

Public Document Pack

Gareth Owens LL.B Barrister/Bargyfreithiwr
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, Andy Dunbobbin,
Veronica Gay, Cindy Hinds, Hilary Isherwood,
Stella Jones, Brian Lloyd, Mike Lowe,
Dave Mackie, Ian Smith and David Wisinger, and 1
vacancy

6 June 2014

Maureen Potter 01352 702322
maureen.potter@flintshire.gov.uk

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, 12TH JUNE, 2014** at **2.00 PM** to consider the following items.

Yours faithfully

Democracy & Governance Manager

A G E N D A

- 1 **APOLOGIES**
- 2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**
- 3 **APPOINTMENT OF VICE-CHAIR**
Nominations will be sought for a Vice-Chair for the Committee.

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

4 **MINUTES** (Pages 1 - 14)

To confirm as a correct record the minutes of the meetings held on 1 May, and 2 May 2014 (joint meeting).

5 **PRESENTATION BY THE BETSI CADWALADR UNIVERSITY HEALTH BOARD**

To receive a presentation from representatives of Betsi Cadwaladr University Health Board (BCUHB).

6 **IMPROVEMENT PLAN 2014/15** (Pages 15 - 36)

Report of Chief Executive

7 **SOCIAL & HEALTH CARE FORWARD WORK PROGRAMME** (Pages 37 - 40)

Report of Overview and Scrutiny Facilitator

Agenda Item 4

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

01 MAY 2014

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held at Delyn Committee Room, County Hall, Mold CH7 6NA on Thursday, 1 May 2014

PRESENT: Councillor Carol Ellis (Chair)

Councillors: Peter Curtis, Andy Dunbobbin, Veronica Gay, Stella Jones, Brian Lloyd, Mike Lowe, Hilary McGuill, Dave Mackie, and David Wisinger

APOLOGIES: Councillors: Marion Bateman, Hilary Isherwood and Ian Smith

CONTRIBUTORS:

Cabinet Member for Social Services, Director of Community Services, Head of Children's Services, Senior Manager Commissioning and Performance, Resources Services Manager, Complaints Officer, and Planning and Development Officer

IN ATTENDANCE:

Environment and Social Care Facilitator and Committee Officer

Prior to the start of the meeting Members congratulated the Director of Community Services on his recent appointment.

The Chair referred to the forthcoming retirement of the Head of Children's Services and expressed thanks to her, on behalf of the Committee, for her hard work and dedication. Members also individually expressed their appreciation for the support and guidance given by the Head of Children's Services and wished her well for the future. The Director of Community Services also paid tribute to the Head of Children's Services and thanked her for her work and commitment.

62. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Councillor Andy Dunbobbin declared a personal interest in the following item as he is a kinship carer:-

Agenda Item 6 – Annual Fostering Inspection

63. MINUTES

- (i) The minutes of the meeting held on 28 January 2014 had been circulated with the agenda.

Accuracy

Councillors Stella Jones and Cindy Hinds said they had submitted their apologies to the meeting and asked that the minutes be amended to reflect this.

- (ii) The minutes of the meeting held on 6 February 2014 had been circulated with the agenda.

Accuracy

Councillors Stella Jones and Cindy Hinds said they had submitted their apologies to the meeting and asked that the minutes be amended to reflect this.

- (iii) The minutes of the meeting held on 20 March 2014 had been circulated with the agenda.

Accuracy

Page 19, 2nd paragraph, should read the development of a dementia cafe at Llys Jasmine not Llys Eleanor.

RESOLVED:

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

64. ANNUAL REPORT ON THE SOCIAL SERVICES REPRESENTATION AND COMPLAINTS PROCEDURE 2013-14

The Director of Community Services introduced a report on the compliments, representations and complaints received by Adult and Children's Social Services for the year April 2013 to March 2014. He provided background information and explained that feedback in the form of compliments and complaints from service users and their parents or carers was valuable in identifying where services were working well or needed changing. He advised that the annual report contained information about the number and type of complaints received and details of the activities undertaken by the Complaints Officer to develop the service.

The Director invited the Senior Manager Commissioning and Head of Children's Services to give an overview of the complaints and compliments received in relation to Adult Social Services and Children's Social Services.

The Senior Manager Commissioning advised that there had been a small increase in the number of complaints received since last year but this should be considered in the context of the number of service users receiving a service. He referred to the methods used to resolve a complaint, timescales, and outcomes/lessons learned. The Senior Manager reported that overall there had been a rise in the number of compliments received for Adult Social Services in 2013-14 compared to the previous year. He explained that compliments had been received in a number of ways in recognition of when staff had done "over and above" what had been expected by service users and their families.

The Head of Children's Social Services reported that there had been an increase in complaints in relation to Children's Social Services compared to previous years, however, this was against a significant increase in the number of referrals received during the year. She explained that the increase in complaints received year on year reflected the proactive way in which information about

making a complaint was shared with children, young people and their families and was also partly attributable, where the service was involved in Court proceedings with families, to the withdrawal of Legal Aid across England and Wales. She also commented on the North Wales Complaints Officers Group and advised that the Welsh Government was in the process of revising the Regulations for the Social Services complaints procedure.

The Head of Children's Social Services referred to the number of compliments received during 2013/14 which had increased overall on previous years. The compliments had been received in the form of cards and letters or praise expressed during Court proceedings.

The Chair thanked the Senior Manager Commissioning and Head of Children's Services for their presentations and invited Members to raise questions.

Councillor Hilary McGuill referred to the summary of complaints across Adults and Children's service areas which were attached to the report and commented that she felt they did not provide enough detail. She also commented on the significant fall recorded in the number of compliments received in relation to Resources. The Head of Children's Services responded to the queries raised and said "lessons had been learned" from complaints made to ensure that the issues concerned did not arise again and that procedures were changed. She reported that responses from the User Surveys which had been sent out indicated that the majority of service users and their families and carers were complimentary about the service they received.

Commenting on the matter of compliments the Chair suggested that the number of cards, letters and emails from service users or their families should also be included when recording the number of compliments received for Children's Social Services.

