

# Public Document Pack



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To: Councillor Carol Ellis (Chair)

Councillors: Paul Cunningham, Adele Davies-Cooke, Andy Dunbobbin, Veronica Gay, David Healey, Cindy Hinds, Ray Hughes, Mike Lowe, Dave Mackie, Hilary McGuill, Mike Reece, Ian Smith, David Wisinger and Matt Wright

18 November 2016

Dear Councillor

You are invited to attend a meeting of the Social & Health Care Overview & Scrutiny Committee which will be held at 2.00 pm on Thursday, 24th November, 2016 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 - 8)

**Purpose:** To confirm as a correct record the minutes of the last meeting held on 20 October 2016.

### 4 DEMENTIA SERVICES (Pages 9 - 18)

Report of Chief Officer (Social Services) - Cabinet Member for Social Services

**Purpose:** To receive an update on Dementia work in Flintshire

5 **TEAM AROUND THE FAMILY** (Pages 19 - 38)

**Purpose:** To receive an update on the Team around the family

6 **ROTA VISITS**

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

7 **FORWARD WORK PROGRAMME (SOCIAL & HEALTH CARE)** (Pages 39 - 46)

Report of Social and Health Care Overview & Scrutiny Facilitator

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

Yours faithfully

A handwritten signature in black ink, appearing to read 'Robert Robins', with a horizontal line extending to the right.

Robert Robins  
Democratic Services Manager

## **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE** **20 OCTOBER 2016**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held at County Hall, Mold on Thursday, 20 October 2016

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

Councillors: Paul Cunningham, Adele Davies-Cooke, Andy Dunbobbin, Veronica Gay, David Healey, Cindy Hinds, Dave Mackie, Hilary McGuill, Mike Reece, Ian Smith, and David Wisinger

**APOLOGIES:** Councillors: Ray Hughes, Mike Lowe and Matt Wright

### **CONTRIBUTORS:**

Cabinet Member for Social Services, Chief Officer (Social Services), Senior Manager Safeguarding and Commissioning, and Senior Manager Integrated Services. (For minute no. 37) Mrs. Ann Woods, Chief Officer, Flintshire Local Voluntary Council (FLVC)

### **IN ATTENDANCE:**

Social & Health Care Overview and Scrutiny Facilitator and Committee Officer

## **35. DECLARATIONS OF INTEREST**

There were no declarations of interest.

## **36. MINUTES**

The minutes of the meeting of the Committee held on 15 September 2016 had been circulated to Members with the agenda.

### **Matters arising**

Councillor Hilary McGuill referred to page 7 and asked if the response which was received from BCUHB had addressed all the outstanding issues which had been raised by Members at the meeting of the Committee held on 9 June 2016. The Facilitator explained that a response had been received to all but one and an email had been sent to BCUHB to ask for a further response to all the outstanding issues around care at home.

### **RESOLVED:**

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

## **37. FLINTSHIRE LOCAL VOLUNTARY COUNCIL**

The Chief Officer (Social Services) introduced a report on the social care activity currently being undertaken by Flintshire's third sector. He welcomed and introduced Mrs. Ann Woods, Chief Officer, Flintshire Local Voluntary Council (FLVC), and advised that the FLVC was the umbrella and

support organisation for over 1200 voluntary and community groups based in Flintshire. He spoke of the positive work undertaken between the Authority and the FLVC to take forward services locally and corporately and invited Mrs. Woods to give an overview of the work of the FLVC.

Mrs. Woods explained that the FLVC worked to promote Health and Wellbeing in Flintshire using the strength of the voluntary and community sector to promote health, social inclusion, and well-being. The FLVC was an active member of key Local Partnerships including the Public Services Board, the Health Social Care and Wellbeing Partnership, Community Safety Partnership and others. The FLVC was also involved in supporting the learning and development of voluntary services and volunteers across the county.

Mrs. Woods referred to current legislation under the Well Being of Future Generations Act – Healthier Wales, More Equal Wales, ethos of Third Sector, and the Social Services and Well Being Act, which was the driver to ensure agencies looked at an holistic approach to meeting a support need. She reported on the following examples of positive partnership working between the Authority and the FLVC in Flintshire:

- Single point of access
- Families First Board
- Carers Strategy
- Health Well Being and Independence Board
- Health & Safety Care post funded by BCUHB
- Ageing Well agenda
- Community resilience
- Early Intervention Hub
- Alternative Delivery Model for Adults with Learning Difficulties

Mrs. Woods advised that a stakeholder review of FLVC services was currently being undertaken to see how best the FLVC could support them. She said any comments or suggestions to assist with the development of the FLVC Strategic Plan and Quality Assurance measures would be welcomed.

The Chair thanked Mrs. Woods for her presentation and invited Members to raise questions.

Councillor Andy Dunbobbin referred to the increased pressure on services due to the current austerity measures and asked what the implications were for the FLVC. Ms. Woods acknowledged that there had been a reduction in funding from the Authority and in the Welsh Government grant and commented on the need to work more collaboratively and innovatively.

Councillor David Healey expressed thanks to the FLVC for the work undertaken on behalf of Flintshire's residents to support community services which would otherwise disappear.

In response to a question from Councillor Hilary McGuill, Mrs. Woods advised that the FLVC had a good working relationship with BCUHB and had recently been invited to a management group meeting to discuss the volunteer strategy.

**RESOLVED:**

- (a) That the social care activities being delivered within the third sector in Flintshire be noted; and
- (b) That the Committee annually reviews the social care activity within the third sector in Flintshire

**38. NORTH WALES REGIONAL PARTNERSHIP BOARD**

The Chief Officer (Social Services) introduced a report to inform of the requirements within Part 9 of the Social Services and Well-Being (Wales) Act 2014 that came into force on 6 April 2016, and requires the establishment of a Regional Partnership Board in each health board region in Wales. He advised that the Regional Partnership Board would be a statutory body with functions defined by the Act and in subsequent regulations with the force of law. The Chief Officer reported on the main considerations around the North Wales Regional Partnership Board, which were as detailed in the report.

The Chair invited Members to raise questions.

Councillor Dave Mackie referred to section 1.12 in the report and the risk of duplication of work with existing boards. The Chief Officer gave an assurance that this had been taken into consideration and workshops set up to address this. In response to the further concerns raised by Councillor Mackie around governance matters and accountability to Flintshire residents, the Chief Officer gave an assurance that there was the opportunity to put Flintshire's views forward via himself or the Cabinet Member for Social Services.

Councillor Hilary McGuill welcomed the establishment of the Board, however, she emphasised the need to ensure better and more effective outcomes in health and social care for the residents of Flintshire. The Chief Officer agreed that it was important that the Board moves forward to improve the care and support provided for Flintshire and across North Wales.

In response to the concerns raised by the Chair, the Chief Officer advised that delayed transfer of care was not a problem in Flintshire with very low numbers recorded. Responding to the further question from Councillor McGuill regarding Flintshire residents accessing services at the Countess of Chester Hospital, the Chief Officer explained that two full time hospital social workers were based at the Countess of Chester. He advised that a report on delayed transfer of care was scheduled for the meeting of the Committee to be held in January 2017.

During discussion the Chief Officer acknowledged the need for the Board to highlight the issues and concerns in relation to health and social care in North Wales with the Welsh Government.

**RESOLVED:**

- (a) That the establishment of the Regional Partnership Board as described in 1.09 and 1.10 of the report be supported; and
- (b) That the Committee have an expectation that the new board will improve communication between BCUHB and the social care sector.

**39. QUARTER 1 IMPROVEMENT PLAN MONITORING REPORT**

The Chief Officer (Social Services) introduced a report to present the monitoring of progress for the first quarter of the Improvement Plan 2016/17 priority 'Modern and Efficient Council' relevant to the Committee. The Chief Officer referred to the detailed sub-priority report which was attached as appendix 1 to the report.

