2012) performance reports are attached at Appendix 1.1 – Social Services for Adults, Appendix 1.2 - Social Services for Children and 1.3 - Development and Resources.

Strategic Assessment of Risks and Challenges

- 3.02** Each quarterly performance report contains an update of each of the relevant strategic risks and challenges. This update has been provided by each of the lead responsible officers and is available for comment and review.
- 3.03** A draft revised SARC summary position of the present Red (high risk), Amber (medium risk) and Green (low risk) status for all of the reported strategic risks and challenges is provided at Appendix 2.

4.00 RECOMMENDATIONS

That the Committee consider the 2012/13 Quarter 1 performance reports produced by the Heads of Service, highlight and monitor poor performance and feedback details of any challenge to Corporate Resources O & S Committee who are responsible for the overview and monitoring of improvement targets.

5.00 FINANCIAL IMPLICATIONS

None as a result of this report.

6.00 ANTI POVERTY IMPACT

None as a result of this report.

7.00 ENVIRONMENTAL IMPACT

None as a result of this report.

8.00 EQUALITIES IMPACT

None as a result of this report.

9.00 PERSONNEL IMPLICATIONS

None as a result of this report.

10.00 CONSULTATION REQUIRED

Not applicable

11.00 CONSULTATION UNDERTAKEN

Not applicable

12.00 APPENDICES

Appendix 1.1 - Social Services for Adults
Appendix 1.2 - Social Services for Children
Appendix 1.3 – Development and Resources
Appendix 2 – SARC Summary

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

None.

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Quarterly Performance Report

Social Services for Adults (Community Services Directorate)

REPORT AUTHOR: **HEAD OF SOCIAL SERVICES FOR ADULTS**

REPORT DATE: **JULY 2012**

REPORT PERIOD: **QUARTER 1 APRIL – JUNE 2012**

Introduction

The report is produced on a quarterly basis and provided to Executive Members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The new approach is based on exception reporting and splits the reports into 3 distinct sections: -

1. **Foreword** – to summarise key information that the Head of Service feels Members should be aware of, including both good and poor performance. Emerging issues should also be highlighted in this section e.g. a new SARC identified (as agreed by CMT).
2. **Performance Summary** – This section contains an ‘at a glance’ summary of performance for the quarter against the following, in a tabular format for each: -
 - **Corporate Improvement Plan** – giving a summary of both RAG statuses for the progress and outcome.
 - **Strategic Assessment of Risks and Challenges (SARC)** – a summary of the risk RAG status at the end of the quarter
 - **Performance Indicators/ Outcome Measures** – as a minimum this section will include all (PIs) classified as Improvement Targets and those which are aligned to the Improvement Priorities for the purpose of measuring outcomes. The summary will show target and outturn performance with a RAG status and trend.
 - **Improvement Target Action Plan** – this section summarises whether actions to support the achievement of Improvement Targets are ‘on track’ or ‘behind schedule’.
 - **Key Actions from the Head of Service Plan (and the Annual Council Reporting Framework)** – summarises whether key actions / areas for improvement as identified in the service plan are ‘on track’ or ‘behind schedule’.
 - **Internal & External Regulatory Reports** – summarises regulatory work reported in the quarter and its outcomes and intended actions.
3. **Exception Reporting** – This section gives further detail of the emerging issues and exceptionally good or poor performance identified in Section 1 and also any exceptionally good or poorer performance identified in Section 2 e.g. items which have an amber or red RAG status or are ‘behind schedule’. The detail will include the reason for the issue / poor performance arising and what is to be done to rectify the situation.

1. Foreword

This report has been prepared by the outgoing Head of Service, Maureen Mullaney, and in her own words – “We are green”.

In the first quarter for 2012/13 we have continued to work hard to achieve our efficiency targets and have met the £1.2m efficiency savings for 12/13. However, this is very early in the financial year and sustained vigilance on this high demand, needs led budget, must be maintained.

We are now in a position to move forward with confirming the skill mix required for each of the localities and within our Intake, Reablement and First Contact Teams.

We have ensured that there is capacity to provide a sound platform in order to build for a sustainable service for the future. Our employees have worked hard in achieving this and their commitment to the transformation of services for adults has been impressive, and has built confidence for future service delivery. During all this change we have not lost sight of what is most important to us, the people we serve and the difference we make to peoples lives. In moving forward with our new structures it is imperative to continue to promote this and to embed the new models of service both with quality and financial sustainability.

Report highlights for this quarter are the following items:

<p>Focus on reablement</p>	<p>Focus on reablement and use of assistive technology – we have seen a significant movement in providing short term intervention to promote independence and this has been evidenced in the numbers going through reablement; the outcomes for individuals, and the financial impact of this</p> <p>Definition - Reablement is an intense, short term approach to social care where individuals are supported to gain or regain the skills and confidence to live as independently as possible. This service is provided through our trained reablement team.</p>
<p>Disabled Facilities Grants (DFG's)</p>	<p>We continue to reduce the number of days taken to complete a DFG and have completed 61 in this quarter (compared to 35 in Quarter 1 last year).</p> <p>As Occupational Therapy Services move to locality working, new systems are being developed that will contribute to stream lining existing processes.</p>
<p>Performance</p>	<p>Significant efforts are in place to embed performance management and quality assurance systems across the re-designed services There has been good progress in all the improvement targets for Social Services for Adults, which are all 'green'; they have achieved or exceeded target.</p>
<p>Budget Monitoring</p>	<p>Financially we are well on our way to addressing the £1.2 million budget efficiencies that came out of our budget on the 1st April, and I am grateful to all our staff for their sterling work in supporting the changes that needed to take place to make</p>

	<p>this happen. We cannot however, lose focus on this and need to be mindful that we need to continue to provide services for a greater number of people within a clear definitive envelope of resources.</p>
Complaints Handling	<ul style="list-style-type: none"> • Ten new complaints were received in the first quarter of this year • Eight were complaints made at Stage 1 and were all responded to and resolved • One was a Stage 2 complaint and was investigated and responded to in this quarter (it related to the Learning Disability Service and Appointeeships) • One was a Stage 2 request and it shall be investigated and reported upon completion (it related to the Older People Service) • Twenty three compliments about services were also received
CSSIW Inspections	<p>Short Break provision for people with a Learning Disability both in– Hafod and Orchard Way – both positive.</p>
Awards and qualifications	<p>Abbey Metal, one of Flintshire work opportunities, has won the Company of the Year National Care Award 2012, from the National Association for Safety and Health in Care Services (NASHiCS).</p> <p>Whilst not strictly relevant to this quarter, I would particularly like to bring to your attention the 2 members of staff who have attained 1st class honours degrees in Occupational Therapy, supported by this department.</p>
Overall Context	<p>In quarter 1 there were 1561 referrals to Social Services for Adults for assessments of which 391 (25%) referrals were for occupational therapy.</p>

2. Performance Summary

Improvement Plan Monitoring





The table below summarises the Progress and Outcome RAG status' for each of the secondary improvement priorities for the current quarter. A RAG status of 'R' or 'A' is discussed in more detail in section 3.

