

# Public Document Pack



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To: Cllr Carol Ellis (Chair)

Councillors: Adele Davies-Cooke, Andy Dunbobbin, Veronica Gay, David Healey, Cindy Hinds, Hilary Isherwood, Brian Lloyd, Mike Lowe, Hilary McGuill, Dave Mackie, Mike Reece, Ian Smith, Carolyn Thomas and David Wisinger

11 December 2015

Dear Councillor

You are invited to attend a meeting of the Social & Health Care Overview & Scrutiny Committee which will be held at 10.00 am on Thursday, 17th December, 2015 in the Delyn Committee Room, County Hall, Mold CH7 6NA to consider the following items

## A G E N D A

### 1 APOLOGIES

**Purpose:** To receive any apologies.

### 2 DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

**Purpose:** To receive any Declarations and advise Members accordingly.

### 3 MINUTES (Pages 3 - 10)

**Purpose:** To confirm as a correct record the minutes of the meeting held on 5 November 2015.

### 4 SOCIAL SERVICE WELLBEING ACT UPDATE (Pages 11 - 18)

Report of Chief Officer (Social Services) enclosed.

**Purpose:** To receive an update report on the Act.

### 5 Q2 - MID YEAR IMPROVEMENT PLAN MONITORING REPORT (Pages 19 - 38)

Report of Social and Health Care Overview & Scrutiny Facilitator enclosed.

**Purpose:** To enable Members to fulfil their scrutiny role in relation to performance monitoring.

6 **ROTA VISITS**


**Purpose:** To receive a verbal report from Members of the Committee.

7 **FORWARD WORK PROGRAMME** (Pages 39 - 46)

Report of Social and Health Care Overview & Scrutiny Facilitator enclosed.

**Purpose:** To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee.

Yours faithfully

A handwritten signature in black ink, appearing to read 'P. Evans', with a long horizontal stroke extending to the right.

Peter Evans  
Democracy & Governance Manager

## **SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE** **5 NOVEMBER 2015**

Minutes of the meeting of the Social and Health Care Overview and Scrutiny Committee of the Flintshire County Council held in the Delyn Committee Room, County Hall, Mold on Thursday, 5 November 2015.

### **PRESENT: Councillor Carol Ellis (Chair)**

Councillors: Andy Dunbobbin, Veronica Gay, Cindy Hinds, Mike Lowe, Hilary McGuill, Dave Mackie, Mike Reece, Ian Smith, and David Wisinger

**APOLOGIES:** Councillors: Adele Davies-Cooke, David Healey, Hilary Isherwood, Brian Lloyd, and Carolyn Thomas. Senior Manager Integrated Services, Lead Adults.

### **CONTRIBUTORS:**

Cabinet Member for Social Services, Chief Officer (Social Services), (for Minute No.37) Katy Young, Lead Inspector CSSIW, and Rob Gifford, Inspector CSSIW), Senior Manager: Commissioning and Performance, and Senior Manager Safeguarding, Lead Children

### **IN ATTENDANCE:**

Social & Health Overview and Scrutiny Facilitator and Committee Officer

## **35. DECLARATIONS OF INTEREST**

Councillors Andy Dunbobbin and David Mackie declared a personal interest in the following agenda item as they were members of the Fostering Panel:-

Agenda item 4 – Review of Adoption Services following Implementation

## **36. VARIATION IN ORDER OF THE AGENDA**

The Chair indicated that there would be a slight change in the order of business to bring forward agenda item 4, the rest of the agenda would then following in the usual order.

## **37. CSSIW INSPECTION OF CHILDREN'S SERVICES IN FLINTSHIRE**

The Chief Officer (Social Services) introduced a report on the findings of the Care and Social Services Inspectorate Wales (CSSIW) concerning their Inspection of Children's Services in Flintshire. The report also sets out the Council's action plan in response to the report. He thanked Katy Young, Lead Inspector CSSIW, and her team for the detailed inspection of services during May and June 2015 and invited her to present the report.

The CSSIW Lead Inspector gave an overview of the Inspection of Children's Services Report which was appended to the report and referred to the following 4 key areas of service:

- Access arrangements
- Assessment
- Safeguarding and Care Management
- Leadership and Governance

The CSSIW Lead Inspector reported on the key findings and recommendations as detailed in the Report. She advised that the Report reflected some areas of strength in the Service, notably examples of good social work practice, strong political and corporate support for Children's Services, timely, well managed, child focussed child protection conferences and importantly a committed, suitably trained and qualified workforce. However inspectors also found significant areas for improvement. The Council was yet to translate their strategic direction into a strategy for service delivery. Early intervention arrangements were insufficiently developed and this impacted on the timeliness of early help. The application of thresholds, the timeliness and quality of assessments, care planning, and partnership working as well as management oversight and quality assurance were all highlighted as inconsistent and in need of improvement. Inspectors welcomed senior manager's recognition of the issues raised in the report and their stated commitment to achieving improvements in the support for children and families.

The Chair thanked the CSSIW Lead Inspector for her presentation.

The Chief Officer (Social Services) advised that based on the conclusions of the report, 12 recommendations for required change in the Service had been made for which the Council had prepared a robust action plan. He reported on the actions and outcomes to be achieved in the action plan and explained that a number of the recommendations acknowledged that the Council had identified the areas concerned as requiring support and had started to make progress in response to the key issues raised. The CSSIW Lead Inspector explained that the CSSIW would be monitoring the action plan on a monthly basis. The Chief Officer advised that a workshop would be held late November/early December to discuss the report in terms of partnership working.

The Chair invited Members to raise questions.

Councillor Hilary McGuill asked how the Committee could ensure that the required outcomes/recommendations were being properly dealt with. The Chief Officer referred to the Climbie visits which take place once a year and said consideration could be given to further developing the visits. He also commented on the new approach to performance indicators across Wales and said that Senior Managers would be willing to discuss the matter of monitoring of outcomes with the Committee. The Senior Manager Safeguarding/Lead Children referred to the Single Assessment Works Stream

and emphasised that an outcome approach was at the heart of the process. She also referred to the National Outcome Framework pilot and advised that the Council had pre-empted some of the changes noted and that all staff were due to be trained on the Framework in the New Year. Rob Gifford, CSSIW Inspector, advised that monthly monitoring meetings would be taking place with the Senior Manager team to review progress against the outcomes. He offered to return to Flintshire at a future date to give the CSSIW perspective.

Councillor Hilary McGuill commented on the issue of re-referrals and expressed her concerns at the significant increase to over 70%. The CSSIW Lead Inspector referred to the recommendation in the Report that multiagency arrangements should be established to review repeat referrals and quality assure decision making. The Senior Manager Safeguarding/Lead Children referred to the actions to be undertaken in the action plan and progress to date to address the matter.

Councillor Ian Smith sought clarification on the term 'nominal child'. The Senior Manager Safeguarding/Lead Children explained that the practice was that the eldest child in the family was regarded as the nominal child for the purpose of Children in Need reporting.