During discussion Members reiterated the views expressed by Councillor McGuill that more detail was required concerning the nature of the complaints made against Adult and Children's Social Services.

Councillor Dave Mackie suggested that when a complaint was not addressed within the prescribed timescales feedback should be obtained from the complainant to seek their views on how their concerns had been handled. He also referred to the timescales for responding to complaints and asked if figures could be provided to compare the Authority's performance with the national average. The Senior Manager Commissioning and Performance advised that no national comparative data was currently available.

RESOLVED:

That the report be noted.

65. CSSIW INSPECTION REPORT – COMMISSIONING DEMENTIA

The Commissioning Manager introduced a report on the outcome of a national review of commissioning in adult social care. She advised that the

review included an inspection of how well services for people with dementia and their carers were being commissioned in Flintshire. The CSSIW report on commissioning arrangements in Flintshire was appended to the report.

The Commissioning Manager gave background information and reported that Flintshire was the only authority in North Wales to be selected for inspection. She advised that overall the CSSIW report on commissioning arrangements in Flintshire was positive about the services in place within the Authority for people living with Dementia in Flintshire. The report identified a number of areas of "best practice" in Flintshire and referred to the "Living Well" domiciliary care team, the North East Wales Carers Information Services (NEWCIS), and Flintshire's Community Care Brokerage Service. The report recognised Flintshire's contribution to the development of a Regional approach to commissioning through its work with the North Wales Regional Commissioning Hub and the development of a Regional Framework for domiciliary providers. It also highlighted Flintshire's focus on 'quality and responsiveness of services' and described relationships with providers as "Very positive and very collaborative".

The Commissioning Manager advised that the report also raised a number of concerns regarding levels of specialist EMI nursing home placements within Flintshire boundaries and that "partnership arrangements with BCUHB for people with dementia were not as effective or developed as they should be". The report made three recommendations to improve the services for people living with dementia in Flintshire and the Commissioning Manger gave an outline of the work to be undertaken to take the recommendations forward and referred to the development of a detailed action plan, in consultation with partners, to strengthen dementia care by the end of June 2014. Councillor Hilary McGuill asked that a copy of the action plan be provided to the Committee for consideration.

Councillor Cindy Hinds referred to a recent report in a local newspaper concerning dementia care in Flintshire which she felt had been unduly critical. During discussion it was agreed that a letter be sent to the newspaper concerned to put forward the views of the Committee and highlight the positive work which had been undertaken by the Authority to support dementia care in Flintshire.

Councillor Peter Curtis commented on the greater demand for EMI care in the future.

Members expressed their congratulations to the Director of Community Services and the Commissioning Manager on the positive outcome of the CSSIW review and thanked them for their hard work and achievements.

RESOLVED:

- (a) That the Committee noted the findings arising from the CSSIW report and supported the development of an action plan in response to the recommendations;
- (b) That a progress report and final draft of the action plan be submitted to the meeting of the Committee scheduled to be held in July 2014; and

- (c) That a letter be sent to the local newspaper concerned to put forward the views of the Committee and highlight the positive work which had been undertaken by the Authority to support dementia care in Flintshire.

66. ANNUAL FOSTERING INSPECTION

The Head of Children's Services introduced a report on the outcome of the annual inspection of the Flintshire Fostering Service (20-22 and 28 January 2014) by the Care and Social Services Inspectorate Wales (CSSIW). She provided background information and advised that the Inspection had been positive and had identified a number of strengths, areas of progress and two recommendations for further improvement. The annual Fostering Inspection Report was appended to the report for consideration.

Councillor Cindy Hinds expressed her appreciation for the work undertaken by the Fostering Panel.

The Chair thanked the Head of Children's Services and the Fostering Team for their hard work and achievements.

RESOLVED:

That the report be received.

67. ANNUAL COUNCIL REPORTING FRAMEWORK

The Director of Community Services introduced a report to present the final draft of the Social Services Annual Report and to seek any final views and comments before approval was sought by Cabinet. He provided background information and advised that the report had been developed in sections that reflected the key themes contained within the Social Services and Well Being Bill.

During discussion Members expressed the view that the report was too detailed and should be more concise to engage the general public and links to the relevant information provided as necessary. The Director of Community Services acknowledged the points raised and explained that if any specific changes were required he would review the document again, however, the final draft was as concise as possible and he commented on the need to ensure that all salient points required by the Regulator were included.

The Chair suggested that in the future it may be helpful if a workshop was held for Members to consider and agree the development and format of the Annual Report prior to submission to a meeting of the Committee for consideration.

RESOLVED:

- (a) That the final draft of the Social Services Annual Report be endorsed for consideration by Cabinet; and

- (b) That a workshop be held for Members in the future to consider and agree the development and format of the Annual Report prior to submission to a meeting of the Committee for consideration.

68. FORWARD WORK PROGRAMME

The Environment and Social Care Facilitator introduced the report to consider the Forward Work Programme of the Committee. She advised that the following items were scheduled for consideration at the next meeting of the Committee to be held on 12 June 2014:

- Betsi Cadwaladr University Health Board
- Improvement Plan

It was agreed that a further meeting may be arranged to consider the following items if required:

- CSSIW Action Plan update
- Social Services Bill

The Facilitator commented on the need to arrange a Forward Work Programme planning session in the future.

RESOLVED:

That subject to the above the Forward Work Programme be agreed..

69. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

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

(The meeting started at 10.00 am and ended at 11.40 am)

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Chairman

**JOINT LIFELONG LEARNING AND SOCIAL & HEALTH CARE
OVERVIEW & SCRUTINY COMMITTEE
2 MAY 2014**

Minutes of the meeting of the Joint Lifelong Learning and Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held in the Council Chamber, County Hall, Mold on Friday, 2 May 2014

PRESENT:

Councillors: Marion Bateman, Amanda Bragg, Peter Curtis, Adele Davies-Cooke, Ian Dunbar, Cindy Hinds, Stella Jones, Phil Lightfoot, Mike Lowe, Dave Mackie, Nancy Matthews, Ann Minshull, Hilary McGuill, Ian Roberts, Paul Shotton, Ian Smith, Nigel Steele-Mortimer and David Wisinger

Co-opted members: Mr David Hýtch and Mrs Rita Price

APOLOGIES: Councillors: Andy Dunbobbin, Carol Ellis, Hilary Isherwood, Colin Legg, Brian Lloyd and David Williams
Mrs Stephanie Williams

CONTRIBUTORS: Cabinet Member for Social Services, Cabinet Member for Education, Director of Community Services, Director of Lifelong Learning, Head of Children's Services, Service Manager (Resources), Service Manager (Children's Fieldwork Services) and Advisor for Social Inclusion & Wellbeing

Ann Hood of the North East Wales Sensory Support Service (for minute no. 6)

IN ATTENDANCE: Environment and Social Care Overview & Scrutiny Facilitator, Housing & Learning Overview & Scrutiny Facilitator and Committee Officer

9. APPOINTMENT OF CHAIR

A nomination for Councillor Ian Roberts was duly seconded and on being put to the vote, was carried.

RESOLVED:

That Councillor Ian Roberts be appointed Chairman for the meeting.

10. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Mr David Hýtch declared a personal interest on Agenda Item 4 as a school governor.

The following Members declared personal interests on Agenda Item 7: Vision Impairment Support to Children and Adults in Flintshire:

- Councillor Peter Curtis, as a Trustee of WCB and Vision Support.
- Councillor Nancy Matthews, due to a visually impaired relative and also as a former Trustee of Vision Support.
- Councillor Hilary McGuill, as her grandson was a service user.

11. CHANGE TO ORDER OF AGENDA

It was agreed that Agenda Item 5 would be considered prior to Item 4 to allow the necessary officers to be present.

12. CORPORATE PARENTING

The Head of Children's Services introduced the annual report on corporate parenting progress within the Council. She provided information on the role of the Children's Services Forum which monitored the Council's activity in this area and ensured that the views of looked after children were heard. Information was also shared on Independent Reviewing Officers who chaired children's planning meetings and had the powers to refer cases to the Welsh Government if there were concerns around the care of an individual. As part of the arrangements, a resolution protocol had been adopted to give assurance that unresolved issues were escalated to a senior officer to pursue. The Head of Children's Services advised that the outcomes of a recent CSSIW inspection would be reported in due course and went on to draw attention to a report published in July 2013 on looked after children across Wales, copies of which were available upon request.

Councillor Ian Dunbar spoke of the annual Pride of Flintshire Awards which celebrated the achievements of looked after children in the county.

Councillor Paul Shotton praised the success of the 'A2A' identification card initiative, and asked about safeguards on the use of internet sites. The Service Manager (Resources) explained that children and young people were provided with basic information on accessing websites as part of their educational experience, which included an element on protection. In addition, a foster carers' safety policy ensured that foster children had fair access to the internet with monitoring carried out by the foster carers as part of their role.

As members of the Children's Services Forum, Councillors David Mackie and Hilary McGuill spoke favourably about its important role within the Council. Whilst it was recognised that progress was being made on the format of reports and joint working with Housing on accommodation for care leavers, there were some concerns about the delay by the Health Board in rolling out the A2A card in health settings.

In response to a query regarding safe use of websites, the Service Manager (Resources) confirmed that foster carers were given the opportunity to attend school training sessions and agreed to provide more detail on this to the Committee.

The Chairman referred to concerns about the potential for misuse of social media and said that the same expectation for parents to monitor their children's safety on the internet also applied to foster parents.

The Cabinet Member for Social Services reiterated that Members were corporate parents and encouraged those present and others to take part in the corporate parenting training. As part of the recent inspection, representations had been made for this training to become mandatory.

As Chair of the Children's Services Forum, the Cabinet Member for Education expressed his gratitude to the Head of Children's Services for the positive contribution that she had made to the service and to the Pride of Flintshire Awards which placed value on the achievements of children and young people. He paid tribute to her influence in raising the profile of the Forum of which he was proud to be Chair and went on to describe the work of the Forum in providing a direct link between Members, officers and children and young people in care.

During the item, other Members took the opportunity to congratulate the Head of Children's Services on her forthcoming retirement and wished her well for the future. Warm tributes were paid for her significant contribution to the service which would be sadly missed.

RESOLVED:

That the value of the work being undertaken to ensure the Council is meeting its corporate parenting aims and obligations be recognised.

13. EDUCATIONAL ATTAINMENT OF LOOKED AFTER CHILDREN

The Director of Lifelong Learning introduced the report on the educational attainment of looked after children in Flintshire during the academic year 2012-13. Information was provided on the work of the Task Group set up to develop a series of recommendations to ensure that all children achieved their potential. As part of this, it was important that Personal Education Plans were reviewed and monitored, with training provided to those in support such as carers, social workers and education professionals. Reference was made to the significant challenges in terms of data, due to the importance of reporting outcomes for all looked after children in the county. An increase in funding to £918 per pupil, through the Pupil Deprivation Grant would provide coaching and mentoring to make a difference in outcomes of looked after children, however this was currently only available for one year.

Following a question raised by Councillor Ian Dunbar on education outcomes for Year 11 pupils, the Advisor for Social Inclusion & Wellbeing referred to the differences in data reporting methods by Councils and that Flintshire's approach to include all looked after children and young people, including those opting out of education, employment or training, was vital in order to provide meaningful data. He added that the creation of the Task Group provided an interface between Children's Services, Education and Child & Adolescent Mental Health Services (CAMHS) and had proved beneficial in helping individuals to reach their potential. The focus of the Task Group was on aspirations and achievements.

The Director spoke of changes in the demography of the cohort arising from an increase in younger children entering the care system which meant that basic support mechanisms needed to be co-ordinated to ensure that appropriate interventions could be put in place at an earlier stage.

In response to comments from Councillor Paul Shotton, it was explained that the Literacy and Numeracy Strategy would help to identify shortfalls in learning to all pupils, however looked after children were considered a priority.

Councillor Amanda Bragg referred to agreement for each school to have a looked after children co-ordinator and asked about the potential for this role to be carried out by a school governor with information on pupils remaining confidential. This would be followed up by the Director.