Progress RAG – Complete the RAG status using the following key: -

R	Limited Progress - delay in scheduled activity; not on track
A	Satisfactory Progress - some delay in scheduled activity, but broadly on track
G	Good Progress - activities completed on schedule, on track

Outcome RAG – Complete the RAG status using the following key: -

R	Low - lower level of confidence in the achievement of outcome(s)
A	Medium - uncertain level of confidence in the achievement of the outcome(s)
G	High - full confidence in the achievement of the outcome(s)

Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
5. To make our communities safe and to safeguard the vulnerable, with children and older people being priority groups				
5.5 Implement the Integrated Family Support Services initiative (Jointly led with Carol Salmon)	June 2013			
7. To promote independent, healthy and fulfilled living in the community with the highest quality personalised and supportive social and health care services				
7.1 Transform Social Services for Adults to promote independence and build community capacity	March 2013			

2.2 SARC

The table below summarises the position of SARCs at the end of the reporting period.





KEY

R	High Risk
A	Medium Risk
G	Low Risk

Commentary is included in section 3 for those SARCS: -

- that are showing a Red RAG status
- where the RAG status has changed since the last reporting period
- where the Green Predictive Date has changed since the last reporting period
- where there has been considerable change or additions of secondary risks and activity

Strategic Assessment of Risks and Challenges (SARC)

SARC	Previous RAG Status	Current RAG Status	Green Predictive
CL05 Demographic Factors Demographic factors showing increased numbers of older people and an increased proportion of older people with dementia; increased pressures on the range of public and voluntary services which provide for them.			TBC
CD 26 – DISABLED FACILITIES GRANTS – DFG's require improved process time to meet customer needs.			March 2013

2.3.1 Performance Indicators / Outcome Measures

Performance Indicators and Outcome Measures


Key


R	Target missed
A	Target missed but within an acceptable level
G	Target achieved or exceeded

The status of the indicators are summarised for quarter 1 below:



Graphs and commentary are included section 3 for those indicators shown with a RAG status of either Amber or Red. An asterisk (*) indicates that the indicator is an *improvement* target.

Community Support Services						
Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Current Quarter Outturn	RAG	Improved / Downturned
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	60%	78.9%	60%	81%		Improved
SCA/019* The percentage of adult protection referrals completed where the risk has been managed	86%	88.72% (annual outturn 2011 / 2012)	N/A	This will be reported bi-annually in this first year	N/A	N/A
PSR/006L* The average number of calendar days taken to deliver low cost adaptation works in private dwellings where the Disabled Facilities Grant process is not used. **	Not Set	30 days	Not Set	29 days	N/A	Improved
** Note - This Improvement Target uses a new local definition hence a baseline will be established this year.						
PSR/009b* The average number of calendar days taken to deliver a Disabled	400 days	374 days	400 days	393 days		Downturned

Facilities Grant for Adults						
IA1.1L4* Number of adults receiving a personal budget for services via either a direct payment or Citizen Directed Support	170	177	170	211		Improved

2.3.2 Improvement Target Action Plan

Key - ✓ on track, * behind schedule, C completed

Ref	Action & Planned Completion date	Progress
*SCA/018c	All actions complete and out turn remains above both Wales Average and our own target	✓
*IA1.1L4	All actions in place to promote the use of Direct Payments. The numbers are increasing and target achieved	✓
*PSR/006	1. Applied revised mechanism for collecting data as agreed at target setting workshop	✓
	2. Work with Care & Repair to transfer work from private sector to voluntary sector has been achieved. Further work required to improve efficiency aspects of the partnership.	
	3. Additional resources identified through budget pressures will come into play in quarter 3	
	4. Continue to progress performance through Disabled Facilities Grant operational performance group and strengthen this arrangement during the transition to localities	
	5. Plans for a members briefing are being progressed	
*PSR/009b	1. Continue to progress improvements and performance, through Disabled Facilities Grant operations performance group, and strengthen this arrangement during the transition to localities.	✓
	2. Implement OT DFG data spreadsheet to monitor, track and review DFG cases more robustly.	
	3. Housing IT systems now installed within OT service to allow OT staff to monitor progress.	
	4. OT has been recruited within Housing as a pilot initiative	
	5. Implement changes to service as identified in the TSSA action plan (and the Lean Review)	

2.4 Key Actions from Service Plan Monitoring

The following table shows the progress made against key areas of improvement/actions identified in the Planning service plan. A * indicates those areas which have incurred slippage or have been subject to a revised timetable and references the page number where commentary can be found to further explain the slippage/revised timescales: -

Key - ✓ on track, * behind schedule, C completed

Improvement Area	Progress	Commentary
Focus on Reablement	✓	Outcomes for people achieving full independence following reablement are one of the best in Wales.
Transport	✓	All transport assessments completed.
Localities	✓	Locality Team operational Policy developed in draft. Staff structures agreed.
Transition service	✓	Staff now co-located
Review Balance of care and intelligent commissioning	✓	Joint working with Wrexham & Denbighshire. Framework for reviewing contracts in LD complete. LD Commissioning plan well in progress Baseline of existing placement costs established.
Mental Health Support Services	✓	Implementation in progress
Minor Adaptations Service	✓	Preparations for pilot scheme in progress for partnership with Wales & West
Social Enterprise – begin negotiations and scope opportunities by December 2012	✓	Consultant from Social Firms Wales commissioned to undertake viability study on selected pilot site in Mental Health Services
Citizen Directed Support /Direct Payments	✓	On target
LD Work Opportunities	✓	Purpose of Day Services clarified; work underway to consolidate staffing structure.
Performance Management	✓	Strengthened support via Development and Resources to support requirements
Supporting Families with complex needs	✓	Preparatory work undertaken
Ensure our safeguarding service remains fit for purpose	✓	Safeguarding Unit proposal agreed
Mental Health Measure	✓	Action Plan jointly agreed with health to address the requirements
Extra Care Strategy	✓	Design for development at Llys Jasmine signed off, construction underway. Service model agreed, publicity materials available, consultation with local residents in progress. Service delivery policies and procedures

		being developed. Extra Care Strategy in draft.
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Key Actions from Annual Council Reporting Framework (ACRF) not identified in Head of Service Plan

Key Priorities	Progress	Commentary
Increase the number of carers and young carers we identify and support.	✓	Evidence above highlights the increased % of carers provided with a service
Review workforce absence and set targets for reduction	✓	Robust monitoring processes are in place across service areas and this has been evidenced by an audit of the system

2.5 Internal & External Regulatory Reports

Undertaken By	Title & Date Report Received	Overall Report Status
CSSIW	Two inspections of short break provision for people with a Learning disability in Hafod 24.4.12 Orchard Way report received 29.5.12	No recommendations/requirements

3. Exception Reporting

Council Priority 7 - To promote independent, healthy and fulfilled living in the community with the highest quality personalised and supportive social and health care services

7.1 Transform Social Services for Adults to promote independence and build community capacity

We are well under way with moving Locality working, confirming the skill mix required, and are in the process of transferring the skill mix to each locality. Progress is satisfactory, and we are confident that the outcome will be achieved.