In response to a question from Councillor Dave Mackie regarding the reporting of information, the CSSIW Lead Inspector commented on the need for the wider needs of the child to be recorded in addition to the risk element in order to achieve an holistic record of the child's needs. The Senior Manager Safeguarding/Lead Children referred to the single assessment process which had been developed which aimed to address the problem of inconsistency and ensure social workers were able to spend more time with their case families than completion of paperwork.

During discussion the Senior Manager Commissioning and Performance reported on the recent staff conference which was held to share the recommendations and key findings from the CSSIW Inspection. He said that it had been a worthwhile and positive event and commented on the engagement and enthusiasm of staff to achieve improvements in the services provided to help and protect children and families. The Senior Manager Commissioning and Performance offered to share the outcome of the consultation exercise with the Committee when completed.

Councillor Andy Dunbobbinn suggested that the Corporate Resources Overview & Scrutiny Committee be made aware of the issues raised in the CSSIW report in relation to I.T. The Social & Health Overview and Scrutiny Facilitator agreed to raise this matter with the Member Engagement Manager.

**RESOLVED:**

That the Committee requests a progress report be submitted to the meeting of the Committee to be held on 3 March 2016 on the action plan to include barriers, challenges and risks.

## 38. MINUTES

The minutes of the meeting of the Committee held on 22 September 2015 had been circulated to Members with the agenda.

### Accuracy

Councillor Mike Lowe said he had submitted his apologies to the meeting and asked that the minutes be amended to reflect this.

### Matters arising

#### Review of Residential Care Home Provision in Flintshire

Councillor Cindy Hinds referred to her comments on page 6 regarding closure of the community hospitals in Penyffordd/Dobshill. The Social & Health Care Overview & Scrutiny Facilitator explained that an email had been sent to Betsi Cadwaladr University Health Board, however, as no response had been received a further email had been sent and a response was awaited.

#### Forward Work Programme

In response to the request from Councillor Hilary McGuill that the Committee visit private sector residential care homes in Flintshire, the Chief Officer (Social Services) reported that he had contacted the Care Forum and they had agreed to facilitate a number of visits for the Committee. He agreed to liaise with the Social & Health Care Overview & Scrutiny Facilitator to make the arrangements.

### RESOLVED:

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

## 39. LEARNING DISABILITY WORK STREAMS – 1) CHANGE OPTIONS FOR SUPPORTED LIVING SERVICE AND 2) ALTERNATIVE DELIVERY MODELS – DAY SERVICES LEARNING DISABILITIES

The Chief Officer (Social Services) introduced a report on the Leading Disability (LD) Service. He advised that as part of its modernisation programme the (LD) Service had 3 significant ongoing workstreams.

The Chief Officer reported on Project 1 which was the day and work services e.g. LD small businesses, and Project 2 which was the Glanrafon day centre. He advised that significant work had been undertaken on feasibility studies which were now completed and work was moving forward on the business planning phase. The business planning was supported by Social Firms Wales and Capita and would continue to the end of November/December to produce two key deliverables for review and approval.

The Chief Officer reported on Project 3 which was the Supported Living Change Options workstream. He explained that following a review of all individuals and houses, 7 houses had been identified for re-provision from the independent sector. Meetings had been held with service users and families and a number of consultation events had taken place. An appeals panel had been arranged and individuals were currently appealing against the decisions. Following the outcome of this process the next stage will be to progress to the procurement/tendering phase.

Councillor Andy Dunbobbin expressed his thanks to the Cabinet Member for Social Services and the Chief Officer (Social Services) for their vision in providing services in an alternative way.

Councillor Dave Mackie referred to the concerns raised on the proposals for Project 3 which were being managed via the complaints receiving officer. The Senior Manager Commissioning and Performance explained that some people had anxiety around the appeal process and explained that any complaints were being dealt with by the complaints officer. The Service was working hard with individuals and independent advocates to establish their views. Councillor Christine Jones gave an assurance that carers, parents and service users were involved throughout the consultation process and that the complaints procedure was a valuable part of the process.

In response to a further question raised by Councillor Mackie concerning the risk associated with TUPE, the Senior Manager Commissioning and Performance explained that the Service was aware of the risks and discussions were taking place to consider how best to manage appropriately. The Chief Officer commented on a corporate arrangement concerning TUPE and the intention to achieve maximum efficiency for the Service.

The Senior Manager Commissioning and Performance emphasised the user involvement in terms of going out to the independent sector and the user/family being entitled to choose which provider was commissioned.

In response to the comments made by Councillor Hilary McGuill concerning the condition of the Glanrafon Day Centre building, the Chief Officer (Social Services) stated that the current building was not 'fit for purpose' and the Council was looking for a site which was convenient for service users in Flintshire. In response to the further comments from Councillor McGuill concerning what other organisations and charities offering similar services for people with disabilities had been contacted regarding best practice, the Chief Officer advised that the Council was in discussion with some of the organisations which had responded to the Public Interest Notice placed on the Sell2Wales web site.

The Chair sought further information on the possible location of a new building for the Glanrafon Day Care Centre. The Chief Officer confirmed that no decision had yet been taken about a site and he had an 'open mind' on

suggestions concerning sites in Flintshire to identify the most appropriate location.

Councillor Hilary McGuill suggested that a number of small businesses could be combined and commented on the potential for expansion and development of Wepre Park in Connah's Quay which would benefit both the workstream and the community. The Chief Officer explained that some expansion and combination of small businesses was being considered as part of the business plan.

**RESOLVED:**

- (a) That Members welcomed the good progress being made on all three work streams and endorsed the approach being taken in relation to the sensitivity of the work; and
- (b) Members agreed that full consultation is undertaken and recognised the potential impact this may have on the timescales for completion.

**40. ROTA VISITS**

In response to a request from Councillor Hilary McGuill the Social & Health Care Overview & Scrutiny Facilitator advised that she would liaise with Nicki Kenealy, Contract Team Manager, concerning a further list of rota visits to be allocated to Members of the Committee.

The Facilitator emphasised the importance of completing any outstanding rota visits at the earliest opportunity and said that if Members could undertake any further visits then they should contact the Contract Team Manager direct.

Councillor Hilary McGuill suggested that Members undertake a rota visit in one of the Authority's residential Care Homes if they had not already done so, prior to the visits to the private sector residential care homes in Flintshire to assist their understanding of the practices and procedures in both services.

**41. FORWARD WORK PROGRAMME**

The Social & Health Care Overview & Scrutiny Facilitator introduced the Forward Work Programme of the Committee. She advised that it had been agreed that the CSSIW Annual Report which was scheduled for consideration at the meeting of the Committee to be held on 17 December 2015 would be rescheduled to the meeting on 21 January 2016.

Councillor Hilary McGuill commented on the referral process. In response to a request from Councillor McGuill it was agreed that a briefing paper would be provided to the Committee explaining the referral process and that further consideration could be given on the need to include as an agenda item at a future meeting of the Committee.