The Head of Children's Services asked if training on looked after children could be extended to school governors to promote understanding of why individuals were placed within the care system. The Director agreed that this would be useful, however in Wales, mandatory training for voluntary governors was limited.

Whilst Councillor Stella Jones acknowledged the need to report data, it was important to remember that the experiences of the children and young people to whom the figures related were of greater significance and to ensure that they were safe and given the best opportunities.

In response to a query from Councillor Nigel Steele-Mortimer, the Director advised that all schools tracked and monitored progress of pupils in a range of curriculum areas to identify any interventions needed. A regional system to be developed across North Wales would add to that already in place at individual schools, with tracking continuing cross-border if a pupil moved out of county.

Councillor Hilary McGuill asked if a survey was taken on post-16 education to seek views on whether looked after children felt that their circumstances had held them back in any way. The Head of Children's Services said that this type of data was incorporated in a survey collated by focus groups and that details would be shared with the Committee and Children's Services Forum.

Councillor Peter Curtis spoke of positive outcomes from the former disability sub-group at Holywell High School which he felt should be reinstated in all schools, perhaps with the potential to include looked after children (with appropriate training provided) within its remit. The Director said that support for this type of model may work better in secondary schools and could be raised with governing bodies.

In respect of Councillor Bragg's suggestion, Councillor Nancy Matthews stressed the importance of anonymity for looked after children within schools and that any training for governors to act as co-ordinators must relate to this process rather than the individuals themselves.

In support of this, the Cabinet Member for Education felt it was possible for governors to take on this role to look after the interests of looked after children within a school setting. He went on to stress the importance of using the additional funding to good effect due to its limited availability and the potential for schools to pool this money. He spoke of the excellent role that foster carers carried out and the need for them to be given appropriate training and development opportunities to enable them to continue encouraging the educational development of looked after children.

The Service Manager (Resources) explained that although attendance at training was not compulsory, there was an expectation for foster parents to assume the same responsibilities as parents in terms of homework and ensuring attendance at school.

RESOLVED:

- (a) That the work of the looked after children steering group made up of Education and Children's Services staff is acted upon to increase the levels of attainment of looked after children, by developing strategies and spending plans for the School Effectiveness Grant and the looked after children Pupil Deprivation Grant which has doubled to £918 for the financial year 2014/15;
- (b) That the literacy and numeracy strategy be used to further identify and up-skill those children and young people who may not be achieving their potential;
- (c) That those children who have Additional Learning Needs continue to access specialist support to help them reach their potential;
- (d) The Directorates of Social Services and Lifelong Learning continue to work collaboratively to further enhance and embed consistent approaches with regard to looked after children;
- (e) That there is a continuation of support for looked after children from the School Effectiveness Grant from the Welsh Government;
- (f) That work to develop a database on a regional basis to reflect the needs and support provision required for all looked after children continues;
- (g) The positive collaboration across local authorities should continue to be encouraged so that cross-border working and information sharing improves;
- (h) To record the Committee's gratitude to the foster carers in Flintshire for their work; and
- (i) That a Governor Champion be appointed for looked after children / safeguarding.

14. SAFEGUARDING AND CHILD PROTECTION REPORT

The Director of Community Services introduced the report providing statistical information in relation to Child Protection and Safeguarding, which was a priority area for the Council. He said that the new structure may provide an opportunity to consider safeguarding reports for both children and adults together and went on to thank the Head of Children's Services and her team for their response to the increase in child protection referrals, together with support from the Cabinet resulting in the provision of additional resources to maintain the quality of the service.

The Head of Children's Services highlighted the activity within the report along with positive corporate responses to reaffirm the Council's commitment on child safety. In highlighting earlier comments that children were behind each

statistic in the report, she pointed out that removing a child from their parents was not a decision taken lightly but was unavoidable in some cases.

Councillor Ian Dunbar referred to the increase in child protection registrations during the latter part of 2013 from 58 to 158 but acknowledged the need to sanction this for the children's protection. He recognised the work carried out by the service and asked what measures were being put in place to meet the increasing demand. The Service Manager, Children's Fieldwork Services, reported that the figure had since reduced to 126, with 18 on the temporary register. Over the last quarter, there had been 138 child protection investigations of which 19 had proceeded to case conferences. He explained that a multi-agency risk assessment conference (MARAC) approach was taken and believed that the improvements in the service provided assurance of a robust process.

On children's safeguarding, the implementation of the Public Law Outline had presented challenges in terms of a much tighter deadline for completion of Court hearings, however progress was being made.

RESOLVED:

That the report be accepted as information in relation to Child Protection and Safeguarding for the period 1 October 2012 to 31 December 2013.

15. VISUAL IMPAIRMENT SUPPORT TO CHILDREN & ADULTS IN FLINTSHIRE

The Director of Lifelong Learning introduced the report outlining current provision of support to children and adults with a visual impairment in Flintshire.

Ms Ann Hood provided an overview of the work of the North East Wales Sensory Support Service for children and young people across Wrexham, Denbighshire and Flintshire. The key driver for the service was derived from national policy of a collaborative approach and enabled specialist services to be delivered with increased flexibility and shared resources.

In response to a query from Councillor Paul Shotton, the Director of Community Services confirmed the availability of the Talking Book service and explained that services for adults could involve referrals to partner Ophthalmologists to provide various necessary equipment. The report outlined the support and advice provided by Vision Support who played a key role in the service.

Clarification was given to Councillor Hilary McGuill on 'Loan to Learn' books which could be downloaded from the website and the provision of textbooks available through the sub-regional service or schools. On the availability of software to help those with visual impairments, the Director of Lifelong Learning explained that software licences would need to be paid for by schools as this was a delegated responsibility. Ringfenced funding to schools would need to be allocated to any equipment required, such as handrails, however equipment for young people with a Statement of Educational Needs would be provided by the Council.

Councillor Peter Curtis thanked the team for the report, particularly in relation to the psychological effects arising from the loss of sight with which he empathised, but felt that more could be done to encourage others to become more aware of those with visual impairments. As examples, he suggested the provision of computers to those who could not afford them, the use of 'talking' buses and encouraging retailers to think more creatively about their customers' needs by providing visual aids. He went on to refer to his request to reinstate the disability sub-group mentioned earlier in the meeting as this had generated a great deal of positive work about visual impairment.