QUARTERLY PERFORMANCE REPORT SOCIAL SERVICES FOR CHILDREN COMMUNITY SERVICES DIRECTORATE

REPORT AUTHOR: HEAD OF SOCIAL SERVICES FOR CHILDREN

REPORT DATE:

REPORT PERIOD: QUARTER 1 APRIL – JUNE 2012

Introduction

The report is produced on a quarterly basis and provided to Executive Members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

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 - **Internal & External Regulatory Reports** – summarises regulatory work reported in the quarter and its outcomes and intended actions.
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1. Foreword

Report highlights for this quarter are the following items: -

<p>Performance</p>	<p>Seven improvement targets were set for 2012/13; 5 of these met the target this quarter. A detailed analysis of the amber targets is presented in Section 3.0 of this report.</p> <p>Performance highlights for Quarter 1 include timeliness of statutory visits (SCC/025) at 94.6% and referrals which had a decision within 1 working day (SCC006) at 99.4%.</p>
<p>Independent Sector</p>	<p>The refurbishment of Arosfa, a Residential unit which provides short term care for children with a disability, is ongoing and it is anticipated that it will be operational from the 14th September. This date is dependent upon the re-registration with the Inspectorate.</p>
<p>Young Carers and Looked after children</p>	<p>The Access to Action card for young carers, looked after children and care leavers was successfully launched on June 8th 2012 amidst very positive press coverage and interest from Welsh Government and the Children's Commissioner for Wales.</p>
<p>Transition</p>	<p>Senior Practitioner in post, team operational and cases have transferred from the Children's Integrated Disability Service. In the process of recruiting to other posts within the team.</p>
<p>Integrated Family Support Services</p>	<p>The Heads of Service in North Wales met on the 11th July 2012 and have scheduled a further workshop for the 25th September 2012. Preliminary discussions would envisage 3 teams across North Wales.</p>

Other highlights by service area are as follows: -

<p>Youth Justice Service</p>	<ul style="list-style-type: none"> • Successful YJS / YPDAT launch of a DVD looking at alcohol misuse, created by young people known to the service, and for use by all agencies. • Youth Justice Service Manager recently appointed Chair of Youth Justice Service Managers Cymru, raising profile of the service and forging closer links with the Youth Justice Board and Welsh Government.
<p>Families First</p>	<p>The consortia plan was completed by the 31st March 2012. The final report has been submitted to WG. Currently the services for Families First are being commissioned and new contracts will be in place from 1st October 2012.</p> <ul style="list-style-type: none"> • Quest continued to offer services to parents to assist in the development of their confidence and to enable them to start the journey towards training/employment. <p>In Flintshire, up to 30th June 2012, the QUEST Project has 61 registered participants.</p>

	<p>The project continues to build on existing relationships with referring and supporting agencies including JobCentrePlus, Careers Wales, Citizens Advice Bureaux and Barnardo's.</p> <ul style="list-style-type: none"> • Team Around the Family (TAF) are now fully operational and are working with families to achieve positive outcomes. • Citizens Advice Bureau (CAB) and Welfare Benefits Unit continue to provide advice to families who have financial issues such as debt, need access to housing, finance etc. 17 children from 65 families have been raised over the 60% poverty line during the year.
<p>Complaints & Compliments</p>	<ul style="list-style-type: none"> • 21 compliments were received about the work of staff. Comments included: <p><i>"It's the best pre-birth assessment I've ever seen" (from a Children's Guardian ad Litem)</i></p> <p><i>"Thank you for your help and support over the past few months" (from a mother)</i></p> <p><i>"It's been a long journey but I'm made up. Thank you" (from a mother)</i></p> <ul style="list-style-type: none"> • 14 complaints were received this quarter and 12 responded to (1 withdrawn, 1 not yet not followed up due to complainant's change in circumstances. • Of the 12 complaints responded to, 7 were responded to within the statutory 10 day timescale (58%) • 2 Stage 2 complaints were investigated within timescale and responded to. • The Stage 2 complaint re. Children's Integrated Disability Service., 1 was partially upheld, the other element of the complaint was not upheld. • The Stage 2 complaint re. Family Intervention Team., 1 complaint was partially upheld (apology made) and 3 were not upheld.
<p>Care & Social Services Inspectorate Wales Inspection</p>	<p>A positive report was received from the Inspectorate following the assessment and care management inspection in March 2012. There were a number of recommendations raised, and an action plan has been developed.</p>

2. Performance Summary

2.1 Improvement Plan Monitoring

KEYS

Progress RAG – Complete the RAG status using the following key: -

R	Limited Progress - delay in scheduled activity; not on track
A	Satisfactory Progress - some delay in scheduled activity, but broadly on track
G	Good Progress - activities completed on schedule, on track

Outcome RAG – Complete the RAG status using the following key: -

R	Low - lower level of confidence in the achievement of outcome(s)
A	Medium - uncertain level of confidence in the achievement of the outcome(s)
G	High - full confidence in the achievement of the outcome(s)

Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
5.0 To make our communities safe and to safeguard the vulnerable, with children and older people being priority groups.				
5.1.1 Develop robust commissioning arrangements for out of county placements.	Sept 2012	A	G	See Section 3.1
5.2 Ensure that the whole Council works positively as a Corporate Parent to support looked after children and care leavers to achieve positive outcomes in life.	Ongoing	G	G	
5.3 Further raise awareness and monitor safeguarding activity through the joint (with Wrexham) LSCB.	Dec 2012	G	G	
5.5 Implement the Integrated Family Support Services initiative (also 7).	June 2013	G	G	
6.0 To protect and grow the local and regional economy, to be a prosperous County and to provide help and support for those vulnerable to poverty.				
6.9 Implement the Families First initiative (also 5).	30/09/2012	G	G	
7.0 To promote independent, healthy and fulfilled living in the community with the highest quality personalised and supportive social and health care services.				
7.3 Develop a range of temporary accommodation and independent living options for care leavers (also 8).	Mar 2013	G	G	

2.2 Strategic Assessment of Risks and Challenges (SARC)



The table below summarises the position of SARCs at the end of the reporting period.