The Chief Officer (Social Services) took the opportunity to inform the Committee that the Senior Manager Safeguarding, Lead Children, would be leaving the Authority on 1 January 2016. He thanked her for her hard work, support and leadership and wished her every success in the future. The Chair also expressed her thanks and best wishes to the Senior Manager Safeguarding on behalf of the Committee.

**RESOLVED:**

That the Forward Work Programme be noted.

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

There was one member of the public in attendance.

(The meeting started at 2.30 pm and ended at 4.25 pm)

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**Chair**

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## SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 17 <sup>th</sup> December 2015
<b>Report Subject</b>	The Social Services and Wellbeing (Wales) Act
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer for Social Services
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The Social Services and Well-being (Wales) Act, comes into force on the 6th April 2016, when the formal implantation period for this new legislation will begin. The majority of regulations and codes of practice have now been consulted upon and we are at the final stages of this post legislative process.

The Act will provide us with a legal framework for improving the well-being of people who need care and support, and their carers, and will play a critical role in transforming how we deliver services over the next two years.

The process of implementation will take a phased approach which will be built on a foundation of training and cultural development. In Flintshire we are working collaboratively to support the development and implementation of regional training plans which are aligned to the national learning and development strategy. Training Providers and Officers have been developed to deliver a comprehensive package of training and guidance for staff in the new year. We are making sound progress in transforming and modernising our services in preparation for the delivery of the Act, building key mechanisms into our practice and processes which are centered upon the key principles of the Act, such as the What Matters Assessment, SPOA Programme and linking to the new regional DEWIS Portal.

It has been outlined by the Minister for Health and Social Services that training and cultural change is vital to the success of the Act for not only those working in social care but also for practitioners in the whole local authority, health, housing and any other fields that can contribute to the well-being of people in Wales.

It is acknowledged that these changes will require years of continued work and investment and there are key areas in which as a “whole council” we must consider as we move forward, for example:

- Learning how to share power with citizens – as a key step for **Voice and Control**
- Learning how to reduce wasteful bureaucracy and to focus resources on what matters to people – as a key step for **Outcomes**
- Learning how to trust each other (from side to side and from top to bottom) – as a key step for **Partnership**

These areas are essential steps for **Prevention and Sustainability**. In Flintshire we have recognised that the implementation of Act goes beyond the remit of social services departments and owing to this it is essential we establish what role each department, staff member and elected member has to play in reinforcing the true spirit of this legislation.

## RECOMMENDATIONS

1	Scrutiny are asked to consider the report and the overall assessment that we are well placed in preparing for the implementation of the Act.
2	Scrutiny receive regular updates about implementing the Act and gives further consideration to how elected members can support the core principles and key messages of the Act.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE PROGRESS OF THE SOCIAL SERVICES AND WELLBEING (WALES) ACT 2014 AND THE KEY CONSIDERATIONS FOR FLINTSHIRE COUNTY COUNCIL</b>
1.01	The purpose of this report is ensure that elected members are kept informed about fundamental changes in the policy and legislative framework which underpins the work of the local authority.
1.02	<p>The Social Services and Well-being (Wales) Act, comes into force on the 6th April 2016. Flintshire has responded and presented the views of the Authority on Parts 2 to 11 of the Act during the formal consultation period. On completion of the formal consultations referenced above, the following key proposed changes are to be implemented:</p> <ol style="list-style-type: none"> <li>1. Creating proportionate and accessible assessments to establish if people need &amp; are eligible for support. (<i>Links to the What Matters Assessment and the Integrated Assessments already in place and being further developed in Flintshire as well as the development of a single assessment for children’s services.</i>).</li> <li>2. Carers will be treated in the same way as persons in need of care &amp;</li> </ol>

support. The Act removes the requirement that a carer must be providing “a substantial amount of care on a regular basis” before they can be assessed; instead it places a single duty on local authorities to undertake carers assessments. *(Flintshire has collaborated regionally with providers and local authorities to review the Carers Assessment in line with the Act and has further supported in the development of SPOA operative guidance for carers. Locally we have redeveloped our contract arrangements for support for Young Carers).*

3. Assessments will focus on the outcomes people want to achieve, promoting independence & control. *(Flintshire’s revised assessment documentation has a clear outcome focus. We are working co-productively with providers in a number of areas to establish new outcomes focused services, this is a way of ensuring internal and external assessments focus on what really matters to the people in our communities)*
4. There will be a duty for Local Authorities and LA partners to provide information, advice and assistance to help people understand how the care and support system works, what services are available locally, and how to access the services. *(Flintshire is working closely with the SPOA regional programme, the DEWIS Information Portal and the family Information Service to ensure we are making it easier for people to access relevant up to date information)*
5. The Introduction of a portable assessment of need so that if people move from one local authority area to another, they will still be entitled to similar services until the new authority can review their situation. Carers are exempt from this portability, primarily because services are generally provided to the person they look after. *(Flintshire currently has a procedure in place which is in line with the Act and as part of the Act training programme this procedure will be highlighted)*
6. The creation of National Independent Safeguarding Board. *(The National Independent Safeguarding Board is currently being developed and will work alongside the regional safeguarding adult’s boards and safeguarding children boards to secure improvements in safeguarding policy and practice throughout Wales).*
7. A new national eligibility framework, meaning the level at which people are entitled to receive support from social services will be consistent across Wales. *(Flintshire expressed the view during the consultation that the referenced ‘can and can only test’ was potentially misleading or could be misunderstood, the phrase “can and can only” has been removed from the code of practice. Flintshire’s view is that messages around eligibility will be linked to the capacity building of the core economy and not to gate-keeping).*
8. Extended duties on social services and their partners to collaborate in the delivery of integrated services, including the use of pooled budgets, partnership working and working with others to reduce bureaucracy. *(Flintshire is working with partners to build on the existing regional partnership board model which is aligned strongly to the Act with arrangements already developed to delivering a joint population needs assessment)*