Ms Hood advised that the sub-regional service provided mobility support for young people and helped them to understand travel timetables.

The Director of Community Services agreed with Councillor Curtis' comments on encouraging awareness of the wider business community and agreed to raise these with the Local Service Board sub-group on health, independence and well-being. However, administrative capacity issues continued to be an issue in reinstating the disability sub-group.

Councillor Nancy Matthews referred to an increase in cases of age-related macular degeneration and felt that a central equipment store was needed. Ms Hood explained that a central budget was held by the sub-regional service for equipment to help young people in school environments, however it was acknowledged that some pupils would opt not to pursue this.

When asked by Councillor McGuill about raising awareness of services available, Ms Hood said that information was displayed on Moodle and could also be accessed through officers in the service working with families.

The Director of Community Services advised that an equipment budget for adults with sensory impairments was easily accessible via Occupational Therapy.

Councillor Amanda Bragg gave an example of a situation where a residential home had lacked some of the necessary equipment for Talking Books and asked if funding was available. The Director of Community Services advised that equipment for those with visual impairments would need to be sourced from the overall equipment budget and that resources would need to be creatively managed in the current climate. He referred to the need to work with partners for effective use of limited resources and suggested that it may be useful for the Council to hold an event to publicise the services on offer.

RESOLVED:

- (a) That the continued provision of services to those with a visual impairment within Flintshire be supported; and
- (b) That officers raise the profile of sensory impairment through the Council and external bodies of which it is part.

16. **MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE**

There was one member of the press in attendance.

(The meeting started at 2.00 pm and ended at 3.55 pm)

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Chairman

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**
DATE: **THURSDAY, 12 JUNE 2014**
REPORT BY: **CHIEF EXECUTIVE**
SUBJECT: **IMPROVEMENT PLAN 2014/15**

1.00 PURPOSE OF REPORT

1.01 To consider the content of the draft Improvement Plan 2014/15 and the “How achievement will be measured” document prior to final publication in June.

2.00 BACKGROUND

2.01 It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan. It is a statutory requirement for the County Council to adopt the Improvement Plan.

2.02 Improvement Objectives and an accompanying Improvement Plan were first set and adopted by the Council in 2011. For 2013/14 the Council thoroughly reviewed the priorities to streamline them and reset them with clearer outcome based aims. A revised set of eight priorities supported by a structure of sub-priorities was adopted.

2.03 The Plan presentation also changed providing detail for each of the priorities which were to have the most impact during the year. This has helped the organisation to concentrate on the outcomes where most immediate attention was needed.

2.04 The refresh also took into account the comments of the Wales Audit Office (WAO) on:-

- the opportunity to present a plan which would engage the wider public
- the adoption of a smaller set of ‘in-year’ priorities
- the further development of outcome based objectives which identify the impact for each priority
- the need to ensure that any revisions of the Plan are updated on the public website.

2.05 The WAO in its letter of September 2013 said that the presentation and content of the Improvement Plan (2013/14) “enables public

engagement with the Council priorities more effectively than in the past". It also commented positively that "The Plan is much shorter than before and now communicates clearly and succinctly how each of the Improvement Objectives relates to the Council's eight medium-term corporate priorities and to those of partners in the Local Service Board".

3.00 CONSIDERATIONS

3.01 For 2014/15 a review of the current priorities and sub-priorities has been undertaken to set: -

- priorities that continue into 2014/15 for sustained attention;
- priorities that can now be removed as completion of a time-limited piece of work e.g. Single Status;
- priorities which could be merged e.g. School Improvement and School Modernisation; and
- emerging priorities for 2014/15 e.g. People Change and Development.

3.02 For each sub-priority which continues to be high profile for 2014/15 there has been a review based on: -

- the reasoning for the priority status;
- what we will do and how we will measure achievement; and
- the risks that will need to be managed.

3.03 The extract from the working draft Improvement Plan (Appendix A) is presented for member consultation by Social & Health Care Overview and Scrutiny Committee prior to adoption of the Improvement Plan in June. Any slight technical changes are to be delegated to the Chief Executive in consultation with the Leader.

3.04 Appendix A contains those sub-priorities that will be monitored and reviewed by Social & Health Care Overview and Scrutiny Committee as part of quarterly Improvement Plan monitoring process. A full draft version of the Improvement Plan is available for Members to view in the Member's Library.

3.05 Following Member consultation the Improvement Plan for 2014/15 will be presented to Cabinet and later the County Council, for formal adoption, in June. It will be accompanied by an appendix which details the specific measures and milestones on which achievement will be measured.

3.06 An extract of the supporting document "How achievement will be measured - supporting milestones and measures" is attached at Appendix B. This extract details the measures with targets and milestones with completion dates that will be reported as part of the quarterly Improvement Plan monitoring.

- 3.07 A further document is attached at Appendix C which gives benchmarking information (2012/13) for the national indicators which Flintshire has including in its Improvement Plan. This is attached so that Members can compare Flintshire's historic performance with other Local Authorities in Wales and better consider the targets for 2014/15. The national data for 2013/14 is not yet available.

4.00 RECOMMENDATIONS

- 4.01 Members to consider the content of the draft Improvement Plan 2014/15 and the "How achievement will be measured" document prior to final publication in June.

5.00 FINANCIAL IMPLICATIONS

- 5.01 The Council's Medium Term Financial Plan is aligned to resource these priorities.

6.00 ANTI POVERTY IMPACT

- 6.01 Poverty is a specific priority within the Improvement Plan 2014/15.

7.00 ENVIRONMENTAL IMPACT

- 7.01 Environment is a specific priority within the Improvement Plan 2014/15.

8.00 EQUALITIES IMPACT

- 8.01 Equalities will be taken into consideration through any policy changes determined by the Plan and its implementation.

9.00 PERSONNEL IMPLICATIONS

- 9.01 Any personnel implications will be considered through any relevant changes determined by the Plan and its implementation.