The Chief Officer advised that there was one main red risk area for consideration in the priority Living Well concerning the fragility and sustainability of the care home sector. He advised that Flintshire's Residential Care Review had been completed and the Authority had continued to work with care providers, locally, regionally, and nationally to address the complex and broad range of issues. The sector remained fragile and continued to be a key priority for the Council. The Chief Officer explained that a Project Manager had recently been appointed to work on behalf of the Authority to look at how to increase provision, capital funding, and business support. He commented on the issue of the quantity of care home provision in Flintshire and referred to the need for a good supply of local provision for the residents of Flintshire so that it was an option to consider. Following discussion the Chief Officer agreed to refer the Committee's concerns to Cabinet with regard to the red risk area on fragility and sustainability of the care sector. Members also requested that the issue be raised with the Audit Committee.

Councillor Cindy Hinds asked if the Authority could work in partnership with the private sector to fund the capital for building new care homes in Flintshire and referred to S106 agreements.

In response to a question from Councillor Dave Mackie regarding the red risk highlighted for the care home sector, the Chief Officer referred to the

requirement for Councils and Health to work more closely, including the need to pool funds to share costs for services such as care home provision. During discussion Officers responded to the further queries and concerns raised by Councillor Mackie regarding the data presented in the report relating to people with learning disabilities and vulnerable people and the percentage of identified carers.

Councillor Paul Cunningham congratulated the Cabinet Member, and the Chief Officer and his team for the work in developing 'dementia friendly' support services in Flintshire.

Councillor Hilary McGuill commented on the increase in the number of child referrals. The Senior Manager Safeguarding and Commissioning advised that whilst there had been an increase, some of which were via the Police, there had also been an increase experienced in neighbouring authorities. She suggested that a report on the Early Intervention Hub could be added to the Forward Work Programme for the joint Committee with Education and Youth in 2017.

**RESOLVED:**

- (a) That the Quarter 1 Improvement Plan Monitoring Report for the Living Well priority be received; and
- (b) That the Committee refer back to the Cabinet and Audit Committee the position regarding the red risk area on fragility and sustainability of the care sector.

**40. ROTA VISITS**

Councillor David Healey reported on his visit to Tri Ffordd. He said the visit had been a positive experience and that he had been impressed with the support and the range of activities that the facility provided for people with a learning disability. He expressed concerns around the issue of access to the site. Councillor Healey also said that the staff at Tri Ffordd had expressed some concerns to him regarding their future position. The Senior Manager Integrated Services explained that regular meetings were held with staff to keep them informed and that a report would be provided to a future meeting of the Committee to give an update on developments.

**RESOLVED:**

That the report be noted.

**41. FORWARD WORK PROGRAMME**

The Social & Health Care Overview and Scrutiny Facilitator presented the current Forward Work Programme for consideration and referred to the items scheduled for the next meeting of the Committee to be held on 24 November 2016.

Following a suggestion from the Chair, it was agreed that a report on the residential care sector would be included on the Forward Work Programme for consideration at a future meeting of the Committee.

Councillor Paul Cunningham requested that Double-Click be invited to give a presentation of their work to a future meeting of the Committee.

Councillor Hilary McGuill referred to the item on Population Needs Assessment which was to be considered at the next meeting of the Committee and asked if data on English as a second language could be provided as part of the report to identify the impact on social services.

**RESOLVED:**

- (a) That the Forward Work Programme be updated in accordance with the above; and
- (b) That the Facilitator, in consultation with the Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises.

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

There was one member of the press and no members of the public in attendance.

(The meeting started at 10.00 am and ended at 11.30 am)

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**Chairman**





## SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY MEETING

<b>Date of Meeting</b>	Thursday 24 <sup>th</sup> November 2016
<b>Report Subject</b>	Dementia Services
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer for Social Services
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The aim of this report is to:

To provide Health and Social Care Overview and Scrutiny Committee with an update in relation to improving the lives of people living with Dementia across Flintshire as well as supporting those family members caring for loved ones with Dementia.

The report provides Scrutiny with an overview of the work currently being undertaken by colleagues in Betsi Cadwaladr University Health Board (BCUHB) to improve the timeliness of diagnosis in Flintshire Memory Clinics, the improvements to in-patient care in Community Hospitals for people with dementia and the development of specialist pathways to services for people with different forms of dementia.

Finally the report provides Scrutiny with an update regarding the contribution that those living with Dementia are making through their involvement in planning and shaping future services and facilities in Flintshire and provides an overview of some of the many community initiatives across Flintshire aimed at supporting those with Dementia to remain safe and independent within their local communities, and maintaining important social contacts and relationships.

## RECOMMENDATIONS

1	Scrutiny evaluates the success of the active strategy to support people with dementia and their families, living successfully in the community.
2	Scrutiny endorses the involvement of individuals living with Dementia and their families in the design and development of services and developments across the Council.

## REPORT DETAILS

<b>1.00</b>	<b>Explaining Dementia Services</b>
1.01	Flintshire Social Services have prioritised use of Intermediate Care Funding (ICF) over the past two years to appoint a planning officer to lead the coordination and development of community services for people living with Dementia across Flintshire. The approach taken by the Council has been to create resources that will become self-sustaining in local communities. At the heart of each development is a “Dementia Cafe” that provides advice and information, social contact and support to both those with Dementia and their carers / family members.
1.02	The Memory Café acts as a central Hub which then seeks to build a wider Dementia Friendly Community network within its locality. This has been achieved by encouraging the formation of a “Dementia Friendly Committee” made up of local people and business who want to work together to raise awareness and improve local services. These local groups and businesses are then supported to gain recognition and accreditation as “Dementia Friendly Organisations” by the National Alzheimer’s society and subsequently pledge to work towards the accreditation of the Town or Local Community itself being “Dementia Friendly”.
1.03	The work to improve the lives of people living with Dementia across Flintshire has five key aims:
1.04	<b>Aim 1:</b>  <b><u>Raising Awareness and Improving Services in the Community</u></b> <b>Memory Cafe hubs</b> - We have successfully established 6 Memory Cafes across Flintshire in ; Mold, Flint, Holywell, Mostyn, Buckley Sealand and Queensferry and going forward 2016/17 we hope to open a further Memory Cafe in Connahs Quay as well as a specialist Cafe for those living with Early Onset Dementia in Mold.
1.05	<b>Dementia Friendly Communities</b> - We have successfully established 3 accredited Dementia Friendly Communities each with their own local Committee in: Flint, Buckley and Mold with Sealand and Queensferry working towards achieving accreditation by March 2017.
1.06	<b>Dementia Friendly Business / Organisations</b> - In Flint the Committee has successfully engaged with local businesses and organisations and so