1.03	<p>9. New provisions for ‘Adult safeguarding.’ Local Authorities can now make enquiries where there is suspected risk and also apply to the court for ‘Adult protection &amp; support orders’. <i>(Flintshire is awaiting some further legal clarity with regard to this section of the Act prior to the review of the implementation. The training strategy moving forward will set a specific module on this area)</i></p> <p>10. There will be a greater focus on preventative services. <i>(Flintshire is developing its commissioning plans with the third sector in response to this section of the Act and has begun the process of restructuring children’s services prioritising preventative provision as well as fostering close working arrangements with partner agencies to harness and better target preventative support.)</i></p> <p>11. Charging for services, including preventative services and for the provision of information, advice and assistance. <i>(Flintshire has no current plans to implement charging for these specific areas. Having the local flexibility to charge above the national cap for domiciliary support for adults, based on assessed financial ability to pay, remains an area for further discussion from a Flintshire perspective).</i></p>
1.04	<p><b>The core principles of The Act remain:</b></p> <p>The Act is about everything and everyone:</p> <ul style="list-style-type: none"> <li>• People and communities should be seen as assets &amp; strengths</li> <li>• Social networks are really important</li> <li>• We are all assets with contributions to make</li> <li>• Everything around us, from leisure to work, is a well-being resource</li> </ul> <p>The Act is about identifying solutions together:</p> <ul style="list-style-type: none"> <li>• This is about all of us and how we can support each other</li> <li>• Co-production (power-sharing) between citizens and professionals</li> <li>• Collaboration and co-operation - not competition</li> </ul> <p>The Act is about putting citizens and communities centre-stage</p> <ul style="list-style-type: none"> <li>• Focusing on what matters to the person and their network</li> <li>• Valuing and nurturing community resources</li> <li>• Preventing unnecessary dependency on the state</li> </ul>
1.05	<p><b>The Key Messages of the Act Remain:</b></p> <p>We Value the Core Economy</p> <ul style="list-style-type: none"> <li>• We need to build community and social capital</li> <li>• Preventative services are much more than commissioned services</li> <li>• Currently there is unused and undervalued capacity</li> <li>• People and organisations want to contribute</li> <li>• The third sector is a huge resource of citizen assets</li> </ul> <p>We value all participants:</p>




1.06	<ul style="list-style-type: none"> <li>• We are all stakeholders in the change.</li> <li>• All organisations can promote the messages of change, thus supporting implementation.</li> <li>• We need to identify champions throughout organisations and in the community to promote understanding and awareness</li> <li>• Working together, we can help build momentum and breakdown us-and-them barriers.</li> </ul> <p><b>We are working to:</b></p> <ul style="list-style-type: none"> <li>• Reduce pressure on finite state resources</li> <li>• Avoid citizens being pulled upwards towards acute provision</li> <li>• Use state resources positively:</li> <li>• Capacity building</li> <li>• Specialist assistance</li> <li>• Promoting well-being outcomes</li> </ul>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	<p>The Welsh Government has provided some financial support to the 6 regional implementation collaboratives for the past 3 years, through the Delivering Transformation Grant in an effort to enable capacity for implementation planning and preparations to deliver the new duties contained within the Act from 6 April 2016. Each regional collaborative is developing detailed implementation plans, working together, with the support of the Association of Directors of Social Services Cymru and the Welsh Local Government Association to ensure consistent national approaches in key delivery areas.</p>
2.02	<p>Flintshire is utilizing the support provided by central government to its full potential ensuring we are engaged with training initiatives and resources. It is however important to note that the support offered by Welsh Government will not be a continuous or long term solution for local authorities and much of the funding has been pooled from mainly recycled resources. It is therefore key that we efficiently target this support and cascade learning throughout the authority via a proactive and well considered approach.</p>
2.03	<p>The key resource implication beyond implementation and training costs is the cost which the Act has in part been developed to manage and that it the rising cost of need, which cannot easily be met with finite state funds. It is important that we embrace this financial reality and newly renew our focus on how the Act will support the positive development of new more sustainable ways of providing services and better enabling citizens and communities to help themselves, with professionals as enablers and partners.</p>

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Staff and relevant third Sector partners have support Flintshire in developing formal responses to the national consultations.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	<p>Key risks and mitigation measures are managed by the Modernising Social Services Board.</p> <p>The intention of this Act is to promote Equality. If the Act is successful, then a number of provisions (see above) when implemented will have a positive impact on equalities. However there are concerns that local authorities will need to be mindful of Equality matters when undertaking population needs assessments.</p>

<b>5.00</b>	<b>APPENDICES</b>
5.01	N/A

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">         SSWbAct        Presentation 16 Nov     </div> <div style="text-align: center;">         App 1 SS &amp; W-b        (Wales) Act Overview     </div> <div style="text-align: center;">         Social Services &amp;        Well being Act 2014     </div> </div> <p><b>Contact Officer:</b> Christy Jones, Planning and Development Officer  <b>Telephone:</b> 01352: 702509  <b>E-mail:</b> <a href="mailto:Christy.j.jones@flintshire.gov.uk">Christy.j.jones@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<p><b>Adult protection &amp; Support orders</b></p> <p>The introduction of an Adult Protection and Support Order supports professionals to be able to gain access to premises in order to make an assessment to determine whether an adult alleged to be at risk is making decisions freely and if any action is required</p>
7.02	<p><b>Can and Can Only Test</b></p> <p>As part of the Welsh Governments National Eligibility Criteria, Under the new framework, people will become eligible for a care and support package if their needs ‘can and can only’ be met by social services intervention. – <b>This Test</b></p>



7.03	<p><b>has now been removed.</b></p> <p><b>Coproduction</b></p> <p>Coproduction is a key principle highlighted within the Social Services and Wellbeing (Wales) Act and is defined as not just a word, it's not just a concept, it is a meeting of minds coming together to find a shared solution. In practice, it involves services and people who use them being consulted, included and working together from the start to the end of any project that affects them.</p>
7.04	<p><b>Core Economy</b></p> <p>Is the economy of family, neighbourhood, kith and kin. Recently more and more economists acknowledge that something like 40-50% of productive economic activity takes place outside of the market and is not measured by traditional indicators but instead the key contributions are none financial and are made in communities and with local assets.</p>
7.05	<p><b>DEWIS Portal</b></p> <p><u>A new website</u> providing information on wellbeing in North Wales has launched, offering information on sources of advice and support. Dewis Cymru also offers advice to local authorities about their obligations under the Social Services and Wellbeing (Wales) Act.</p>
7.06	<p><b>Integrated Assessments</b></p> <p>A new assessment process developed for Adults Social Services which simplifies the assessment process to minimise administrative burdens and improve service delivery. Currently being developed in Flintshire.</p>
7.07	<p><b>SPOA - Single point of Access</b></p> <p>Joint first point of contact system for Adults Health and Social Care Services, providing information and advice and referral and assessment. Currently being developed across North Wales.</p>
7.08	<p><b>What Matters Assessment</b></p> <p>New early assessment, which is undertaken at the first point of contact with services. The assessment is proportionate, accessible and has been developed in line with person centered practice models. It uncovers what the person actually wants and avoids citizens being pulled upwards towards acute provision</p>

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## SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 17 <sup>th</sup> December 2015
<b>Report Subject</b>	Quarter 2 Improvement Plan Monitoring Report
<b>Portfolio Holder</b>	Cabinet Member for Corporate Management
<b>Report Author</b>	Environment & Social Care Overview & Scrutiny Facilitator
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The Improvement Plan 2015/16 was adopted by the Council in June 2015. This report presents the monitoring of progress for the second quarter of 2015/16 focusing on the areas of under performance relevant to the Social & Health Care Overview & Scrutiny Committee.

This report is an exception based report and therefore detail focuses on the areas of under-performance.