KEY

R	High Risk
A	Medium Risk
G	Low Risk

Commentary is included in section 3 for those SARCS: -

- that are showing a Red RAG status
- where the RAG status has changed since the last reporting period
- where the Green Predictive Date has changed since the last reporting period
- where there has been considerable change or additions of secondary risks and activity

SARC – CD23 Procurement of Independent Sector Placements for Looked After Children	Previous RAG Status	Current RAG Status	Green Predictive
Budget pressures created by the cost of procuring independent sector placements that provide specialist care or education to meet the unpredictable needs of looked after children.			TBC

2.3.1 Performance Indicators and Outcome Measures





Key




R	Target missed
A	Target missed but within an acceptable level
G	Target achieved or exceeded

The RAG status of the indicators for the year are summarised as follows:

 **0**
  **2**
  **5**

Graphs and commentary are included section 3 for those indicators shown with a RAG status of either Amber or Red. An asterisk (*) indicates that the indicator is an *improvement target*.

Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Current Quarter Outturn	RAG	Change e.g. Improved / Downturned
* SCC/034 The number of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales.	97%	100%	97%	96.3%		Downturned (See Section 3.2)
* SCC/021 The percentage of looked after children reviews to be carried out within statutory timescales.	92%	84.3%	92%	90.8%		Improved (See Section 3.2)
* SCC/025 The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations	93%	86.3%	93%	94.6%		Improved
* SCC/030a The percentage of young carers known to social services who were assessed.	75%	100%	75%	100%		Maintained

<p>*SCC/030b The percentage of young carers known to social services who were provided with a service.</p>	85%	100%	85%	100%		Maintained
<p>*PSR/009a The average number of calendar days taken to deliver a Disabled Facilities Grant (DFG).</p>	350 days	283 days	350 days	345 days		Downturned
<p>SCY/001a The percentage change in the average number of hours of suitable education, training or employment children and young people receive while within the youth justice system by children and young people of statutory school age</p>	8%	7.9%	8%	17.9%		Improved

2.3.2 Improvement Target Action Plan Monitoring

Key - ✓ on track, ✗ behind schedule, C completed

Ref	Action & Planned Completion date	Progress
*SCC/034	The Safeguarding Unit have: 1. Tightened their monitoring processes such that there is prior warning when reviews are going out of timescale; 2. Built a "buffer" in the diary so that there is as far as possible room to reschedule within timescales in the event that a review has to be cancelled (eg. because the family does not attend).	✓
*SCC/021	The Safeguarding Unit have: 1. Tightened their monitoring processes such that there is prior warning when reviews are going out of timescale; 2. Built a "buffer" in the diary so that there is as far as possible room to reschedule within timescales in the event that a review has to be cancelled (eg. because the family does not attend).	✓
*SCC/025	Continue to measure the impact of increasing capacity within CYAST and the flagging system for due dates of forthcoming visits on a quarterly basis, and raise at Social Services for Children Senior Management Team if remedial action is required.	✓
*SCC/030a	Monitor progress against the Young Carers Strategy Action Plan.	✓
	Joint protocol for the assessment of young carers to be strengthened.	✗ (see Section 3.3)
	Young carers Professionals Pack to include 'Think Family' focus.	✗ (see Section 3.3)
	Paris to include the revised young carers assessment fields to record the reasons for assessments being declined and actions taken, eg. signposting to other agencies.	✓
*SCC/030b	Actions as above.	✓
*PSR009a	Actions are included in the Social Services for Adults Quarterly Performance Report.	✓
SCY/001a	To continue to liaise closely with schools to ensure that young people within the criminal justice system maintain or improve educational opportunities.	✓

2.4 Key Actions from Service Plan Monitoring and ACRF

The following table shows the progress made against key areas of improvement/actions identified in the Planning service plan. A ✗ indicates those areas which have incurred

slippage or have been subject to a revised timetable and references the page number where commentary can be found to further explain the slippage/revised timescales: -

Key - ✓ on track, ✗ behind schedule, C completed

Improvement Area	On-track?	Commentary
Support development of accommodation & independent living options for care leavers	To be reported Q2	
Major and minor adaptations	✓	
Transition Service	✓	
Identifying and supporting young carers	✗	A2A card launched. Delay in expanding multiagency representation on YC's Subgroup. See Section 3.3
Measure effectiveness of Volunteer Mentoring interventions	To be reported Q2	
Hours of education, training and employment whilst within YJS	To be reported Q2	
Maximise the benefits of the Safeguarding Unit	✓	
Raise awareness & monitor safeguarding activity via LSCB	✓	
Develop Integrated Family Support Service	✓	
Timeliness of statutory visits and reviews for all young people	✓	
Develop the Families First Initiative	✓	
Full implementation of Flying Start	To be reported Q2	
Implementation of Strategic Equality Plan	✓	
Short break provision	✓	
Reduce dependency on the independent sector and improve commissioning process	✓	
Implement Inspection action plan	✓	
Service user and carer involvement	✓	
Ensure interventions are outcome focused	To be reported Q2	

2.5 Internal & External Regulatory Reports

The inspection of Social Services for Children assessment and care management by the Care & Social Services Inspectorate Wales resulted in a positive report. Some

recommendations were made, and an action plan has been developed which is being monitored by the Senior Management Team.

3. Exception Reporting

3.1 Improvement Plan

5.1.1 Develop robust commissioning arrangements for out of county placements.

Robust mechanisms for procuring and managing independent sector placements ensure that looked after children are appropriately placed and best value is achieved. To achieve this, changes have been made to existing processes and guidance issued regarding the new Options Appraisal forms for all future submissions to the Out of County Placement Panel.

Positive feedback was received in the CSSIW inspection report (2012) with regards to the improvements made to processes and procedures:

"[There have been] positive outcomes from out of county commissioning work with fewer placements and improved control of expenditure."

As stated last quarter, we have signalled our intention regarding the purchasing of bedspaces at the Bryn Awel unit in Denbighshire. The respective Heads of Service met in May to discuss and are now exploring a possible joint commissioning arrangement, across four authorities, to purchase bed spaces at Bryn Awel.

3.2 Improvement Targets

The following indicators have a RAG of either red or amber. A detailed commentary is provided on each indicator below.



SCC/034

The percentage of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales.