	<p>far seven local businesses been successfully accredited by Alzheimer's Society these include, Boots, Barclays and Wates building contractors. Further events are planned for November 2016 to attract more local businesses in Buckley and Mold to become involved in promoting Dementia Friendly support throughout their staff groups and services.</p>
1.07	<p><b>Dementia Friendly Care Homes</b> - Work has been ongoing over the past two years with all Care Homes in Flintshire (both Local Authority and Independent sector) to improve the quality of life for residents living with Dementia and strengthen their links within local communities. This year we have built on the previously successful Activity Voucher Scheme and encouraged greater collaboration and sharing of resources between Homes and across local geographical areas</p> <ul style="list-style-type: none"> <li>• Many Care Homes have strengthened their links with local Dementia Friendly Communities and Memory Cafes to support increasing numbers of individuals to attend and participate in events.</li> <li>• We have developed an information, sharing and best practise network between Care Homes on a closed <a href="#">Social Media Page</a> which enables sharing of transport and collaboration around resources to take place independently of the Council.</li> <li>• We have enhanced the range and access to reminisce resources available to the Care Home Sector in Flintshire including the use of our popular Rem Pods and reminisce packs (one is now specifically for first language Welsh speakers)</li> </ul>
1.08	<p><b>Dementia Friendly Council Departments</b> - Three departments within Flintshire County Council have successfully achieved Dementia Friendly accreditation: Social Services, Human Resources and Workforce Development.</p> <p>Going forward it is planned for a further 3 more departments in 2017 to apply for accreditation these are; Planning, Environment and Street Scene.</p>
1.09	<p><b>Dementia Friends Awareness Sessions and Events</b></p> <p>Maintaining a programme of Dementia Friend's Awareness training and Community Events is critical to building greater understanding and support within local areas as increasing numbers of our population are affected by Dementia . To date we have arranged the following:</p> <ul style="list-style-type: none"> <li>• Three Dementia Awareness Events based on interactive drama sessions held in different venues across Flintshire. These events successfully engaged with almost 300 individuals in the community.</li> <li>• A Dementia Showcase event for Care Homes attended by the Older Peoples Commissioner to share best practice in engagement communication and meaningful activity for people living with Dementia in our Care Homes</li> <li>• A rolling programme of Dementia Friends training sessions within the Council has to date successfully created 184 Dementia Friends in just 4 training sessions held in September 2016</li> <li>• Chief Officers have also completed a Dementia Friends training session to increase understanding at a strategic level within the Council.</li> </ul> <p>We are planning to hold further Dementia Friends training sessions at regular intervals for County Council staff and Councillors with dates arranged in November 2016 and February 2017.</p>

1.10	<p><b>Aim 2:</b></p> <p><b><u>Developments within BCUHB</u></b></p> <p>BCUHB have been working to develop a number of therapeutic services to support people living with dementia when they may be admitted to In-patient care in Community Hospitals and within their Memory Services. Some of the initiatives are described below:</p> <ul style="list-style-type: none"> <li>• The “Art in the Armchair project” is available to recently diagnosed individuals via referral from their GP. Individuals are able to attend Mold Community Hospital for up to 6 weeks where a structured programme aimed at improving memory through art and drama can be experienced. Individuals are then encouraged to participate in ongoing workshops at Theatre Clwyd.</li> <li>• “Singing for the Soul” is a therapeutic music project that encourages individuals with mental health concerns to meet and enjoy music together. Referral is through the GP or Flintshire Memory Service.</li> <li>• The Dementia Support Worker Project is funded by Welsh Government aimed at supporting those newly diagnosed with Dementia. It provides follow up information, advice and the opportunity of peer support through local support groups / day services commissioned by BCUHB and run by North Wales Crossroads Voluntary Organisation.</li> <li>• Deeside Community Hospital is developing a service for in-patients with a diagnosis of Dementia based on rehabilitation and wellbeing. It has invested in a range of resources for its day rooms, including interactive technology.</li> <li>• BCUHB are also working to create a clinical pathway to better identify and support those individuals known to services who have a learning difficulty and are also diagnosed with Dementia. They are also in the process of reviewing their Early Onset Dementia pathway.</li> <li>• The Older People Commissioner expectation is that Public Service Board will not only ensure that people with dementia and their carers are considering and reflected in the new well-being plans, but that they will also be a vehicle for ensuring that their voices are heard and responded to at a strategic level.</li> </ul>
1.11	<p><b>Aim 3:</b></p> <p><b><u>Involve people living with dementia in the design and development of future services</u></b></p> <p>We have been working closely with partners at Bangor University to gain approval for a research project to explore the impact of creative conversations with residents in local care homes. This research will assist care staff and families to understand how best to engage with people living with Dementia and understand verbal and nonverbal communication. This research project will commence in November 2016. Bangor University also jointly facilitate the Flintshire Dementia Supportive Network which meets quarterly and brings individuals and families living with Dementia together and enable them to have a voice.</p> <p>We are working closely with our partners and contractors involved in the redevelopment of Flint town centre and new build Extra Care facility to involve and utilise the lived experience of local people with Dementia in the</p>

	building design and use of communal space.
1.12	<p><b>Aim 4:</b></p> <p><b><u>Preventative Services</u></b></p> <p>There have been a number of preventative initiatives undertaken with the aim of broadening understanding of the needs of people living with dementia Services. These include:</p> <ul style="list-style-type: none"> <li>• Intergenerational opportunities involving local Schools and Memory Cafes, Pupils in Flint High school and Sealand Primary School undertaking Dementia Friends training and plans for a creative story telling session in December 2016</li> <li>• Theatre Clwyd have piloted “Dementia friendly” film screenings and a follow up consultation with members of the public has been completed</li> <li>• Conversation opportunities in Welsh have been piloted in Care Homes using volunteers</li> <li>• Small Grants of £1000 were awarded to 3 Care Home winners following a competition to describe environmental improvements they would make within their Home utilising Technology, Outside Space and Book of you.</li> </ul> <p>The aim of such preventative projects is to reduce stigma associated with Dementia, increase access to normal leisure activities, and demonstrate the positive impact that some small changes can have on the quality of life for people living with Dementia.</p>
1.13	<p><b>Aim 5:</b></p> <p><b><u>Dementia Friends training for Elected Members</u></b></p> <p>All Elected Members feel aware and able to initiate an “are you Dementia Friendly” conversation as they go about their Council duties. This may be in relation to their work in other Council departments, local business, BCUHB or simply in conversations they have with the citizens of Flintshire themselves. Only by us all working together can we ensure that we are building Dementia Friendly Communities which are resilient and sustainable in the future.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	None due to external funding.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Ongoing consultation with people with Dementia and their families regarding future developments.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	Loss of existing funding would jeopardise progress which has been made.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1: Dementia Road (Illustration of Services in Flintshire)

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p><b>Contact Officer:</b> Luke Pickering-Jones, Planning and Development Officer</p> <p><b>Telephone:</b> 01352 702655</p> <p><b>E-mail:</b> <a href="mailto:luke.pickering-jones@flintshire.gov.uk">luke.pickering-jones@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<b>Dementia Friends</b> - An awareness session that provides informal training on 5 key areas that support people living with Dementia. The session last 45 minutes and is open to all and provide the basic awareness required.
7.02	<b>Dementia Friendly</b> - This is a term that is used to identify if an individual, business/ organisation, community etc. are doing action that support people living with Dementia and their carers.
7.03	<b>Early Onset Dementia</b> - This refers to people living with Dementia that are aged 65 or younger.
7.04	<b>Dementia Friendly communities</b> – This refers to the Alzheimer’s Society Initiatives where Communities can apply for accreditation following actions that will raise awareness or support people living with Dementia.
7.05	<b>Memory Cafés</b> – These are supportive groups set up in local communities to support people living with Dementia and their carers in a variety of ways. This includes advice and information, activity, events and social support from the community.
7.06	<b>Dementia Friendly Council</b> – This term refers to the council completing action to support people living with Dementia. Each department will complete 3 action, following completion they can request accreditation from a Dementia Friendly Towns. Each year the departments will increase their action to build a Dementia Friendly Council.
7.07	<b>Dementia Friendly Business/ Organisation</b> – This term refers to a Businesses or organisation completing 3 action to support people living with Dementia. Each year businesses or organisation will reapply and complete 3 new action to be awarded the status.
7.08	<b>Intermediate Care Fund</b> – This refers to funding provided by Welsh Government to Health boards and Social Services to fund projects that will benefit a number of set key outcomes.
7.09	<b>Rem Pods</b> – This refers to a pieces of equipment that provides a scene such as a vintage pub and accessories to be used to stimulate and benefit people living with Dementia.