### RECOMMENDATION

1	That the Committee consider the 2015/16 Quarter 2 Improvement Plan Monitoring Report, highlight concerns and feedback details of any challenge to the Corporate Resources Overview & Scrutiny Committee which is responsible for the overview and monitoring of performance.
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## REPORT DETAILS

1.00	<b>EXPLAINING THE QUARTER 2 IMPROVEMENT PLAN MONITORING REPORT</b>
1.01	The Improvement Plan monitoring report gives an explanation of the progress being made towards the delivery of the impacts set out in the 2015/16 Improvement Plan. The narrative is supported by performance indicators and/or milestones which evidence achievement. In addition, there is an assessment of the strategic risks and the level to which they are controlled.
1.02	The detailed sub-priority reports, shown at Appendix 1, are in a new format, which has been generated from the new performance management solution, CAMMS.
1.03	<p>CAMMS has been purchased to provide benefits which include:</p> <ul style="list-style-type: none"> <li>• efficiencies by reducing duplication and data entry;</li> <li>• a single version of the truth;</li> <li>• improved visibility and accountability for performance and programme / project management objectives; including an audit trail; and</li> <li>• dynamic, exception based reporting with dashboards and standard reports.</li> </ul>
1.04	<p>Analysis of performance against the Improvement Plan measures is undertaken using the RAG (Red, Amber and Green) status. This is defined as follows:-</p> <p><b><u>Performance</u></b></p> <ul style="list-style-type: none"> <li>• RED – equates to a position of under-performance against target.</li> <li>• AMBER – equates to a mid-position where improvement may have been made but performance has missed the target.</li> <li>• GREEN – equates to a position of positive performance against target.</li> </ul> <p><b><u>Outcome</u></b></p> <ul style="list-style-type: none"> <li>• RED – equates to a forecast position of under-performance against target at year end.</li> <li>• AMBER – equates to a forecast mid-position where improvement may have been made but performance will miss target at year end.</li> <li>• GREEN – equates to a forecast position of positive performance against target at year end.</li> </ul>
1.06	The high level (RED) risk area identified for the Social & Health Care Overview & Scrutiny Committee, is as follows:-
1.06.1	<p><b>Priority: Housing (Modern, Efficient and Adapted Homes)</b>  <b>PI: The average number of calendar days taken to deliver a Disabled Facilities Grant for Children (PSR/009a)</b>  <b>Quarter 2 Target 316 days – Quarter 2 Actual 319.5 days</b></p>

	Performance for quarter two is significantly better than quarter one and has narrowly missed target giving an 'amber' RAG status. However, one highly complex case competed during quarter one which took a total of 660 days, has resulted an average of 433 days for the half year position and therefore a 'red' RAG status.
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no specific financial implications for this report; however the Council's Medium Term Financial Plan is aligned to resource the priorities of the Improvement Plan.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	The Chief Officer Team and the Performance Leads from across the Authority have contributed to help shape the new approach to reporting.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	Progress against the risks identified in the Improvement Plan have been reported on for quarter 2 and the detail is included in the report at Appendix 1.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Quarter 2 Improvement Plan Progress Report.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p><b><u>Improvement Plan 2015/16</u></b></p> <p><a href="http://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Improvement-Plan.aspx">http://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Improvement-Plan.aspx</a></p> <p><b>Contact Officer:</b> Margaret Parry-Jones Environment &amp; Social Care Overview &amp; Scrutiny Facilitator</p> <p><b>Telephone:</b> 01352 702427</p> <p><b>Email:</b> <a href="mailto:margaret.parry-jones@flintshire.gov.uk">margaret.parry-jones@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<b>Improvement Plan</b> – the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.
7.02	<b>CAMMS</b> – is an integrated planning, risk management and programme/project management and reporting software. It was purchased in April 2015 and work to commence implementation began in Mat; focusing initially on the Council’s Improvement Plan and the Portfolio of Social Services. The link below provides further information about CAMMS. <a href="http://cammsgroup.com/">http://cammsgroup.com/</a>
7.03	<b>Disabled Facility Grant</b> – is a grant available for larger adaptations to a person’s home.

# Appendix 1 - Quarter 2 Improvement Plan Progress Monitoring Report – Living Well



Flintshire County Council  
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## Actions

### 1 Housing

#### 1.1 Improving the choice and quality of local housing

##### 1.1.1 Appropriate and Affordable Homes



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.2M06 (PSR/009a) The average number of calendar days taken to deliver a Disabled Facilities Grant for Children.	471	316	319.5	 AMBER	↑	316	433	 RED

**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager

**Reporting Officer:** Gavin Griffith - Housing Regeneration & Strategy Manager

**Aspirational Target:** 223.00

**Progress Comment:** There have been two completions of adaptations for children in this quarter. These were particularly complex cases and as with many cases of this type, child development is difficult to predict.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.2M07 (PSR/009b) the average number of calendar days taken to deliver a Disabled Facilities Grant for Adults	303.84	274	258.62	 GREEN	↑	274	274.56	 AMBER

**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager

**Reporting Officer:** Gavin Griffith - Housing Regeneration & Strategy Manager

**Aspirational Target:** 204.00



**Progress Comment:** This represents 13 completions in the quarter across 3362 days.





## 2 Living Well

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

#### 2.1.1 Independent Living

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.1 Ensure Care Home Provision within Flintshire enables people to live well and have a good quality of life.	Lin Hawtin - Commissioning Manager	In Progress	01-Apr-2015	31-Mar-2016	80.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b></p> <p>1. Delivering the Dementia Awareness training to all care homes by September 2015 - We have delivered 5 initiatives through the dementia awareness programme and can report the following progress:</p> <p>Voucher Scheme- Session in Music/Happy Time Activities completed by providers for EMI Care Homes</p> <p>Training for Care Staff- All training and Follow up session completed in Dance Circles/ Dementia Gardening.</p> <p>Equipment loans and delivery support- On going access to resources and 'Never Ending Story' with both resources and delivery support booked till January 16</p> <p>Memory Cafes - 5 Memory Cafes established in Mold, Holywell, Mostyn, Flint and Buckley. With Care Homes attending and invited to every cafe.</p> <p>Sustainability Event of above services arranged for November 15 with all EMI Care Homes</p> <p>2. Evaluating the impact (including satisfaction levels) of the pilot project being undertaken with Age Concern 'Listening Friends' by March 2016 -The project is being delivered by Age Connects North East Wales using a pool of existing volunteers. Training is on-going and volunteers are starting to set up regular visits to homes. Their progress will be reported through the Quality Circle.</p> <p>3. Improving the quality of care through implementing pre-placement agreements for all care homes by May 2015 - Pre placement agreements have been sent to all care homes in Wales who have a Flintshire funded placement. the agreed start date was 1.6.15.</p> <p>We have received a challenge against the pre placement agreement from a home owner in Wrexham, following legal advice we have extended the date for return to 30.09.15 However approximately 80% of contracts have been returned signed</p> <p>09/10/15 Challenge from provider in Wrexham is still on-going and the region have sought legal advice, a decision is to be made about making small amendments to 2 clauses</p> <p>Last Updated: 05-Nov-2015</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.2 Support greater independence for individuals with a frailty and / or disability.	Susie Lunt - Integrated Services Manager	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

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

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

In terms of the SPOA position, the above actions remain in place and are on-going.