10.00 CONSULTATION REQUIRED

- 10.01 Overview and Scrutiny Committees are being invited to review the priorities, and particularly the "How achievement will be measured" document.

- 10.02 Feedback on the Improvement Plan is invited to assist with both contributing on our priorities and further improvement in presentation and format. This feedback is encouraged from the public, workforce, our key partners and businesses.

11.00 CONSULTATION UNDERTAKEN

11.01 Corporate Management Team and senior officers have contributed and helped shape the Improvement Plan 2014/15. In addition the Wales Audit Office has been informally consulted.

12.00 APPENDICES

12.01 **Appendix A** – Draft Improvement Plan Sub-priorities for Social & Health Care Overview and Scrutiny Committee.

Appendix B – Extract of the supporting document “How achievement will be measured”.

Appendix C – Benchmarking data for 2012/13 for the national indicators included in Flintshire’s Improvement Plan.

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

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Priority	Sub-Priority	Impact
Housing	Extra Care Housing	Helping more people to live independently and well at home

This is a priority this year because we need to: -

- Meet local housing and support needs.
- Prioritise extra care to meet demand for semi-independent living building on our experience of our previous schemes
- Meet the housing and support needs of people with dementia.
- Reduce the demands for unscheduled health care by providing care support.
- Provide options to support independent living for persons with a disability.

What we will do in 2014/15

1. Develop and agree plans to extend our extra care provision to provide units in Flint and Holywell, providing 60 units in each location.

Achievement will be measured through: -

- Agreed Business Model and funding for the developments
- Firm plans agreed with Social Housing partners for both schemes
- The new schemes and business model developed and supported by sound consultation

Risks to manage: -

- How we can switch revenue resources from more traditional to new housing and care services models
- Keeping up with demand and aspirations for alternative housing models for independent living.
- Keeping up with specialist demand such as meeting the specific needs of those with dementia and physical and learning disabilities

What we mean by: -

Extra Care – providing self-contained homes for people with varying levels of care and support needs on site.

Priority	Sub-Priority	Impact
Living Well	Independent Living	Improving people's quality of life

This is a priority this year because we need to:

- Support more people to live in an ageing population.
- Meet the growing demand for specialist care for people with dementia.
- Support whole families to live independently.
- Develop a model of support for persons with a disability which encourages independent living.
- Prevent homelessness.

What we will do in 2014/15

1. Maintain the success of the reablement / recovery approach, engaging in regional working for the further roll out of telecare / telehealth and improve the timeliness of adaptations.

Achievements will be measured through

- Extended local use of telecare / telehealth technologies consistent with regional plans
- Exceed the all Wales average for adaptations
- Meet local improvement targets for reablement

2. Implement a series of actions to support greater independence for individuals with a frailty and/or disability including completion of rightsizing exercises for all supported living projects provided and commissioned. Implement a night support service.

Achievements will be measured through:

- Improved quality of life for service users with a disability
- Reduction in care hours in supported living
- Reduction in one to one care needed in supported living

3. Use a whole family approach through the Integrated Family Support Service.

Achievements will be measured through:

- Number of families receiving a service
- Average "distance travelled" score at 12 month review
- Maintain level of repeat referrals to Children's Social Services

4. Examine the children's services structure with a view to remodelling the teams to create capacity to do more preventative work.

Achievements will be measured through:

- Implementation of the new model by March 2015
- Maintain level of repeat referrals to Children's Social Services

5. Prevent homelessness for people who are:

- alcohol and drug dependent; and /or
- victims of domestic violence; and/or
- ex-offenders; and/or
- young people including care leavers.

Achievements will be measured through:

- Homeless prevention for at least 6 months for households and individuals (including care leavers)
 - Monitoring the success of the 6 month pilot being introduced to trial measures proposed in the Housing Bill to strengthen homeless prevention.
 - Prevention of homeless for at least 6 months for the categories as listed above.
6. Carry out a major review of the Transition Service and implement findings.
Achievements will be measured through:
- Effective transition pathway

Risks to manage

- Keeping up with specialist demand such as the specific residential needs of those with dementia.
- Ensuring we have enough capital funding for disabled facilities grants alongside other competing demands for capital resources.
- How we encourage service users and carers to embrace greater independence.
- Service user/ family resistance to using new technologies e.g. telecare.
- Managing demand and expectations with limited resources.

What we mean by:

Telecare / Telehealth – providing support through telecommunication devices in the home

Commissioning plans – ensure purchased and commissioned care meets demand and service user need

Transition Service – dedicated service for children and young people with disabilities who are supported to become young adults

Integrated Family Support Service – specific time limited and well researched support for families with parents who abuse substances

Reablement – an intense, short term approach to social care for individuals to gain or regain the skills and confidence to live as independently as possible.

Adaptations – changes to a person's home to enable her/him to live as independently as possible

Disabled Facility Grant – a grant available for larger adaptations to a person's home

Priority	Sub-Priority	Impact
Living Well	Integrated Community Social and Health Services	Enabling more people to live independently and well at home

This is a priority this year because we need to:

- Avoid unnecessary admissions to hospital and support early and successful hospital discharges.
- Work with Betsi Cadwaladr University Health Board (BCUHB) to develop the Enhanced Care Model in all localities in Flintshire as a result of the Health Review “Health Care in North Wales is changing”.
- Co-ordinate the provision of support for Service Users more effectively with BCUHB and others.
- Make effective use of Intermediate Care Funds to support unscheduled care pressures, transformation of services and improvements in people’s wellbeing.

What we will do in 2014/15

1. Continue the integration of community based health and social care teams within three localities.

Achievements will be measured through

- Development of our second co-located team in 2014/15
- Plans for our third and final co-located team in 2015/16

2. Support the introduction of Enhanced Care Service (ECS) in North East and South Localities by March 2015.

Achievements will be measured through

- Agree and implement the business case for ECS in the North East & South Localities
- Improved experiences of patients

3. Ensure that effective services to support carers are in place as part of the integrated social and health services.

Achievements will be measured through

- Plans to support carers are agreed and implemented

4. Ensure Single Integrated Plan (SIP) priorities are progressed through localities.

Achievements will be measured through

- Improved communication and governance arrangements to ensure that localities deliver the priorities of the SIP.