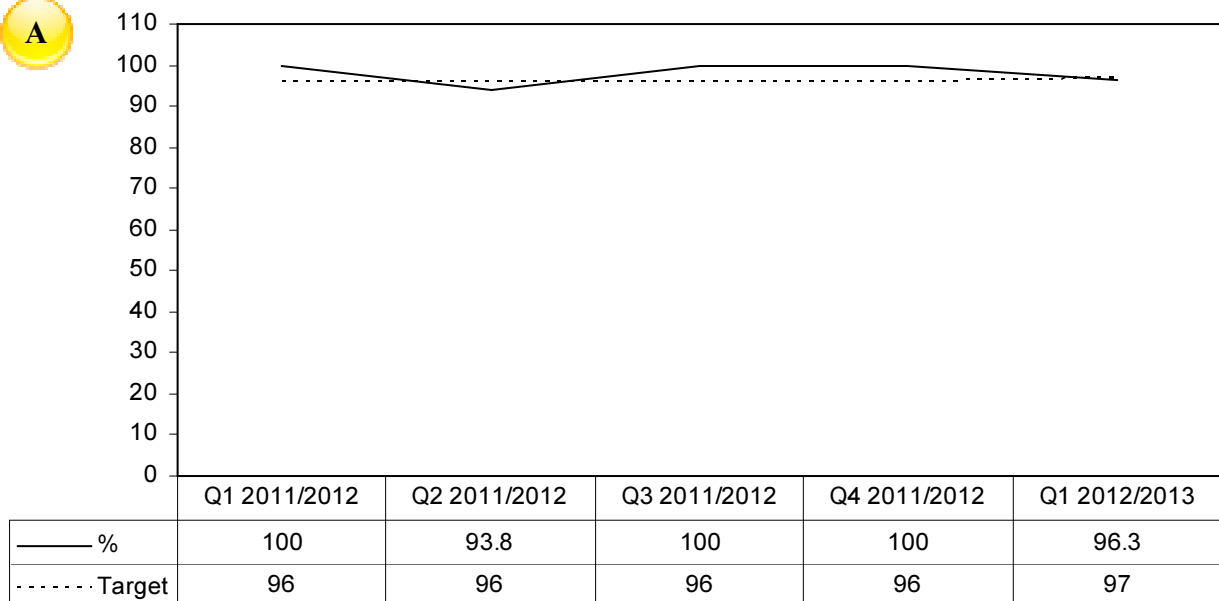


SCC/021

The percentage of looked after children reviews to be carried out within statutory timescales.

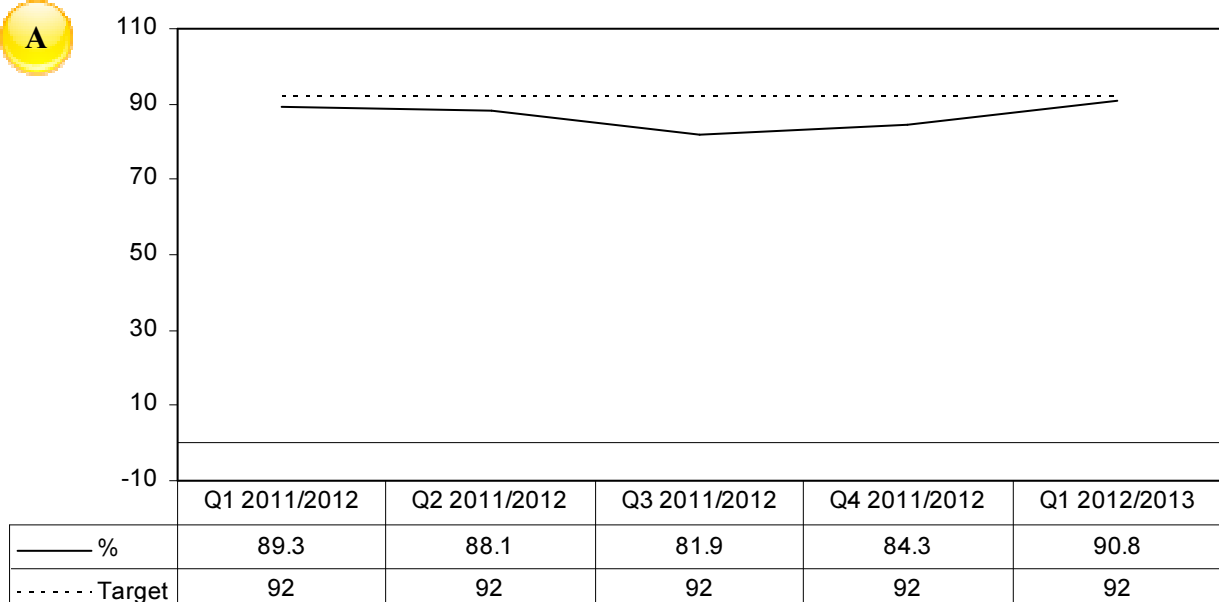
SCC/034 The percentage of reviews of children on the Child Protection Register due in the year that were carried out within the statutory

timescales.



The dip in performance in Quarter 1 of this year was due to one family of 3 siblings who failed to attend their review, and there was insufficient time in the diary to reconvene the review within timescales. The family subsequently moved out of the area.

SCC/021 The percentage of looked after children reviews to be carried out within statutory timescales.



Due to long term staff sickness in this quarter there was an impact on performance and the ability to complete reviews within timescales (7 of the 9 reviews). . However, capacity has been restored with two temporary appointments (in May). Two reviews were postponed because of the child's circumstances.

3.3 Head of Service Plan

Improve our methods for identifying and supporting young carers

A positive highlight is that the Access to Action card was successfully launched on June 8th 2012 amidst very positive press coverage and interest from Welsh Government and the Children's Commissioner for Wales. Work is underway to develop a project plan highlighting next steps and a timeline for post launch awareness raising.

We have identified the need to strengthen multiagency representation on the Young Carers' Subgroup and have identified mechanisms to achieve this and will be reported in Quarter 2. In order to reinvigorate representation from the agencies who have signed up to the Young Carers strategy, the Young Carers Forum is writing out to each agency reminding them of their commitment to the strategy. Barnardo's is working with the Young Carer's Forum to increase the representation of young carers on the subgroup also.

The action to amend the Young Carers Professionals pack to include a 'think family' focus has been included in the 2012/13 Head of Service Plan. The pack is currently being refreshed. In order to improve the identification and support given to young carers we are looking to develop a consistent young carers assessment for Social Services for Adults / Social Services for Children & Barnardo's during 2012 / 13. It is anticipated that the reinvigoration of the Young Carers Subgroup membership will drive this forward.

**Quarterly Performance Report
DEVELOPMENT & RESOURCES
(COMMUNITY SERVICES DIRECTORATE)**

REPORT AUTHOR: **HEAD OF DEVELOPMENT AND RESOURCES**
REPORT DATE: **JULY 2012**
REPORT PERIOD: **QUARTER 1 (APRIL – JUNE 2012)**

The report is produced on a quarterly basis and provided to Executive Members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The new approach is based on exception reporting and splits the reports into 3 distinct sections: -

1. **Foreword** – to summarise key information that the Head of Service feels Members should be aware of, including both good and poor performance. Emerging issues should also be highlighted in this section e.g. a new SARC identified (as agreed by CMT).