7.10	<b>Creative Conversation</b> – This term refers to creating positive conversation with people living with Dementia that mainly look at imagination, memories and creative arts as a means of communication.
7.11	<b>Dementia Supportive Network</b> – This refers to a group of people such as professional, people living with Dementia, carers and the community working and meeting together to create change.

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# Flintshire County Council Dementia Care and Dementia Friendly County's Journey



## There might be a time in hospital

- Access to information and advice about Dementia and caring for people with Dementia in the community through pop-up information points based in GP surgeries.
- Early diagnosis of Dementia through Flintshire Memory Clinics with access to relevant medication and ongoing support.
- Funding now for Dementia support workers across all localities in Flintshire.
- EMI assessment bed in local care home to prevent escalation to specialist nursing provision or hospital admission
- "Butterfly" Model of inpatient Dementia nursing rolled out in acute hospitals in North Wales and some community hospitals.
- Art in hospital programme for people with Dementia available in acute hospital settings and pilot of electronic technology designed for people with Dementia.
- Investment in Dementia training for all BCUHB staff

## Improving your environments

- Dementia friendly garden support and development to social care providers
- Telecare safety systems stock increasing for use in the home, to enable people to stay living independently and safely
- Support from dementia specialists in creating dementia friendly environments using colour and lighting and interactive resources.



## Your Dementia Friendly Community

- Training for local people and businesses to become Dementia friends and champions.
- Dementia friendly town centres being developed in Mold, Flint and Buckley.
- Applications in to Alzheimer's Society for 'Working Towards Dementia Friendly' Status for Flint, Buckley (**First Town in North Wales**) and Mold
- 7 businesses accredited as Dementia Friendly in Flint
- 3 County Council Departments accredited as Dementia Friendly
- Awareness Play been held in 3 location in Flintshire for the community
- Dementia café's running in Mold, Flint, Buckley, Mostyn, Holywell, Sealand and Queensferry..
- Arts and Dementia activities at Theatr Clwyd through "Art in the Armchair" and "Lost in Art".
- Access to reminiscence resources through Flintshire libraries services, loans of reminiscence Pods and Packs.
- Alzheimer's Society befriending and information projects.
- Local education and awareness events support by local business and church groups.
- Tesco establishing Dementia friendly checkout in both stores in Flintshire
- Boots to offer enhanced support for people living with dementia in all local stores.
- Development of 'Never Ending Story' in Community location with intergenerational work taking place at Flint High and Buckley Primaries
- Plans to create Dementia Friendly Street design in Buckley via regeneration team in FCC
- Development of a Dementia Choir in the community

## Living at home and living well with dementia

- Person centred care programme being undertaken with all home care providers in Flintshire so that staff can have better conversations and do things that matter most to people with dementia.
- Providing a Saturday drop-in service to support carers to have free time at weekends.
- Specialist day care for people living with dementia in Buckley and Flint.
- Opened a resource centre as a focal point in Flintshire for younger people with dementia (Old Brewery).
- Installed a range of smart technology and call monitoring systems to promote independence and safety.
- Piloting a night time response service to reassure and support people with dementia through the night.
- Equipment distributed to help people live safely at home and maintain skills and routines.
- Easy access to information and advice through single point of access – SPOA and internet based Information website DEWIS.

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### Carers, Family and Friends

- Carer support groups available in Mold, Holywell, Mynydd Isa, Hope, Shotton and Penyffordd.
- Carers centre based in Mold developed through NEWCIS advocating for all carers 5 days a week, undertaking carer assessments and campaigning in carers rights with Carers Trust Wales.
- Carers education and training in Dementia rolling programme by NEWCIS.
- “Bridging the Gap” voucher scheme offering flexible support and respite for carers managed by NEWCIS, drawing on services from all local voluntary groups and NEWCIS volunteers.
- Helping carers of people with Dementia stay well through local exercise programmes at a gym in Mold.
- Helping carers at the point of organising discharge for people with Dementia from community hospitals through their hospital discharge facilitator post in community hospitals across Flintshire.
- Helping carers of people with Dementia come to terms with their situation through access to local Counselling in NEWCIS and Specialist Counselling in BCUHB.

### Your Public Workforce

- Developing a workforce in social care and health settings that is competent and confident to support people with Dementia well.
- BCUHB training to acute inpatient care.
- Social Services second tier training to Social Services housing staff.
- Dementia champion training to enable roll out of basic awareness across Flintshire.
- Dementia Friend training for elected members.

# D E M E N T I A R O A D

### Deciding about long term care and accommodation

- Developing two new extra care facilities in Flintshire with enhanced support for people living with Dementia in Flint and Holywell to offer greater choice in where to live and making plans for the future.
- Introduce the Integrated Assessment Framework to ensure that the right decisions are taken at the right time and the person's needs are met appropriately.
- Social workers and providers are able to support people with Dementia and Carers through providing easily understood written information about care homes/extra care, funding and quality.
- Improving quality of life for people living in care homes in Flintshire through a person centred care programme that focuses on achieving what matters most to people living there.
- Implementing the enhanced Dementia Care Specification so everyone is clear about what good Dementia care looks like.
- Listening to the voice of older people living in a care home through projects such as “Listening Friends” which supports older people to visit and befriend residents and provide feedback on what they see and hear.
- Funding for independent advocates to safeguard and represent older people in care home settings.
- Monitor the performance of care home providers and domiciliary providers through Quality Circle, JIMP meetings and Flintshire's Quality Framework Published Monitoring Reports.
- Increasing opportunities for people with Dementia in care homes and extra care to engage with them and participate in new activities through Flintshire's Dementia Voucher Scheme.
- Never ending story
- Circle dance
- Sing for the brain and Flintshire Sounds
- Exercise and fitness
- Art and drawing
- Opportunities for Care Homes to access small grants to enhance environments for people with dementia
- Development of a partnership network for care homes to share activities and resources available including a Buy 1 get 1 free activity scheme





## SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 24 <sup>th</sup> November 2016
<b>Report Subject</b>	Team Around the Family Update
<b>Portfolio Holder</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer for Social Services
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

To provide Health and Social Care Overview and Scrutiny Committee with an update on the current role of Team Around the Family (TAF) within Social Services and the impact of the Social Services and Well-being Act 2014 on the early intervention agenda.

This report provides Scrutiny with an overview of TAF and the TAF process within the wider early intervention agenda. It focusses on the successes and challenges of the project, with some relevant case studies, to clearly show the role of TAF in supporting vulnerable families in Flintshire. The report will also explain the integral role of TAF in successfully delivering the 'Information, Advice and Assistance' element of the Social Services and Well-being Act, as well as responding to the CCSIW's recent recommendation to further develop our early intervention services.