5. Effective and efficient use of Intermediate Care Funds to support individuals to remain in their own homes.

Achievements will be measured through

- Agree and implement Action plan for use of Intermediate Care Funds
- Independent evaluation of outcomes achieved

Risks to manage:

- Ensuring effective joint working with BCUHB to achieve common goals.
- Ensuring that the new model does not result in unexpected increased costs to the Council.
- Spending the Intermediate Care Fund on mainstream services that we can continue with once the funding stream has finished.

What we mean by:

Enhanced Care Service - short term intensive community based care as an alternative to hospital.

Crisis Intervention Team – team to provide short term intensive care to prevent people's health deteriorating or enable swift discharge from hospital into the community

Reablement – 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.

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Priority	Sub-Priority	Impact
Housing	Extra Care Housing	Helping more people to live independently and well at home

What we will do in 2014/15:

<p>1. Develop and agree plans to extend our extra care provision to provide units in Flint and Holywell, providing 60 units in each location.</p> <p>Achievement will be measured through: Agreed Business Model and funding for the developments Firm plans agreed with Social Housing partners for both schemes The new schemes and business model developed and supported by sound consultation</p> <p>Achievement Milestones for strategy and action plans: Consultation for the new schemes to be complete by March 2015 Business Model agreed by March 2015 Funding for the developments agreed by March 2015 Agreement with Social Housing Partners for both schemes by Dec 2014</p>

Priority	Sub-Priority	Impact
Living Well	Independent Living	Improving people’s quality of life

What we will do in 2014/15

1. Maintain the success of the reablement / recovery approach, engaging in regional working for the further roll out of telecare / telehealth and improve the timeliness of adaptations.

Achievements will be measured through

Extended local use of telecare / telehealth technologies consistent with regional plans
 Exceed the all Wales average for adaptations
 Meet local improvement targets for reablement

Achievement Milestones for strategy and action plans:

Extended local use of telecare / telehealth technologies consistent with regional plans by March 2015

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
PSR/009a - The average number of calendar days taken to deliver a Disabled Facilities Grant for children and young people.	Chief Officer – Social Care	257 days	270 days	237 days
PSR/009b - The average number of calendar days taken to deliver a Disabled Facilities Grant for adults.		247 days	250 days	237 days
SCAM2L - Percentage of referrals where support was maintained or reduced or no further support was required at the end of a period of Reablement.		77%	71 – 75%	80%

2. Implement a series of actions to support greater independence for individuals with a frailty and/or disability including completion of rightsizing exercises for all supported living projects provided and commissioned. Implement a night support service.

Achievements will be measured through:
 Improved quality of life for service users with a disability
 Reduction in care hours in supported living
 Reduction in one to one care needed in supported living

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
Number of minor adaptations (under £1000) completed for service users with a disability.	Chief Officer – Social Care	377 *	TBC	TBC
Number of people receiving Direct Payments / Citizen Directed Support.		302	320	350
Maintain The percentage of clients who are supported in the community in the top quartile for Wales. (SCA/020)		86%	90%	90%

**Note: Baseline data for measure 1. is based on minors under £500 – we are collecting data on all minors from 01/04/2014. Targets to be agreed based on Q1 data in July 2014.*

3. Use a whole family approach through the Integrated Family Support Service.

Achievements will be measured through:
 Number of families receiving a service
 Average “distance travelled” score at 12 month review
 Maintain level of repeat referrals to Children’s Social Services

Achievement Measures	Lead Officer	2013/14 Baseline	2014/15 Target	2016/17 Aspirational
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		Data		Target
Number of families referred to IFSS	Chief Officer – Social Care	TBC	TBC	TBC
Average “distance travelled” score at 12 month review		TBC	TBC	TBC
SCC/010a – The percentage of referrals that are re-referrals within 12 months		13%	Below 15%	Below 15%

4. Examine the children’s services structure with a view to remodelling the teams to create capacity to do more preventative work.

Achievements will be measured through:
 Implementation of the new model by March 2015
 Maintain level of repeat referrals to Children’s Social Services

Achievement Milestones for strategy and action plans:
 Implementation of the new model by March 2015

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
SCC/016 - The percentage of reviews of child in need plans carried out in accordance with the statutory timetable	Chief Officer – Social Services	53%	82%	85%
SCC/010a – The percentage of referrals that are re-referrals within 12 months		13%	Below 15%	Below 15%

5. Prevent homelessness for people who are:

- alcohol and drug dependent; and/or
- victims of domestic abuse; and/or
- ex-offenders; and/or
- young people including care leavers.

Achievements will be measured through:

Homeless prevention for at least 6 months for people who are:

- alcohol and drug dependent,
- victims of domestic abuse,
- ex-offenders;
- young people including care leavers.

Monitoring the success of the 6 month pilot being introduced to trial measures proposed in the Housing Bill to strengthen homeless prevention.

Achievement Milestones for strategy and action plans:

Evaluate the success of the 6 month pilot being introduced to trial measures proposed in the Housing Bill to strengthen homeless prevention by January 2015.

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
HHA/013 - The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	Chief Officer – Community and Enterprise	84.89%	90%	90%
Homeless prevention for at least 6 months for people who are victims of domestic abuse.		During 2014/15 changes to recording and reporting of data will be made to systems to create a baseline for these indicators in 2014/15 so that target setting can take place for 2015/16.		
Homeless prevention for at least 6 months for people who are ex-offenders.				
Homeless prevention for at least 6 months for people who are young people including care leavers				

6. Carry out a major review of the Transition Service and implement findings.

Achievements will be measured through:

Effective transition pathway

Achievement Milestones for strategy and action plans:

Collection of feedback from service users – March 2015

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
Number of people receiving Direct Payments / Citizen Directed Support.	Chief Officer – Social Services	302	320	350

Priority	Sub-Priority	Impact
Living Well	Integrated Community Social and Health Services	Enabling more people to live independently and well at home