2. **Performance Summary** – This section contains an ‘at a glance’ summary of performance for the quarter against the following, in a tabular format for each: -
 - **Corporate Improvement Plan** – giving a summary of both RAG statuses for the progress and outcome.
 - **Strategic Assessment of Risks and Challenges (SARC)** – a summary of the risk RAG status at the end of the quarter
 - **Performance Indicators/ Outcome Measures** – as a minimum this section will include all (PIs) classified as Improvement Targets and those which are aligned to the Improvement Priorities for the purpose of measuring outcomes. The summary will show target and outturn performance with a RAG status and trend.
 - **Improvement Target Action Plan** – this section summarises whether actions to support the achievement of Improvement Targets are ‘on track’ or ‘behind schedule’.
 - **Key Actions from the Head of Service Plan** – summarises whether key actions / areas for improvement as identified in the service plan are ‘on track’ or ‘behind schedule’.
 - **Internal & External Regulatory Reports** – summarises regulatory work reported in the quarter and its outcomes and intended actions.

3. **Exception Reporting** – This section gives further detail of the emerging issues and exceptionally good or poor performance identified in Section 1 and also any exceptionally good or poorer performance identified in Section 2 e.g. items which have an amber or red RAG status or are ‘behind schedule’. The detail will include the reason for the issue / poor performance arising and what is to be done to rectify the situation.

1. Foreword

Report highlights for this quarter are the following items:

Supporting People	The handover of SPRG from Welsh Government to the Local Authority has been delayed until 1 st August, 2012. Work is ongoing with Legal and Finance sections in order to prepare for the transition.
	Mandatory Outcome Reporting was introduced to all SP projects from 1 st April. SP officers have been working closely with providers to ensure that the new procedure is implemented correctly.
	Further work has been undertaken in relation to regional collaboration. Flintshire has identified a number of contracts that could be commissioned on a sub-regional basis, and together with neighbouring authorities, further work is being undertaken to develop a business case.
Business Services	The new Blue Badge scheme became operational in April. There have been one or two teething problems, but the system is now fully implemented.
Workforce	<p>We have appointed a new Workforce Manager, Jane Davies. Housing Services have signed up to the Employer Pledge, a Welsh Government scheme to enhance basic Numeracy, Literacy and ICT skills in the workplace. We are working in partnership with Deeside College and the trade unions to offer these courses to all staff.</p> <p>The QCF team have a new member – Terry the Torso (a medical torso model) has joined the team and will be used to assist delegates in their understanding of Health Conditions and Infection Control.</p>
Partnerships, Planning & Performance	Successful completion of both the Annual Performance Report and the Directorate Plan in new easier to read formats
	Maximising efficiency through the amalgamation of both the Health Social Care and Well Being and Children and Young People Partnership Boards and by merging the Flintshire Well Being Network and FLVC Bridges network
	Complaints and Performance element of restructure fully implemented with all posts filled, and services strengthened.
Accountancy & Finance	Statutory Year End Accounts for 2011/12 completed on time. New accounting arrangements agreed post TSSA to be implemented by 1 st September.
Commissioning & Contracting	We have appointed a Commissioning Manager.

2. Performance Summary

2.1 Improvement Plan Monitoring











The table below summarises the Progress and Outcome RAG status' for each of the secondary improvement priorities for the current quarter. A RAG status of 'R' or 'A' is discussed in more detail in section 3.

Progress RAG – Complete the RAG status using the following key: -

R	Limited Progress - delay in scheduled activity; not on track
A	Satisfactory Progress - some delay in scheduled activity, but broadly on track
G	Good Progress - activities completed on schedule, on track

Outcome RAG – Complete the RAG status using the following key: -

R	Low - lower level of confidence in the achievement of outcome(s)
A	Medium - uncertain level of confidence in the achievement of the outcome(s)
G	High - full confidence in the achievement of the outcome(s)



Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
6. To protect and grow the local and regional economy, to be a prosperous county and to provide help and support for those vulnerable to poverty.				
6.10 Work on a North Wales approach to develop a shared methodology to determine Care Fees in the future	March 2012			
7. To promote independent, healthy and fulfilled living in the community with the highest quality personalised and supportive social and health care services				
7.2 Expand the Council's extra care housing provision by April 2013	April 2013			
7.4 Develop new Supporting People services to strengthen homeless prevention	March 2012			
7.5 Review the Charging Policy for social services and housing related support (as part of the corporate fees and charging project)	October 2012			See 3.1
7.7 To introduce locality working with Betsi Cadwaldr University Health Board in support of enhanced primary health care services	1 st Team July 2012			See 3.2

2.2 Strategic Assessment of Risks and Challenges (SARC)

The table below summarises the position of SARCs at the end of the reporting period.

Commentary is included in section 3 for those SARCS: -

- that are showing a Red RAG status
- where the RAG status has changed since the last reporting period
- where the Green Predictive Date has changed since the last reporting period
- where there has been considerable change or additions of secondary risks and activity

SARC	Previous RAG Status	Current RAG Status	Green Predictive
CL07 RELATIONSHIP WITH LOCAL HEALTH BOARD AND IMPACTS ON PUBLIC & PRIMARY HEALTH			April 2013

2.3.1 Performance Indicators and Outcome Measures

There are no statutory performance indicators in these services.

2.3.2 Improvement Target Action Plan Monitoring

There are no Improvement Targets in these services.

2.4 Key Actions from Service Plan Monitoring

The following table shows which areas have incurred slippage or have been subject to a revised timetable and references the page number where commentary can be found to further explain the slippage/revised timescales: -

KEY - ✓ on track, ✗ behind schedule, C completed

Improvement Area	On-track?	Commentary
<p>Key Improvement Priorities from the ACRF</p> <p>Become smarter Commissioners and have commissioning plans for all services by April 2013</p> <p>Take up opportunities for collaboration where money will be saved</p> <p>Implement our Involvement Action Plan to improve involvement for all people who use our services and their carers, delivering on the overall outcome of the provision of better services.</p> <p>A revised Complaints management system and training programme, which will lead to a more robust 'lessons learnt' process and improved services.</p> <p>Strengthen the performance team by the recruitment of a Team Manager and additional performance assistant</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>Ongoing</p> <p>Completed</p>

Areas for Improvement from Service Plan: -		
1 Supporting People: a. Regional Collaboration b. Service User Involvement c. Efficiency Savings d. Strategic Review of Service Provision	✓	
2 Business Services a. Business Systems b. Business continuity planning c. Asset management d. Data Protection e. Health and Safety	✓	
3 Workforce a. Collaborative working around implementation of CPEL b. Implement Mental Health Measure Training c. Essential Skills for Housing Staff d. Reablement Training e. Service User / Carer Involvement in Training	✓	
4 Partnership Planning & Performance a. Performance Management b. Strategy implementation c. Service Planning d. Complaints e. Locality Working	✓	
5 Commissioning & Contracting a. Care home fees b. Domiciliary care fees c. Commissioning plans d. Regional Commissioning Hub	✓	
6 Finance & Accountancy a. Building a New Team b. Improvement in Financial Reporting c. Implement TSSA realignment of Budget d. Repairs and Maintenance Performance Monitoring	✓	
7 Financial Assessment & Charging a. Lean Review	✓	

8 Equalities	✓	
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2.5 Internal & External Regulatory Reports

The following internal or external audit/regulatory work has been completed during the quarter and the outcome of the work can be summarised as follows. Negative outcomes should be discussed in more detail in section 3 and page numbers are referenced in the table below.