### RECOMMENDATIONS

1	Scrutiny to evaluate the success of TAF as part of Flintshire's commitment to develop and deliver effective early intervention services.
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## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE CURRENT ROLE OF TEAM AROUND THE FAMILY AND THE INTEGRAL ROLE OF THE PROJECT IN THE LONG TERM EARLY INTERVENTION AGENDA</b>
1.01	<p><b>The Development and Focus of Team Around the Family</b></p> <p>The Team Around the Family is a coordinating service working with vulnerable families across the local authority, bringing together appropriate support agencies and interventions, to meet the individual needs of family members. It also aims to offer early support in order to reduce the likelihood of families requiring more complicated and therefore, costly, services. The programme recognises that supporting a family often involves many different teams and services and the work of the TAF team is to engage the relevant support services at a time which is most appropriate for the family, in order to prevent them reaching crisis point and requiring higher level, remedial services.</p>
1.02	<p>Under the contractual obligations of the Welsh Government's Families First grant, every local authority in Wales was expected to develop a TAF, but this has taken a slightly different form in each area, to adapt to the needs of the local population. TAF originally sat within Lifelong Learning in Flintshire, but was moved under the umbrella of Children's Services in the summer of 2015. The structure remained the same, but the team developed their work in a cohesive way with outside agencies, by ensuring that the interventions were completed by the specialist agencies themselves, rather than relying on TAF officers to carry out direct work. This has been largely successful, although some families do require a more 'hands-on' approach, to encourage and enable them to engage with appropriate support.</p>
1.03	<p>The Team around the Family approach in Flintshire relies heavily on effective multi-agency working and building strong working relationships with other agencies, including statutory and non-statutory services provided by the local authority as well as the 3<sup>rd</sup> and private sectors within the local communities. The Team Around the Family is a framework for joint/multi-agency working to support all children, young people and families with additional needs. Our aim is to ensure appropriate support is in place to prevent a family reaching crisis point and to enable the family to utilise its own strengths to progress and move forward. TAF should encourage families to seek and access support when necessary and should promote a culture of empowerment to support the family to eventually move forward for themselves.</p>
1.04	<p>To develop an integrated approach to family support in Flintshire, the support provided by TAF should be:</p> <ul style="list-style-type: none"><li>• Family focussed – taking a whole family approach to improving outcomes</li><li>• Bespoke – tailored to individual family members' needs</li><li>• Integrated – with effective coordination of planning and service</li></ul>

	<p>provision, providing a seamless progression for families between different interventions and programmes</p> <ul style="list-style-type: none"> <li>• Pro-active – seeking early identification and appropriate intervention for families</li> <li>• Intensive – Continuously adapting the family’s changing needs</li> </ul> <p>Local – identifying appropriate support service to meet the family’s needs within the local community wherever possible</p>
1.05	<p><b>The Work of the TAF Team</b></p> <p>TAF receive referrals from a wide range of agencies working with families, including children’s and adult’s social services, education, health, police and the 3<sup>rd</sup> sector. Approximately 50% of the referrals come from children’s services, either as a step-down from more intensive intervention, or through initial referrals that do not meet children’s services thresholds. (See attached Quarters 1 and 2 Performance Monitoring Report, Appendix 1). It is possible for families to refer themselves and we encourage this as it is empowering and positive for a family to recognise their need for support and take the first steps to ask for it.</p>
1.06	<p>The TAF referral form is called the Joint Assessment Family Framework (JAFF) and is in a North Wales regional format, with slight differences based on local needs. This allows a family a smooth transition from one TAF to another if they move around the region and ensures that their support from TAF remains consistent, as their paperwork can move with them. (See attached JAFF, Appendix 2)</p>
1.07	<p>The TAF team is made up of one TAF Coordinator (21 hours per week) and five TAF Officers (ranging from 29 to 37 hours per week). TAF Officers are not social workers, but it is a degree essential post and the team have a range of backgrounds and experiences, including law, education, early years and substance misuse. Caseloads are currently between 12 and 15, but this changes to reflect numbers of referrals and complexity of cases.</p>
1.08	<p>The TAF team work with approximately 200 – 250 families per year, with each case remaining open on average for 2-3 months. TAF is not a time-limited intervention, but it is important to maintain the focus on empowerment and not promote a culture of dependency, so a TAF Officer will close a case as soon as the appropriate support agencies are in place and the family are engaging with them for themselves. TAF is an enabling and coordinating service rather than an intervention in itself.</p>
1.09	<p>The TAF process is an invaluable element of the early intervention agenda. By enabling families to access appropriate services at this early stage of need, it should prevent them requiring social service intervention at a later stage, thus greatly reducing the long-term financial cost to the organisation. The major challenge of working at this level is encouraging a family to accept support and engage with services. TAF is a consent based service and a family has to be ready to ask for help and support. Many families do not wish to admit any need for support until they reach crisis point, but through engaging them earlier, we often manage to avert the crisis as well as building up their resilience as a family and giving them</p>

	<p>the tools they need to face the next emergency situation without recourse to social service involvement. The other major challenge to working as a multi-agency response to a family's needs, is balancing the accessibility and appropriateness of the agencies involved. Although a family may need a wide range of support services, it is important for the TAF officer to ensure that support is prioritised and introduced according to the family's needs, rather than the accessibility of the services. This is particularly difficult in the current economic climate as funding is becoming more restricted and in turn services have increasingly large waiting lists, often leaving families waiting for the service they desperately require.</p>
1.10	<p><b>Examples of TAF Support</b> Case study 1:</p> <p>Background: Family of three, single mother and two teenage daughters. TAF received a self-referral from mother. Young person (13) refusing to attend school, having been excluded on a number of occasions. Police involvement due to fighting and received Restorative Resolution. Very difficult relationship with father, as he now has another family and doesn't see the children very often. Mother very depressed and having suicidal thoughts. Major problems with benefits and income.</p> <p>TAF support:</p> <ul style="list-style-type: none"> <li>• Liaison with school and Inclusion Service to secure managed move</li> <li>• Referral to and liaison with Youth Justice Service (YJS) Parenting Support team to help mum to access Challenging Years parenting course.</li> <li>• Referral to Quest for mum to increase self-confidence</li> <li>• Support for mum to attend appointments with GP, Jobcentre and YJS.</li> <li>• Referral to Young People's Counselling Service and support for young person to attend</li> <li>• Regular meetings to coordinate support</li> </ul> <p>Impact and legacy: Ongoing support for the family to build up relationships, deal with impact of father leaving and starting a new family and mother's depression and agoraphobia. Young person is now talking about her feelings and is more open to attending another mainstream school. Young person has not been involved in any anti-social behaviour and is engaging well with YJS. Family relationships appear less strained and mother is setting boundaries and rewarding positive behaviour.</p>
1.11	<p>Case study 2:</p> <p>Background: Family of two, mother and 2 year old child. TAF received self-referral from Mother. Child has cerebral palsy and is also epileptic. He has poor sleeping habits and wakes regularly. Mum provides all care for the child and has no support network, having recently moved to the area and no</p>

	<p>family support.</p> <p>TAF support:</p> <ul style="list-style-type: none"> <li>• Referrals to Daffodils and Crossroads, to provide peer support for mum from other parents, as well as activities for young person.</li> <li>• Referrals to Citizen’s Advice Bureau and Welfare Rights to ensure that mother was receiving all the benefits and financial support she was entitled to</li> <li>• Liaison with number of involved health professionals</li> <li>• Regular meetings to coordinate services</li> <li>• Support to access specific support, such as “Blue Badge”</li> <li>• Signposted to Early Support provision and Assisted Places Grant for children with a disability</li> <li>• Young person to attend “Stepping Stones” group in the near future to help his transition to more independent access to nursery attendance when he is two and a half</li> </ul> <p>Impact and legacy:</p> <p>The family are now accessing appropriate services and engaging well with support agencies. Mother is supported by an advocacy worker for the long-term and has had a Carer’s and Direct Payments Assessment, ensuring she has the practical and financial support she requires. The family now have access to higher level provision when necessary and are aware of the services to consult when further support is required.</p>
1.12	<p><b>Current TAF Funding</b></p> <p>The Team Around the Family is grant funded, from the Welsh Government’s Families First grant. This is due to come to an end in March 2017, but there is currently a period of 6 months extension to allow commissioned services to successfully manage their exit strategies. We have been informed that certain aspects of the Families First programme will continue to be funded (including TAF and parenting support) however, we have no indication on the level of funding and how this will affect future capacity. This places TAF in a period of uncertainty, as all positions within the team are reliant on the current level of funding.</p>
1.13	<p><b>The Future of TAF</b></p> <p>The TAF ethos of a multi-agency response to early intervention is directly reflected in Part 2 of The Social Services and Well-Being (Wales) Act 2014. The Act places a duty on the Local Authority to ‘prevent or delay the development of people’s needs for care and support’ and in fulfilling this duty, the LA must ‘identify the services already available in the authority’s area which may help in achieving the purposes ... and consider involving or making use of those services in discharging the duty’. In essence, the Act places a duty on the LA to utilise the local non-statutory support services within the 3<sup>rd</sup> sector, faith sector etc. to support a family, to try to prevent them from requiring statutory intervention. The TAF model would enable the LA to bring together statutory and non-statutory agencies, to deliver on this duty and aligns with the development of the Early Intervention Hub, which is looking at the co-location of these agencies, to work together to form a timely and appropriate response to a family’s needs. TAF also helps the LA to meet the recommendations of the recent CCSIW Inspection Report, based around further development of the early</p>