BCUHB have appointed to the area director post and strategic discussions should provide a clearer indication of when BCUHB are likely to deploy resources to SPOA.



Dewis had had a soft launch across North Wales.

A Flintshire information network is established, they will lead and oversee the continued population of information.

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

A review of the pilot has been undertaken as part of phase 1. Phase 2 will seek to establish the business benefits, e.g. cost effective, sustainable with flexible service model, dependent on the development agreements funding.

Last Updated: 06-Nov-2015



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.3 Strengthen and enhance prevention and early intervention services for vulnerable children and families.	Vicky Allen - Safeguarding Services Manager	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 GREEN	 GREEN



**ACTION PROGRESS COMMENTS:**



A new structure for Children's Services has been developed and is currently out for consultation with all staff. The proposed structure responds to the key recommendations identified within the CSSIW Inspection Report. Included within this is the establishment of a targeted support team that will bring together and coordinate a range of early intervention services.

Last Updated: 05-Nov-2015

## 2.1.2 Integrated Community Social and Health Services



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.2.1 Continue integrating community based health and social care teams to provide consistent service across localities.	Christine Duffy - Localities Manager	In Progress	01-Apr-2015	31-Mar-2016	33.00%	 AMBER	 AMBER
<b>ACTION PROGRESS COMMENTS:</b> Awaiting response from Health colleagues re organisation of community services.  Last Updated: 05-Nov-2015							



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.2.2 Ensure that effective services to support carers are in place as part of the integrated social and health services.	Lin Hawtin - Commissioning Manager	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 GREEN	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> Review of the Carer's Strategy to redefine the priorities for the next 5 years by September 2015 - Consultation events with Voluntary organisations held March to July 2015. Wider consultation with all Flintshire Carers arranged for September 2015. Notification to Providers to end current contract and develop new contracts from April 2016.  Last Updated: 29-Oct-2015							



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.2.3 Influence the use of Intermediate Care Funds to support effective discharge from hospital and ensure a smoother transition between Health and Social Care services.	Craig Macleod - Development & Resources Manager	In Progress	01-Apr-2015	31-Mar-2016	60.00%	 GREEN	 GREEN
<b>ACTION PROGRESS COMMENTS:</b> All projects are live with governance arrangements in place to assess and evaluate performance. Joint 'East Division' planning sessions have taken place with Health, GP's and Wrexham LA to set an agreed vision for services in the area, including how ICF funding can be effectively deployed in future years. This work will inform funding priorities for 2016/17 onwards as part of a strategic approach to bringing together services to support people in the community with effective interfaces with hospitals.  Detailed quarterly performance reports incorporating quantitative performance data as well as case studies are produced and submitted to Welsh Government.  Last Updated: 30-Oct-2015							

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

### 2.2.1 Safeguarding

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.2.1.1 Create a single Safeguarding Unit to manage safeguarding and protection processes for adults, young people and children.	Vicky Allen - Safeguarding Services Manager	Completed	01-Apr-2015	31-Mar-2016	100.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b> There is now an established Safeguarding Unit operational that covers both the adults and children's safeguarding processes and functions. The Unit is located in the Flint offices and has close contact with operational services in both Adults and Children's. Consideration is currently being given to the appointment of a dedicated Safeguarding Unit manager</p> <p>Last Updated: 13-Nov-2015</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.2.1.2 Prepare for the new and additional safeguarding requirements of the SSWB Act.	Vicky Allen - Safeguarding Services Manager	In Progress	01-Apr-2015	31-Mar-2016	25.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b> Upon receipt of the new legislation for safeguarding contained within the Social Services &amp; Wellbeing Act (Wales), the North Wales Safeguarding Board and its associated groups will plan full implementation of the new requirements. The corporate safeguarding panel which is scheduled to commence in early December will have preparation for the Act as a primary priority.</p> <p>Last Updated: 05-Nov-2015</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.2.1.3 Strengthen arrangements within all Council portfolios to have clear responsibilities to address safeguarding.	Vicky Allen - Safeguarding Services Manager	In Progress	01-Apr-2015	31-Mar-2016	15.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b> Named safeguarding leads have been identified by each Chief Officer and the first meeting of the Corporate Safeguarding Panel will take place in December and will commence the establishment of these roles. A self-assessment will be completed against the recent Auditor General for Wales' 'Review of Corporate Safeguarding Arrangements in Welsh Councils' and presented to the appropriate Scrutiny Committee.</p> <p>Last Updated: 05-Nov-2015</p>							

## Performance Indicators



### 2 Living Well

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP2.1.1M01 (SCAL/025) Percentage of Flintshire care homes using the One Page Profile as the foundation to person-centred practice	N/A	Not Set	100		↔	Not Set	100	
<p><b>Lead Officer:</b> Lin Hawtin - Commissioning Manager  <b>Reporting Officer:</b> Nicki Kenealy - Contracts Team Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> All 16 homes on the Person Centred Care programme are using the One Page Profile.</p>								



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KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP2.1.1M02 (SCAL/027) Number of care homes which are a 'Service of Concern'	N/A	3	0	 GREEN	↑	3	0	 GREEN
<p><b>Lead Officer:</b> Lin Hawtin - Commissioning Manager  <b>Reporting Officer:</b> Nicki Kenealy - Contracts Team Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> Two nursing homes remain a 'Service of Concern' with CSSIW, progress is being monitored through the Joint Inter-agency Monitoring Panel</p>								



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP2.1.1M03 (SCAL/028) Number of care homes in 'Escalating Concerns'	N/A	2	0	 GREEN	↑	2	0	 GREEN
<p><b>Lead Officer:</b> Lin Hawtin - Commissioning Manager  <b>Reporting Officer:</b> Nicki Kenealy - Contracts Team Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> The two homes reported in quarter one have been stepped down from Escalating Concern conditions and are being monitored.</p>								



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP2.1.1M04 (SCAL/023) - Percentage of referrals where support was maintained or reduced or no further support was required at the end of a period of Reablement.	78.31	75	87.44	 GREEN	↑	75	84.73	 GREEN



**Lead Officer:** Christine Duffy - Localities Manager  
**Reporting Officer:** Joanne Caffrey - Performance Officer  
**Aspirational Target:**  
**Progress Comment:**



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP2.1.1M05 (FS/002) The percentage of service users who say that the advice and assistance received from the Family Information Service (FIS) enabled them to make an informed decision about childcare and family support.	N/A	87	100	 GREEN	↔	87	100	 GREEN