Undertaken By	Title & Date Report Received	Overall Report Status
		None received in the quarter

3. Exception Reporting

3.1 Review the Charging Policy for social services and housing related support (as part of the corporate fees and charging project)

The existing Charging Policy has been reviewed and a comparison with other local authorities has been undertaken. Options for change have been identified and the impact of changes on individuals has been assessed. Members considered the proposals as part of the corporate fees and charging project, but deferred a decision until 12/13. The target completion date has been revised to take account of this.

3.2 To introduce locality working with Betsi Cadwaladr University Health Board in support of enhanced primary health care services

Social Services for Adults is restructuring into three long-term locality teams and a first locality office is planned for Connah's Quay in Summer 2012, though there remains some practical issues to resolve.

The Locality Leadership Teams have been set up and are working on agreed local plans. However, we do not have full confidence in achieving the intended outcome of "a more consistent, coordinated local service for service users in primary health in the 3 county localities".

**Strategic Assessment of Risks & Challenges' RAG
Summary (Refresh)**

Risk Title		2012-2013					
		Q1	Q2	Q3	Q4	Q1	
Risk Reference	Community Leadership	June 11	Sept 11	Dec 11	Mar 12	June 12	Predictive Green/Amber
CL04	Affordable Housing	A	A	A	A	A	SEP 2012
CL05	Social Care For Older People	A	A	A	A	A	TBC
CL07	Relationship with Local Health Board & Public & Primary Health	A	A	A	A	A	APR 2013
CL08	Climate Change & Flood Risk Management	A		A	A	A	TBC
CL09	Economic Regeneration	A	A	A	A	A	TBC
CL10	County Town Network Regeneration & Protection	G	G	G	G	G	FEB 2011
CL11	Integrated and Public Transport Infrastructure (External)	A	A	A	A	A	DEC 2013
CL12	Skills Needs of Employers	A	A	G	G	G	OCT 2011
CL14	North Wales Regional Waste Treatment Partnership	A		A	A	A	2016/17
CL15	Clwyd Theatr Cymru (CTC)	A	A	A	A	A	JUL 2012
Risk Reference	Council Delivery	June 11	Sept 11	Dec 11	Mar 12	June 12	Predictive Green/Amber
CD02	Streetscene	A	A	A	A	A	DEC 2012
CD03	Transision from UDP to LDP	A	A	G	G	A	SEPT 2017
CD04	Planning Protocol	G	G	G	G	G	MAR 2012
CD05	Highways Infrastructure	A	A	A	A	A	TBC
CD06	Transport Arrangments For Service Users	A	A	A	A	A	DEC 2013
CD07	Depot Provision	A	A	A	A	A	DEC 2014
CD08	Connah's Quay, Shotton & Deeside Housing Renewal Area	A	A	A	A	A	MAR 2020
CD10a	Leisure - Revenue Funding		R	R	R	R	TBC
CD10b	Leisure - Capital Projects		A	A	A	A	TBC
CD10c	Leisure - Play Strategy		A	A	A	A	TBC
CD12a	Housing Strategy	A	A	A	A	A	TBC
CD12b	Housing Management	A	A	A	A	A	TBC
CD12c	Housing Repairs and Maintenance Services	A	A	A	A	A	APR 2013
CD12d	Homelessness	A	A	A	A	A	TBC
CD12e	Sheltered Housing	A	A	A	A	A	NOV 2013
CD14	Housing Ballot	A	A	A	G	G	MAR 2012
CD19	Gypsies and Travellers	A	A	A	A	A	TBC
CD20	School Buildings/School modernisation	R		R	R	R	2018
CD22	School Improvement - Regional Project		A	A	A	A	APR 2013
CD23	Procurement of Independent Sector placements for looked after children	A	A	A	A	A	TBC
CD26	Disabled Facilities Grants	A	A	A	A	A	MAR 2013
CD27a	Waste Management Targets/Food Waste Treatment Project	A	A	A	A	A	2016/17
CD27c	Waste Management Operations	A	A	A	A	A	2016/17
CD27d	Waste Management (AD Waste)	G	G	G	G	G	SEP 2011
CD34	Severe Winter Weather	A	A	A	A	A	TBC
CD37	Food Waste Treatment Project			A	A	G	APR 2014
CD38	Welfare Reform				R	R	TBC
Risk Reference	Council Governance	June 11	Sept 11	Dec 11	Mar 12	June 12	Predictive Green/Amber
CG05a	Asset Management - Strategic	A	A	A	A	A	2015/16
CG05b	Asset Rationalisation		A	A	A	A	2015/16
CG06	Medium Term Financial Strategy	A	A	A	A	A	TBC
CG07	Financial Management and Control	A	A	A	A	A	TBC
CG08	ICT Strategy	A	A	G	G	G	ACHIEVED & MAINTAINED
CG09	Information Governance	A	A	A	A	A	TBC
CG10	Human Resources and Management	A	A	A	A	A	NOV 2012
CG11	Single Status and Terms and Conditions of Employment	A	A	A	A	A	NOV 2012
CG13	Customer Focus	G	G	G	G	G	ACHIEVED & MAINTAINED
CG16	Workforce and Succession Planning	A	A	A	A	A	NOV 2012
CG18	Procurement	A		A	A	A	MAR 2013
CG19	Business Continuity (including Winter Disruption)	A	A	A	A	A	APR 2013
CG22	Flintshire Futures		A	A	A	A	MAR 2013
CG23	Data Protection				R	R	TBC

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

DATE: THURSDAY, 4 OCTOBER 2012

REPORT BY: LEARNING AND SOCIAL CARE OVERVIEW & SCRUTINY FACILITATOR

SUBJECT: FORWARD WORK PROGRAMME

1.00 PURPOSE OF REPORT

To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee.

2.00 BACKGROUND

2.01 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 Executive for consultation purposes, or by County Council, or from Directors. Other possible items are identified from the Executive Work Programme and the Strategic Assessment of Risks and Challenges.

2.02 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:

1. Will the review contribute to the Council's priorities and/or objectives?
2. Are there issues of weak or poor performance?
3. How, where and why were the issues identified?
4. Do local communities think the issues are important and is there any evidence of this? Is there evidence of public dissatisfaction?
5. Is there new Government guidance or legislation?
6. Have inspections been carried out?
7. Is this area already the subject of an ongoing review?

3.00 CONSIDERATIONS

3.01 Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work Programme of the committees 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

workshop held on the 10th of September.