	intervention model. The TAF idea is based on working together with a wide range of agencies, sharing resources, learning from good practice and avoiding any duplication of services. This is an innovative response to supporting a family and supporting them to develop the skills and resilience to work together to manage future issues without hitting crisis point, but it has the added benefit of being financially practical, as it calls on all agencies involved to share the costs.
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	TAF is currently entirely funded through the Families First grant. The grant for 2016/17 is £210k to cover 6 posts. The extension period of 6 months, to end of October 2017 allows a further extension of 6 months to current contracts, but this will need to be reviewed based on the continuation grant, yet to be agreed by WG.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Consultation will be carried out with staff and Unions, depending on the outcome of future funding discussions.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	The TAF model is now fully integrated into Children's services and plays an integral role in their early intervention function. The main risk to the service is based on a significant reduction in funding, leading to reduced personnel. This would lead to a significant increase in cases being managed by the First Contact Team, which would put further pressure on existing teams. This risk could be mitigated in part by working with the current (non-statutory) services involved in the TAF model, to encourage them to continue with this form of intervention without extensive input from Children's Services.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1:2016/17 Quarters 1 and 2 TAF Performance Monitoring Report Appendix 2:Flintshire JAFF

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<b>Contact Officer:</b> Craig Macleod, Senior Manager Children and Workforce <b>Telephone:</b> 01352 701313 <b>E-mail:</b> <a href="mailto:craig.macleod@flintshire.gov.uk">craig.macleod@flintshire.gov.uk</a>



7.00	GLOSSARY OF TERMS
7.01	<p>(1) <b>TAF:</b> Team Around the Family</p> <p>(2) <b>WG:</b> Welsh Government.</p> <p>(3) <b>YJS:</b> Youth Justice Service</p> <p>(4) <b>CSSIW:</b> The Care and Social Services Inspectorate Wales</p>

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**Families First Progress Report - Process change performance measures**

<b>FLINTSHIRE</b>		2016 - 17			
Project Element	Process performance measures	Q1	Q2	Q3	Q4
<b>JAFF/TAF</b>	<b>No. of families referred (by agency of referral, including self-referral). Example agencies listed; LAs can add to this list:</b>	50	61	0	0
	a) Schools and other education services	4	7		
	b) Children's social services	22	19		
	c) Child and adolescent mental health services	2			
	d) Adult substance misuse services				
	e) Adult social services				
	f) GPs		1		
	g) Health visitors	7	3		
	h) Other primary care services	1	7		
	i) Fire services				
	j) Police		12		
	k) Housing services		1		
	l) Employment support services				
	m) Third Sector	1	1		
	n) Self-referral	10	9		
	o) Youth Service / Youth Offending Teams	3	1		
	p) other (please specify each additional category and numbers of each category in column I)				
	<b>No. of families completing a JAFF assessment</b>	50	61	0	0
	a) Schools and other education services	4	7		
	b) Children's social services	22	19		
	c) Child and adolescent mental health services	2			
	d) Adult substance misuse services				
	e) Adult social services				
	f) GPs		1		
	g) Health visitors	7	3		
	h) Other primary care services	1	7		
	i) Fire services				
	j) Police		12		
	k) Housing services		1		
	l) Employment support services				
m) Third Sector	1	1			
n) Self-referral	10	9			
o) Youth Service / Youth Offending Teams	3	1			
p) other (please specify each additional category and numbers of each category in column I)					
<b>No. of families (of those considered for a JAFF at either measure above including those referred but not given a JAFF)</b>	50	44	0	0	
a) referred only to a commissioned project (ie single intervention)	4				
b) referred only to other support outside Families First (ie a single intervention)	3	4			
c) signing a TAF action plan	43	40			
<b>No. of families (of those signing a TAF action plan)</b>	43	40	0	0	
a) referred to a commissioned project as part of their TAF action plan		8			
b) referred to other support outside Families First as part of their action plan		7			
c) both	43	25			
<b>No. of families (of those starting a TAF action plan)</b>	50	39	0	0	
a) closed with a successful outcome in relation to the TAF action plan	39	19			
b) closed due to family opt-out	4	5			
c) closed due to non-engagement	4	7			
d) closed as family moved out of LA area and referred to another LA	2				
e) escalated to a statutory service	1	2			
f) stepped down to single agency intervention		6			
g) closed due to other reasons (please specify each additional category and numbers of each category in column I)					
		<b>Red cell below? Your entry is incorrect and must be corrected</b>			
<b>Disability Focus</b> Entries in this section will have already been included in the JAFF/TAF section and therefore cannot be	<b>No. of families identified as having additional needs relating to disability referred to the Families First Programme</b>	31			
	<b>No. of families identified as having additional needs relating to disability referred for a JAFF (See line 6)</b>		41		
	<b>No. of families identified as having additional needs relating to disability completing a JAFF assessment (See line 23)</b>	31	41		
	<b>No. of families identified as having additional needs relating to disability (of those considered for a JAFF at either measure above including those referred but not given a JAFF)</b>	31	41	0	0
	a) referred only to a commissioned project (ie single intervention)	3	0		
b) referred only to other support outside Families First (ie a single intervention)		4			

<b>Cannot be greater than the figures in the corresponding cell above. If a higher figure is input, the cell in this section will turn red and you will need to re-input the correct figure.</b>	c) signing a TAF action plan	28	37		
	<b>No. of families identified as having needs relating to disability (of those signing a TAF action plan)</b>	<b>28</b>	<b>37</b>	<b>0</b>	<b>0</b>
	a) referred to a commissioned project as part of their TAF action plan		5		
	b) referred to other support outside Families First as part of their TAF action plan		7		
	c) both	28	25		
	<b>No. of families identified as having needs relating to disability (of those signing a TAF action plan)</b>	<b>27</b>	<b>28</b>	<b>0</b>	<b>0</b>
	a) closed with a successful outcome in relation to the TAF action plan	22	10		
	b) closed due to family opt-out	1	5		
	c) closed due to non-engagement	2	6		
	d) closed as family moved out of LA area and referred to another LA	1			
	e) escalated to a statutory service	1	2		
	f) stepped down to single agency intervention		5		
g) closed due to other reasons <b>(please specify each additional category and numbers of each category in column l)</b>					

<b>Strategically Commissioned Projects</b> <b>This must include data at quarter 1 for EVERY individual accessing a project followed by NEW individuals accessing a project at quarters 2 - 4</b>	<b>Total number of individuals accessing a commissioned project</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	a)				
	b)				
	c)				
	d)				
	e)				
	f)				
	g)				
	h)				
	i)				
	j)				
	k)				
	l)				
	m)				
	n)				
	o)				
	p)				
	q)				
r)					
s)					
t)					