What we will do in 2014/15

1. Continue the integration of community based health and social care teams within three localities.

Achievements will be measured through

Development of our second co-located team in 2014/15
 Plans developed for our third and final co-located team in 2015/16

Achievement Milestones for strategy and action plans:

Development of our second co-located team by March 2015
 Plans developed by March 2015 for our third and final co-located team in 2015/16

2. Support the introduction of Enhanced Care Service (ECS) in North East and South Localities by March 2015.

Achievements will be measured through

Agree and implement the business case for ECS in the North East & South Localities
 Improved experiences of patients

Achievement Milestones for strategy and action plans:

Agree the business case for ECS in the North East Locality by November 2014
 Implement the business case for ECS in the North East Locality by March 2015
 Agree the business case for ECS in the South Locality by November 2014
 Implement the business case for ECS in the South Locality by March 2015
 Collection of a further 3 patient stories by March 2015

3. Ensure that effective services to support carers are in place as part of the integrated social and health services.

Achievements will be measured through
Plans to support carers are agreed and implemented

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
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.	Chief Officer – Social Services	85%	75% – 80%	90%

4. Ensure Single Integrated Plan (SIP) priorities are progressed through localities.

Achievements will be measured through
Improved communication and governance arrangements to ensure that localities deliver the priorities of the SIP.

Achievement Milestones for strategy and action plans:

Inclusion of relevant SIP priorities in the Locality Leadership Teams plans by March 2015
Achievement of relevant outcomes in Locality Leadership Teams plans by March 2015

5. Effective and efficient use of Intermediate Care Funds to support individuals to remain in their own homes.

Achievements will be measured through
Agree and implement action plan for use of Intermediate Care Funds
Independent evaluation of outcomes achieved

Achievement Milestones for strategy and action plans:

Agree an action plan for use of Intermediate Care Funds by June 2014

Implement the action plan for use of Intermediate Care Funds by March 2015
Determine process for evaluation of outcomes by March 2015

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Achievement Measure	Flintshire Performance 2012/13	Flintshire Rank and Quartile	Wales Average 2012/13 (median)	Best in Wales 2012/13	Upper Quartile 2012/13	Worst in Wales 2012/13
PSR/009a - The average number of calendar days taken to deliver a Disabled Facilities Grant for children and young people.	374 days <i>(based on new calculation methodology)</i>	6 th Mid Quartile	377 days	144 days	277 days	805 days
PSR/009b - The average number of calendar days taken to deliver a Disabled Facilities Grant for adults.	277 days <i>(based on new calculation methodology)</i>	12 th Mid Quartile	274 days	154 days	231 days	552 days
SCA/020 - Maintain the percentage of clients who are supported in the community in the top quartile for Wales.	88.44%	5 th Top Quartile	86.04%	91.87%	88.24%	79.03%
SCC/010 – The percentage of referrals that are re-referrals within 12 months	15.9%	4 th Top Quartile	25.1%	12.3%	17.3%	39%
SCC/016 - The percentage of reviews of child in need plans carried out in accordance with the statutory timetable	74.2%	14 th Mid Quartile	80.1%	100%	86%	19.5%
HHA/013 - The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	83.4%	14 th Mid Quartile	86.2%	100%	91.9%	1.2%
SCA/018c - The percentage of identified carers of adult service users who were assessed or reassessed in	72%	11 th Mid Quartile	72%	100%	80.8%	1%

their own right during the year who were provided with a service.						
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2013/14 data is not yet available for comparative purposes

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

DATE: **THURSDAY 12 JUNE 2014**

REPORT BY: **OVERVIEW & SCRUTINY FACILITATOR**

SUBJECT: **FORWARD WORK PROGRAMME**

1.00 **PURPOSE OF REPORT**

1.01 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 Cabinet for consultation purposes, or by County Council, or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Strategic Assessment of Risks & Challenges.

2.02 In identifying topics for future consideration, it is useful or 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 last meeting.

4.00 RECOMMENDATIONS

4.01 That the Committee considers the draft Forward Work Programme attached as Appendix 1 and approve/amend as necessary.

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

N/A

11.00 CONSULTATION UNDERTAKEN

Publication of this report constitutes consultation.

12.00 APPENDICES

Appendix 1 – Forward Work Programme

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

None.

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Date	Item	Purpose of Report/Session	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
<p>3 July 2.00 p.m.</p>	<p>Adult Safeguarding</p> <p>Emergency Duty Team</p> <p>2013/14 Year End & Q4 data</p> <p>Improvement Plan Monitoring Update</p> <p>Chief Officer Performance Report</p>	<p>To inform Members of the annual adult protection monitoring report submitted to the Welsh Government and to monitor progress of CSSIW Adult Safeguarding Inspection Action Plan</p> <p>Update report</p> <p>To enable members to fulfil their scrutiny role in relation to performance monitoring</p>	<p>Performance monitoring</p> <p>Service delivery monitoring</p> <p>Performance monitoring</p>	<p>Chief Officer</p> <p>Chief Officer</p> <p>Facilitator</p>	
<p>25 July 10.00 am</p>	<p>Forward Work Programme Planning Session</p>				

ITEMS TO BE SCHEDULED

CSSIW Action Plan update - To receive an update on the Flintshire County Council Social Services Annual Performance Report 2013 -14.
 Social Services Bill - National Policy implications
 Rota Visits 6 monthly update - Sept

Site Visits

- Ambulance Depot – Alltami
- Arosfa

Awareness raising – Safeguarding – Regional Local Safeguarding Children’s Board

Regular Items

Month	Item	Purpose of Report	Responsible / Contact Officer
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
March	Corporate Parenting	Report to Social & Health and Lifelong Learning Overview & Scrutiny	Director of Community Services
Half-yearly	Betsi Cadwaladr University Health Board Update	To maintain 6 monthly meetings – partnership working	Facilitator
May	Comments, Compliments and Complaints	To consider the Annual Report.	Director of Community Services
July	Protecting Vulnerable Adults & Inspection Action Plan Update	To inform Members of the annual adult protection monitoring report submitted to the Welsh Government and to monitor progress of CSSIW Inspection Action Plan	Director of Community Services