4.00 RECOMMENDATIONS

That the Committee considers its Forward Work Programme (attached as Appendix 1).

5.00 FINANCIAL IMPLICATIONS

None arising directly from this report.

6.00 ANTI POVERTY IMPACT

None arising directly from this report.

7.00 ENVIRONMENTAL IMPACT

None arising directly from this report.

8.00 EQUALITIES IMPACT

None arising directly from this report.

9.00 PERSONNEL IMPLICATIONS

None arising directly from this report.

10.00 CONSULTATION REQUIRED

Not applicable

11.00 CONSULTATION UNDERTAKEN

.Publication of this report constitutes consultation.

12.00 APPENDICES

Current Forward Work Programme

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

Minutes of previous meetings of the committee and the Forward Work Programme planning session held on the 10th of September 2012

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DRAFT

Date	Item	Purpose of Report/Session	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
1 November 2012	Betsi Cadwaladr University Health Board	Half-yearly meeting with Betsi Cadwaladr University Health Board representatives.	Partnership working	Facilitator	18 October
	Carers Measure	To consider the draft carers strategy (FCC & BCUHB)	Pre-decision scrutiny	Facilitator	
	Protection of Vulnerable adults	To inform Members about activity and developments within Adult Safeguarding and specifically Adult Protection and Deprivation of Liberty Safeguards	Monitoring report	Director of Community Services	

Date	Item	Purpose of Report/Session	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
17 December	Mental Health Measure update	To receive an update on the measure	Progress Monitoring	Director of Community Services	3 December
	Integrated Family Support Service	To receive a report on the draft proposals.	Pre-decision scrutiny	Director of Community Services	
	Performance Reporting to include Transforming Social Services for Adults update	To consider quarterly performance Outturns against directorate indicators	Performance Monitoring	Facilitator	
	Update on Adult Social Care Transport Policy	To receive a progress report on the implementation of the Transport Policy	Policy review / monitoring	Director of Community Services	
	Update on Llys Jasmine	To receive a progress report on the Llys Jasmine Extra Care project in Mold	Progress monitoring	Facilitator	

Date	Item	Purpose of Report/Session	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
24 January 2013	Drug & Alcohol Team	To receive a report on the work of the Drug & Alcohol Team	Awareness raising	Director of Community Services	10 January
	CSSIW Inspection Action Plan	To receive a progress report	Progress monitoring	Director of Community Services	
	Safeguarding and Child protection	To receive a report from the Safeguarding unit	Monitoring report	Director of Community Services	
	Family Placement Team Review	To inform Members of the outcomes of the review.	Service development	Director of Community Services	
28 January	Budget meeting			Director of Community Services	
28 February 2013	Annual Council Reporting Framework	To consider the final draft of the Annual report.	Pre-decision scrutiny	Director of Community Services	14 February
	Directorate and Service Plans	To consider the Community Service Plans		Director of Community Services	

Date	Item	Purpose of Report/Session	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
21 March 2013 Joint Meeting With Lifelong Learning	Educational attainment of Looked After Children	To receive the annual educational attainment report.	Performance Monitoring	Director of Lifelong Learning	7 March
	Children and Young People Partnership	To provide Members with the annual Update	Progress report	Director of Lifelong Learning/Director of Community Services	
	Local Safeguarding Children's Board	To receive an update report on the work of the Board	Progress report	Director of CS Director of LL	
	Corporate Parenting Activity Update including Access to Action Card update	To provide an update to Members on the progress in implementing the Corporate Parenting Action Plan.	Monitoring report	Director of CS	
	Families First	To provide an update to Members as agreed at Committee on 5 January 2012	Progress report	Director of CS Director of LL	
	Young Carers	To inform Members of the work being undertaken with young carers across Flintshire directorates.	Information report	Director of CS Director of LL	

Date	Item	Purpose of Report/Session	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
11 April	Q3 Performance Reporting	To enable Members to fulfil their scrutiny role in relation to performance monitoring	Performance Monitoring	Director of Community Services	28 March
	Emergency Duty Team Update	To receive an update on the joint Wrexham, Flintshire & Denbighshire Emergency Duty Team based in Wrexham	Performance Monitoring	Director of Community Services	
	Third Sector	To be agreed following discussions with Flintshire Local Voluntary Council	Partnership Working	Facilitator	
9 May	Comments, Compliments and Complaints	To receive the Annual report	Performance Monitoring		25 April
	Transition update	To update Members on the work of the Transition team.			
20 June	BCUHB	Half-yearly meeting with Betsi Cadwaladr University Health Board representatives.	Partnership working	Facilitator	6 June
	Q4/Year end performance reporting	To enable Members to fulfil their scrutiny role in relation to performance monitoring	Performance Monitoring	Facilitator	

Date	Item	Purpose of Report/Session	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
25 July	Rota Visits activity and outcomes	To receive a report outlining rota visit activity and outcomes during the last municipal year.	Monitoring	Director of Community Services	11 July

ITEMS TO BE SCHEDULED

Report to include:- Update on the Implementation of the Public Law Outline; and Evaluation of Supervised Contact Arrangements and update on Restructure of Frontline Fieldwork

Telehealth /Galw Gofal - suggestion that a workshop is held for all Members.

Visit to Galw Gofal to be arranged by Community Services - provisional date 25th October 2012

Scrutiny of the Regional Commissioning HUB – to be reported as part of quarterly performance reports

Climbie visits – to be reported as part of quarterly performance reports.

Welfare Reform – All Member workshop arranged on 31st October 2012

Regular Items

Month	Item	Purpose of Report	Responsible / Contact Officer
Quarterly	Performance Information	To consider quarterly performance outturns against directorate indicators	Director of Community Services
January	Safeguarding & Child Protection	To provide Members with statistical information in relation to Child Protection and Safeguarding	Director of Community Services
March	Educational Attainment of Looked After Children	Education officers offered to share the annual educational attainment report which goes to Lifelong Learning OSC with this Committee	Director of Lifelong Learning

Month	Item	Purpose of Report	Responsible / Contact Officer
March	Corporate Parenting	Report to Social & Health and Lifelong Learning Overview & Scrutiny	Director of Community Services
June	Health, Social Care & Wellbeing Strategy	Update report	Director of Community Services
June/ December	Betsi Cadwaladr University Health Board Update	To maintain 6 monthly meetings – partnership working	Chief Executive/ Sheila Wentworth/ Facilitator
June/July	Foster Care	To receive an update on the recruitment and retention of Flintshire’s Foster Carers.	Director of Community Services
May	Comments, Compliments and Complaints	To consider the Annual Report.	Director of Community Services
September	Protecting Vulnerable Adults & Inspection Action Plan Update	To inform Members of the annual adult protection monitoring report submitted to the Welsh Assembly and to monitor progress of CSSIW Inspection Action Plan	Director of Community Services

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