Notes (Optional)	
Print Name	
Job Title	
Date	

**Tim o Amgylch y Teulu** (Gwasanaeth wedi Gydlynnu)

**Team Around the Family** (Co-ordinated Service)

**JAFF**

**Flintshire Joint Assessment for Families**  
**Asesiad Teulu ar y cyd Sir Y Fflint**



Flintshire County Council, Team Around the Family,  
Children's Services, Chapel Street, Flint,  
Flintshire. CH6 5DE  
Tel: 01352 701000  
e: [childprotectionreferral@flintshire.gcsx.gov.uk](mailto:childprotectionreferral@flintshire.gcsx.gov.uk)



Enw'r Gweithiwr sy'n cwblhau'r JAFF Name of the Worker completing the JAFF	Gwasanaeth y Gweithiwr Workers Service	Manylion Cyswllt Contact Details	Dyddiad yr Asesiad Date of Assessment

Enw'r gweithiwr wnaeth gwblhau'r Ffurflen Gyfeirio:  
Name of the worker who completed the Referral Form:

Manylion Cyswllt / Contact Details:

<b>A yw'r Cyswllt Teulu wedi ei nodi:</b> Has a Family Contact been identified:	Do / Yes: <input type="checkbox"/>	Naddo/No: <input type="checkbox"/>
Os do, nodwch/If Yes, please state: Enw/Name: Asiantaeth/Agency: Manylion Cyswllt/Contact Details:		

# Manylion Adnabod / Identifying Details

## Manylion y Rhiant/Parents Details

(Cysylltwch gyda Tim Gyda'n Gilydd am Aseiad ar gyfer person ifanc 16 – 25)

<b>Enw cyntaf / First name</b>	<b>Cyfenw / Surname</b>	<b>Dyddiad Geni / Date of Birth</b>

Rhowch gylch o amgylch yr un cywir: / Mam/ Tad/ Gofalydd  
 Circle the correct option: Mother/ Father/ Carer

<b>Cyfeiriad / Address</b>	

<b>Côd Post / Post Code</b>	

<b>Rhif ffôn Cartref Home Telephone no.</b>		<b>Ffôn symudol Mobile</b>	

<b>Dull cyfathrebu yr ydych yn ei ffafrio Preferred means of communication</b>	

<b>Iaith Ddewisiol/Preferred Language</b>	

Manylion o unrhyw Anableddau neu ofynion arbennig yn y teulu (e.e. cyfieithydd, dehonglwr arwyddiaith, eirliolwr) Details of any Disabilities or special requirements in the family (e.g. interpreter, signer, advocate)

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### Gwybodaeth am y Teulu / Aelodau Unigol (gadewch yn wag fel sy'n briodol)

#### Family Individual Information (please leave blank as appropriate)

Enw Cyntaf / First Name	Cyfenw / Surname	Perthynas â'r person uchod Relationship to person above	Dyddiad Geni Date of Birth	Oed Age	Yr un cyfeiriad Same address

Rhowch unrhyw gyfeiriadau / rhifau ffôn cyswllt eraill i aelodau'r teulu / Enter any other addresses / contact tel. no's for family members

--

### Asiantaethau allweddol a gweithwyr proffesiynol sydd hefyd yn gweithio gyda'r unigolyn neu'r teulu

#### Key agencies and professionals who are also working with the individual or family

Asiantaeth / Agency	Enw Cyswllt Contact Name	Ffôn / e-bost cyswllt Contact Tel: / E-mail

## Part 2a


<b>Plentyn / Person Ifanc - Child/Young Person</b> (Please complete for each individual child in the family)	Ticiwch os nad yw'r dudalen hon yn berthasol Please tick if this page does not apply <input style="float: right;" type="checkbox"/>
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<b>Enw / Name:</b>	
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<b>Cefndir Ethnig / Ethnic background:</b>	
--	--

Anabledau / Disabilities	Gwybodaeth am yr anabledd: Information on Disability:
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Sgoriwch y meysydd isod gyda'r rhiant ar ran y plentyn neu gyda'r plentyn/ person ifanc eu hunain a rhowch rhagor o wybodaeth yn y blychau isod.  
*Please score the areas below with the parent on behalf of the child or with the child/ young person themselves and include further information in the boxes.*

 <p style="font-size: small;">Sut wyt ti'n teimlo am .....? How do you feel about .....</p>	<b>Cryfderau ac Anghenion</b> <b>Strengths and Needs</b>
---	---

<b>Iechyd / Health</b>		
<b>Datblygiad / Development</b>		
<b>Addysg/Dysgu Education/Learning</b>		
<b>Ymddygiad / Behaviour</b>		
<b>Perthnasoedd/ Relationships</b>		
<b>Anabledd / Disability</b>		
<b>Cyfrifoldebau Gofalu Caring Responsibilities</b>		
<b>Arall Other</b>		

# Plentyn / Person Ifanc - Child/Young Person

(Please complete for each individual child in the family)

Ticiwch os nad yw'r dudalen hon yn berthasol

Please tick if this page does not apply

Enw / Name:

Cefndir Ethnig / Ethnic background:

Anableddau / Disabilities

Gwybodaeth am yr anabledd:

Information on Disability:

Sgoriwch y meysydd isod gyda'r rhiant ar ran y plentyn neu gyda'r plentyn/ person ifanc eu hunain a rhowch rhagor o wybodaeth yn y blychau isod.

*Please score the areas below with the parent on behalf of the child or with the child/ young person themselves and include further information in the boxes.*

Sut wyt ti'n teimlo am .....?  
How do you feel about .....?

1 2 3 4 5

## Cryfderau ac Anghenion Strengths and Needs

Iechyd / Health

Datblygiad /  
Development

Addysg/Dysgu  
Education/Learning

Ymddygiad /  
Behaviour

Perthnasoedd/  
Relationships

Anabledd /  
Disability

Cyfrifoldebau Gofalu  
Caring Responsibilities

Arall  
Other



# Plentyn / Person Ifanc - Child/Young Person

(Please complete for each individual child in the family)

Ticiwch os nad yw'r dudalen hon yn berthasol

Please tick if this page does not apply

Enw / Name:

Cefndir Ethnig / Ethnic background:

Anableddau / Disabilities

Gwybodaeth am yr anabledd:

Information on Disability:

Sgoriwch y meysydd isod gyda'r rhiant ar ran y plentyn neu gyda'r plentyn/ person ifanc eu hunain a rhowch rhagor o wybodaeth yn y blychau isod.

*Please score the areas below with the parent on behalf of the child or with the child/ young person themselves and include further information in the boxes.*

Sut wyt ti'n teimlo am .....?  
How do you feel about .....?

1 2 3 4 5

## Cryfderau ac Anghenion Strengths and Needs

Iechyd / Health		
Datblygiad / Development		
Addysg/Dysgu Education/Learning		
Ymddygiad / Behaviour		
Perthnasoedd/ Relationships		
Anabledd / Disability		
Cyfrifoldebau Gofalu Caring Responsibilities		
Arall Other		

# Rhiant/Gofalwr - Parent/ Carer

Ticiwch os nad yw'r dudalen hon yn berthasol  
Please tick if this page does not apply

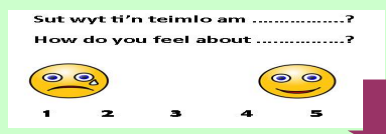
Enw / Name:

Cefndir Ethnig / Ethnic background:

Anableddau /  
Disabilites

Gwybodaeth am yr anabledd:  
Information on Disability:

Sgoriwch y meysydd isod gyda'r rhiant / gofalwr hwn a rhowch rhagor o wybodaeth yn y blychau isod.  
Please score the areas below with this parent / carer and include further information in the boxes below.