**Lead Officer:** Gail Bennett - Early Intervention Services Manager  
**Reporting Officer:** Peter Wynne - Information Service Manager  
**Aspirational Target:**  
**Progress Comment:** During Q2, 536 tailored packages of information were provided to customers. Of these, 176 were sent a customer survey form and 49 responses were received, equivalent to 28%, of which 100% confirmed that they were able to make an informed decision about childcare and / or family support services from the advice and / or assistance received from the service. The FISF Service is planned to relocate to the Flint Office in December to increase partnership working between Social Services for Children, Housing and Adults with Learning Disabilities.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP2.1.2M06 (SCAL/030) Support people effectively through the use of 'step up and step down' beds	N/A	22.5	33	 GREEN	↑	45	62	 GREEN
<p><b>Lead Officer:</b> Christine Duffy - Localities Manager  <b>Reporting Officer:</b> Jacque Slee - Performance Lead – Social Services  <b>Aspirational Target:</b>  <b>Progress Comment:</b> A further 33 people were admitted between July and September</p>								



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP2.1.2M07 (SCAL/026) The number of care homes in Flintshire signed up to the Six Steps to Success.	N/A	Not Set	16		↓	0	27	
<p><b>Lead Officer:</b> Lin Hawtin - Commissioning Manager  <b>Reporting Officer:</b> Nicki Kenealy - Contracts Team Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> 10 homes have successfully completed the programme. We are now in a position to offer the programme to the remaining homes in Flintshire.</p>								

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP2.1.2M08 (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.	77.69	82	99.86	 GREEN	↑	82	99.86	 GREEN
<p><b>Lead Officer:</b> Lin Hawtin - Commissioning Manager  <b>Reporting Officer:</b> Joanne Caffrey - Performance Officer  <b>Aspirational Target:</b> 82.00  <b>Progress Comment:</b></p>								



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP2.1.2M09 (SCAL/029) Dementia Respect Empathy and Dignity (RED) project within GP surgeries	N/A	12.5	8	 AMBER	↔	25	16	 AMBER

**Lead Officer:** Lin Hawtin - Commissioning Manager  
**Reporting Officer:** Luke Pickering-Jones - Planning Officer  
**Aspirational Target:**  
**Progress Comment:** 2 GP Surgeries signed up in Flintshire via Alzheimer's Society  
Average of 13 people in 6 months accessed the service  
Average of 7 people in 6 months signposted to other organisation  
Alzheimers Society Leaflets provided to all individuals accessing the service  
Average of 7 volunteers recruited

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KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP2.1.2M10 (SCA/001) – The rate of delayed transfers of care for social care reasons.	0.82	2	0.98	 GREEN	↓	2	2.13	 AMBER

**Lead Officer:** Christine Duffy - Localities Manager  
**Reporting Officer:** Joanne Caffrey - Performance Officer  
**Aspirational Target:** 2.00  
**Progress Comment:** Some delays have been due to issues with securing appropriate housing for patients being discharged from Mental Health Facilities. All delays are scrutinized by both Health and Social Care to agree timely solutions to any blockages in care.



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP2.2.1M11 (SCA/019) The percentage of adult protection referrals where the risk was managed.	100	98	100	 GREEN	↔	98	100	 GREEN

**Lead Officer:** Vicky Allen - Safeguarding Services Manager  
**Reporting Officer:** Joanne Caffrey - Performance Officer  
**Aspirational Target:** 100.00  
**Progress Comment:**



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP2.2.1M12 (SCC/014) – The percentage of initial child protection conferences held within 15 days of the strategy discussion.	92.86	95	98.21	 GREEN	↑	95	88.7	 AMBER

**Lead Officer:** Vicky Allen - Safeguarding Services Manager  
**Reporting Officer:** Laura D'Arcy - Performance Officer  
**Aspirational Target:** 98.00  
**Progress Comment:** Due to the unusually high numbers of requests for conference in the quarter (more than double), some conferences were unavoidably held outside timescales to ensure quoracy, but were held on the first available appointment.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP2.2.1M13 (SCC/034) – The percentage of child protection reviews completed within timescales.	96.19	98	100	 GREEN	↑	98	99.13	 GREEN

**Lead Officer:** Vicky Allen - Safeguarding Services Manager  
**Reporting Officer:** Laura D'Arcy - Performance Officer  
**Aspirational Target:** 100.00  
**Progress Comment:**

# RISKS

## 2 Living Well

### Strategic Risk

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Safeguarding arrangements do not meet the requirements of the SSWB Act.	Criticism from Regulator	Neil Ayling - Chief Officer - Social Services	Vicky Allen - Safeguarding Services Manager		Yellow	Yellow	↔	Open

**Progress Comment:**

Until we receive the final regulations and code of practice it is difficult to identify the requirements and reach a judgement as to whether these can/will be met.

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RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Adults, young people and children are not sufficiently safeguarded.	Criticism from regulator Negative impact on reputation of Council	Neil Ayling - Chief Officer - Social Services	Vicky Allen - Safeguarding Services Manager	Establish wider ownership and governance of safeguarding across the authority whilst streamlining its management	Yellow	Yellow	↔	Open

**Progress Comment:**

Lead Officers for Safeguarding have been appointed and their work programme will be agreed at the first Corporate Safeguarding Panel in December. Quarter 2 performance has shown improvement.




RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Service users and carers do not take advantage of community and universal opportunities that would encourage greater independence.	Increasing demand on statutory services.	Neil Ayling - Chief Officer - Social Services	Susie Lunt - Integrated Services Manager	Regular performance and activity data is produced to	Amber	Yellow	↓	Open

				continually monitor and project service demand. Roll out of Integrated Assessment - Action Plan "Preparing for the new Act" Review of our funding arrangements with the voluntary sector to help us ensure that we target resources in ways that enables the voluntary sector to provide early support to people and reduce/delay the need for statutory intervention. Launch of remodelled website with a clear message about accessing universal and community networks for support.				
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**Progress Comment:**




We continue to collect and use robust data to monitor and project service demand. Co-production of new services with the voluntary sector to meet future demands for early intervention has been completed. A new service specification with the voluntary sector is being developed, to go out to the market in Spring 2016.

Training for practitioners and support staff to introduce new ways of working in line with the Act has been commissioned and is being rolled out over the next 6 to 9 months.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The quality of care home services will not meet required standards.	Negative impact on reputation of the Council.	Neil Ayling - Chief Officer - Social Services	Lin Hawtin - Commissioning Manager	Contract monitoring in place Good relationship with CSSIW Good relationships with providers				Open

**Progress Comment:**




Both nursing homes previously in escalating concerns have had the embargos lifted. We are working closely with CSSIW to monitor the quality of provision and the evidence that intended improvements are being delivered. The level of risk remains the same.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Funding between Health and Council does not transfer smoothly; e.g. CHC, ICF, Primary Care funds	Increased costs to the Council	Neil Ayling - Chief Officer - Social Services	Craig Macleod - Development & Resources Manager	Refreshed strategic direction led by BCUHB's new Executive Boards and a new operating structure currently being introduced. The structure will have more of a locality focus with a strengthened focus on increasing capacity within community based services.				Open




**Progress Comment:**

Joint regional discussions have taken place on how we ensure effective CHC working between Health and social care. Training has been undertaken in adult services and a working group has been established for children's services to ensure closer alignment and joint approaches. The group will report in December 2016. There are a small number of high cost packages of care that remain in CHC dispute processes. We continue to try and secure agreement on these cases with BCU but, despite effort, they remain unresolved. This creates financial risks for the authority.