## Cryfderau ac anghenion Strengths and Needs

Iechyd (corfforol)/ Health (physical)		
Iechyd (meddyliol ac emosiynol) Health (mental and emotional)		
Rhiantu/Parenting		
Perthnasoedd / Relationships		
Incwm /Income		
Hyfforddiant a Chyflogaeth Training and employment		
Tai / Housing		
Cymuned / Community		
Anabledd neu anghenion dysgu / Disability or learning difficulties		
Arall / Other		

# Rhiant/Gofalwr - Parent/ Carer

Ticiwch os nad yw'r dudalen hon yn berthasol  
Please tick if this page does not apply

Enw / Name:

Cefndir Ethnig / Ethnic background:

Anableddau /  
Disabilites

Gwybodaeth am yr anabledd:  
Information on Disability:

Sgoriwch y meysydd isod gyda'r rhiant / gofalwr hwn a rhowch rhagor o wybodaeth yn y blychau isod.  
Please score the areas below with this parent / carer and include further information in the boxes below.

<p>Sut wyt ti'n teimlo am .....? How do you feel about .....?</p> 	<p><b>Cryfderau ac anghenion</b> <b>Strengths and Needs</b></p>	
Iechyd (corfforol)/ Health (physical)		
Iechyd (meddyliol ac emosiynol) Health (mental and emotional)		
Rhiantu/Parenting		
Perthnasoedd / Relationships		
Incwm /Income		
Hyfforddiant a Chyflogaeth Training and employment		
Tai / Housing		
Cymuned / Community		
Anabledd neu anghenion dysgu / Disability or learning difficulties		
Arall / Other		

## Part 4

### Casgliadau ar gyfer y teulu / Conclusions for the family

Beth yw eich casgliadau chi? Er enghraifft, cryfderau, anghenion ychwanegol. Beth ddylai newid? Er enghraifft, pa ganlyniadau, atebion a nodau y mae'r teulu am eu cyflawni.

*What are your conclusions? For example, strengths, additional needs. What needs to change? For example, what outcomes, solutions and goals do the family want to achieve.*

ENW/NAME	Ar beth mae'r teulu eisiau gweithio arno a/neu angen help gydag o? What would the family like to work on and/ or need help with ?

### DIOGELWCH TAN / FIRE SAFETY

Oes larwm mwg wedi ei osod yn y cartref?

Does the property have working smoke alarms fitted?

Oes / Yes       Nag oes/ No

A fydddech yn hoffi i Wasanaeth Tân ac Achub Gogledd Cymru gynnal archwiliad diogelwch tân yn y cartref?

Would you like a free home fire safety check from North Wales Fire and Rescue Service?

Byddwn / Yes

Na fyddwn / No

Os byddwn yw'r ateb – gyrrwch y manylion cyswllt (manyion ffôn sydd orau) trwy e-bost i'r swyddfa ardal briodol: [Flintshire.wrexham@nwales-fireservice.org.uk](mailto:Flintshire.wrexham@nwales-fireservice.org.uk)

If answer yes – forward contact details (phone details preferably) via email to appropriate area office:

[Flintshire.wrexham@nwales-fireservice.org.uk](mailto:Flintshire.wrexham@nwales-fireservice.org.uk)

## Part 5

## CANIATAD / CONSENT

Rwyf yn cytuno i weithio gyda Cydlynnydd Tim o Amgylch y Teulu Gyda'n Gilydd  ac rwyf yn fodlon iddynt rannu gwybodaeth gydag asiantaethau a fydd yn rhoi cefnogaeth i mi ( (cedwir y wybodaeth honno'n gyfrinachol ac yn ddiogel ganddynt)  (*Ticiwch os yw'n briod!*)

I agree to work with a Team Around the Family Co-ordinator  and I am happy for them to share information with agencies that will be supporting me (this information will be kept confidential and secure by them)  (Please tick if appropriate)

Arwyddwyd / Signed: \_\_\_\_\_  
 Nodwch / Please state: Ydw/Yes  Nac ydw / No

Printiwch eich enw:  
 Please print name: \_\_\_\_\_  
 (Rhiant) / Parent

Dyddiad /  
Date:

Arwyddwyd / Signed: \_\_\_\_\_  
 Nodwch / Please state: Ydw/Yes  Nac ydw / No

Printiwch eich enw:  
 Please print name: \_\_\_\_\_  
 (Plentyn/ Person Ifanc) / (Child/ Young Person)

Dyddiad /  
Date:

**Rhan Ddewisol - gallwch adael yr adran hon yn wag os dymunwch / Optional Section - you can leave blank if you want to**

NID wyf/ ydym yn rhoi caniatâd i rannu unrhyw wybodaeth â'r gwasanaethau /unigolion canlynol ar gyfer unrhyw ddiben.

I/We do NOT give consent for any information to be shared with the following services/ individuals for any purpose

Gwasanaeth / Service	Enwau / Names

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## SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 24 November, 2016
<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 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>



<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.

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**CURRENT FWP**

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible / Contact Officer	Submission Deadline
<b>Tuesday 13 December 2016 2.00 p.m.</b>	<b>Quarter 2 Improvement Plan Monitoring Report</b>  <b>Betsi Cadwaladr University Health Board</b>	To enable members to fulfil their scrutiny role in relation to performance monitoring  Representatives of BHCUB have been invited to attend the meeting to discuss Mental Health Services and the Residential Care Sector.	Assurance  Partnership working	Chief Officer Social Services  Facilitator	<b>6 December 2016</b>
<b>Thursday 19 January 2017 10.00 a.m.</b>	<b>(Budget Consultation)</b>		Budget Options Consultation	Chief Officer Social Services	<b>12 January 2017</b>
<b>Thursday 26 January 2017 2.00 p.m.</b>	<b>Update on Delayed Transfer of Care</b>  <b>Population Needs Assessment</b>	To receive an update on Delayed Transfer of Care data for Flintshire  To consider the findings of the Population Needs Assessment	Monitoring	Chief Officer: Social Services	<b>19 January 2017</b>
<b>Thursday 2 March 2017 10.00 a.m.</b>	<b>Quality Assurance report</b>	To be confirmed		Senior Manager: Children and Workforce	<b>23 February 2017</b>

	<b>Quarter 3 Improvement Plan Monitoring Report</b>	To enable members to fulfil their scrutiny role in relation to performance monitoring	Assurance	Facilitator	
	<b>Transition</b>	To be confirmed			
<b>Thursday 6 April 2017 2.00 p.m.</b>	<b>Double Click</b>	To receive a presentation on progress following the transition to a Social Enterprise.		Chief Officer: Social Services	<b>30 March 2017</b>
<b>Thursday 15 June 2017 2.00 p.m.</b>	<b>21016/17 Year End Reporting and Improvement Plan Monitoring</b>	To enable members to fulfil their scrutiny role in relation to performance monitoring	Assurance	Senior Manager Children and Workforce  Facilitator	<b>8 June 2017</b>
<b>Thursday 20 July 2017 2.00 p.m.</b>	<b>Comments, Compliments and Complaints</b>	To consider the Annual Report	Assurance	Chief Officer Social Services	<b>13 July 2017</b>

### Regular Items

Month	Item	Purpose of Report	Responsible/Contact Officer
<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 with goes to Education & Youth OSC with this Committee.	Chief Officer (Social Services)

<b>March</b>	<b>Corporate Parenting</b>	Report to Social & Health Care and Education & Youth Overview & Scrutiny.	Chief Officer (Social Services)
<b>Half-yearly</b>	<b>Betsi Cadwaladr University Health Board Update</b>	To maintain 6 monthly meetings – partnership working.	Facilitator
<b>May</b>	<b>Comments, Compliments and Complaints</b>	To consider the Annual Report.	Chief Officer (Social Services)
	<b>Adult Safeguarding</b>	To consider the annual statistical information.	Chief Officer (Social Services)
<b>Every 6 months</b>	<b>Repeat Referrals in Children’s Services</b>	To monitor progress.	Chief Officer (Social Services)

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