ICF funding has been agreed and all projects are operational with quarterly reporting schedules established. An indicative Primary Care Funding allocation has been given to BCUHB who have aligned funding at a high level with further detail to be developed. Dialogue and involvement of local authorities in this process has been limited but BCUHB have indicated a firm intention to ensure there is a shared approach going forward. This remains a risk area for FCC.


RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Children and vulnerable families are not fully supported where multi-agency services and partners do not move toward an early intervention and prevention approach together.		Neil Ayling - Chief Officer - Social Services	Gail Bennett - Early Intervention Services Manager					Open

**Progress Comment:** Updates are provided annually for risks assessed as 'green / insignificant'.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Service provision is not co-ordinated / integrated.	Ineffective joint services	Neil Ayling - Chief Officer - Social Services	Craig Macleod - Development & Resources Manager	Refreshed strategic direction led by BCUHB's new Executive Boards and a new operating structure currently being introduced. The structure will have more of a locality focus with a strengthened focus on increasing capacity within community based services.				Open

**Progress Comment:**

There is an established Integrated Services Board (ISB) which provides governance for integrated services between BCUHB and local authorities. The Memorandum of Understanding between the partners was refreshed in quarter 1 to underpin the work of the ISB and the associated commitment to integrated and co-ordinated service delivery. BCUHB are in the process of implementing their revised operating structure which has a greater focus on locality working and primary/community services. The structure is still being established and the strategic intention behind the new structure will need to translate into consistent organisational practice and approach.



Integrated working through the Intermediate Care Fund (ICF) continues to be effective as well as working relationships between practitioners. Positive meetings have taken place with the Area Director for East Division with acknowledgement of the need for closer, more integrated working.

There has been a degree of challenge in ensuring that local authorities are able to contribute as an effective partner to work BCU have undertaken in developing a model of primary care as well as devising their mental health strategy. BCU assure us that the concerns that have been expressed are being listened to and they remain committed to working together at a strategic and operational



## SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 17 December, 2015
<b>Report Subject</b>	Forward Work Programme
<b>Cabinet Member</b>	Not applicable
<b>Report Author</b>	Social & Health Care Overview & Scrutiny Facilitator
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work programme of the Committee of which they are Members. By reviewing and prioritising the Forward Work Programme Members are able to ensure it is Member-led and includes the right issues. A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

The Committee is asked to consider, and amend where necessary, the Forward Work Programme for the Social & Health Care Overview & Scrutiny Committee.

### RECOMMENDATION

1	That the Committee considers the draft Forward Work Programme and approve/amend as necessary.
2	That the Facilitator, in consultation with the Chair and Vice-Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE FORWARD WORK PROGRAMME</b>
1.01	Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.
1.02	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none"><li>1. Will the review contribute to the Council's priorities and/or objectives?</li><li>2. Is it an area of major change or risk?</li><li>3. Are there issues of concern in performance?</li><li>4. Is there new Government guidance of legislation?</li><li>5. Is it prompted by the work carried out by Regulators/Internal Audit?</li></ol>
<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	None as a result of this report.
<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Publication of this report constitutes consultation.
<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	None as a result of this report.
<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Draft Forward Work Programme
<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>None.</p> <p><b>Contact Officer:</b> Margaret Parry-Jones Overview &amp; Scrutiny Facilitator</p> <p><b>Telephone:</b> 01352 702427</p> <p><b>E-mail:</b> <a href="mailto:margaret.parry-jones@flintshire.gov.uk">margaret.parry-jones@flintshire.gov.uk</a></p>



7.00	<b>GLOSSARY OF TERMS</b>
7.01	<b>Improvement Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.

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**CURRENT FWP**

<b>Date of meeting</b>	<b>Subject</b>	<b>Purpose of Report</b>	<b>Scrutiny Focus</b>	<b>Responsible / Contact Officer</b>	<b>Submission Deadline</b>
Thursday 21 Jan 2016 2.00 p.m.	<b>Extra Care</b>	To receive an update on the development of Extra Care facilities in Flintshire.	Information	Chief Officer Social Services	
	<b>Adult Safeguarding</b>	To update Members on Adult Safeguarding Performance	Assurance	Chief Officer Social Services	
	<b>CSSIW Annual Report</b>	To receive a presentation from CSSIW on their findings	Assurance	Craig Macleod	
Thursday 3 March 2016 10.00 a.m.	<b>Q3 Improvement Plan Monitoring Update</b>	To enable Members to fulfil their scrutiny role in relation to performance monitoring.	Assurance	Facilitator	
	<b>CSSIW Inspection of Children's Services in Flintshire progress update</b>	To receive a progress report on the action plan implementation to ensure the required outcomes are being achieved.	Assurance	Chief Officer Social Services	
	<b>To receive a report on the review of repeat referrals and quality assurance within Children Servicers from a multi-agency perspective.</b>	To receive a report following the completion of the work stream relating to repeat referrals and quality assurance (multi agency).	Assurance	Chief Officer Social Services	

<b>Thursday 14 April 2016 2.00 p.m.</b>	<b>Annual Council Reporting Framework</b>  <b>Consultation on the Improvement Plan 2016-17</b>	To consider the draft report  To enable members to comment on the proposals within the draft plan.	Assurance  Options consultation	Chief Officer Social Services  Performance Team Leader	
<b>Thursday 19 May 2016 2.00 p.m.</b>	<b>Comments, Compliments and Complaints</b>	To receive a report on the compliments, representations and complaints received by Social Services for the year April 2015 – March	Assurance	Chief Officer Social Services	
<b>Thursday 23 June 2016 10.00 a.m.</b>	<b>Year End &amp; Q 4 performance reporting</b>	To enable members to fulfil their scrutiny role in relation to performance monitoring	Assurance	Facilitator	
<b>Thursday 21 July 2016 2.00 p.m.</b>					

**Regular Item**

<b>Month</b>	<b>Item</b>	<b>Purpose of Report</b>	<b>Responsible / Contact Officer</b>
<b>January</b>	<b>Safeguarding &amp; Child Protection</b>	To provide Members with statistical information in relation to Child Protection and Safeguarding	Chief Officer Social Services
<b>March</b>	<b>Educational Attainment of Looked After Children</b>	Education officers offered to share the annual educational attainment report which goes to Lifelong Learning OSC with this Committee	Chief officer Education

Month	Item	Purpose of Report	Responsible / Contact Officer
March	Corporate Parenting	Report to Social & Health and Lifelong Learning Overview & Scrutiny	Chief Officer Social 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.	Chief Officer Social Services
	Adult Safeguarding	To consider the annual statistical information	Chief Officer Social Services

#### Items to be scheduled

- Joint meeting with Lifelong Learning Overview & Scrutiny Committee Outcome of Residential Care Review
- Consultation on the Improvement Plan 2016-17

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