

# Public Document Pack

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Prif Swyddog (Llywodraethu)



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To: Members of the Social & Health Care Overview & Scrutiny Committee

2 June 2023

Dear Sir/Madam

**NOTICE OF HYBRID MEETING**  
**SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**  
**THURSDAY, 8TH JUNE, 2023 at 2.00 PM**

**\*\*Members of the Committee are reminded that a Site Visit to NEWCES has been arranged for 11am ahead of the Committee meeting starting at 2pm.\*\***

Yours faithfully

Steven Goodrum  
Democratic Services Manager

Please note: Attendance at this meeting is either in person in the Lord Barry Jones Council Chamber, Flintshire County Council, County Hall, Mold, Flintshire or on a virtual basis.

The meeting will be live streamed onto the Council's website. The live streaming will stop when any confidential items are considered. A recording of the meeting will also be available, shortly after the meeting at <https://flintshire.public-i.tv/core/portal/home>

If you have any queries regarding this, please contact a member of the Democratic Services Team on 01352 702345.

## A G E N D A

### 1 **APPOINTMENT OF CHAIR**

**Purpose:** At the Annual Meeting, Council determined that the Eagle Group will chair this Committee. The Committee is advised that Councillor Arnold Woolley is the Chair of the Committee for the municipal year.

### 2 **APPOINTMENT OF VICE-CHAIR**

**Purpose:** To appoint a Vice-Chair for the Committee.

### 3 **APOLOGIES**

**Purpose:** To receive any apologies.

### 4 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

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

### 5 **MINUTES** (Pages 5 - 10)

**Purpose:** To confirm as a correct record the minutes of the meetings held on 20 April and 27 April 2023.

### 6 **FORWARD WORK PROGRAMME AND ACTION TRACKING** (Pages 11 - 20)

Report of Environment and Social Care Overview & Scrutiny Facilitator -

**Purpose:** To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.

### 7 **NORTH EAST WALES COMMUNITY EQUIPMENT SERVICE (NEWCES)** (Pages 21 - 26)

Report of Chief Officer (Social Services) - Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

**Purpose:** To receive a progress report on the service.

**8 UPDATE ON OCCUPATIONAL THERAPY SERVICES (Pages 27 - 34)**

Report of Chief Officer (Social Services) - Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

**Purpose:** To receive an update.

**9 EARLY HELP AND INTERVENTION IN CHILDREN'S SERVICES (Pages 35 - 42)**

Report of Chief Officer (Social Services) - Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

**Purpose:** To provide an overview of the work of the Early Help Hub and the development of an Information, Advice and Assistance Service.

**10 SOCIAL SERVICES ANNUAL REPORT (Pages 43 - 104)**

Report of Chief Officer (Social Services) - Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

**Purpose:** For Members to view the draft Annual Social Services Report and feedback on the draft content considered for inclusion, which include the key developments of the past year and our priorities for next year.

***Please note that there may be a 10 minute adjournment of this meeting if it lasts longer than two hours***

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## **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE** **20 APRIL 2023**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Thursday, 20 April 2023

### **PRESENT: Councillor Hilary McGuill (Chair)**

Councillors: Mel Buckley, Tina Claydon, Paul Cunningham, Rob Davies, Carol Ellis, Gladys Healey, David Mackie and Debbie Owen.

**APOLOGIES:** Councillors: Jean Davies and Linda Thomas

**CONTRIBUTORS:** Councillor Christine Jones, Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing; Chief Officer (Social Services); Senior Manager – Safeguarding and Commissioning; Senior Manager Children and Workforce and Senior Manager for Adults

**IN ATTENDANCE:** Overview & Scrutiny Facilitator and Democratic Services Officer

### **54. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

None.

### **55. MINUTES**

Councillor Mackie confirmed that he has spoken to Mr. James Hunt from Nanny Biscuit in relation to sharing ideas as indicated on page 7 of the minutes of 2<sup>nd</sup> March 2023.

The minutes of the meeting held on 2<sup>nd</sup> March 2023 were approved as moved by Councillor David Mackie and seconded by Councillor Debbie Owen.

### **RESOLVED:**

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

### **56. FORWARD WORK PROGRAMME AND ACTION TRACKING**

The Overview & Scrutiny Facilitator presented the current Forward Work Programme stating that there were no changes to any of the items listed in the appendix and that future dates of meetings from September would be added once they had been presented and approved at the Annual Council meeting scheduled to be held on 4<sup>th</sup> May, 2023.

Councillor Ellis requested that an item be added concerning Access to GP's due to the number of complaints that she had received about people not getting GP appointments. The Chair requested that Councillor Ellis write to her with the problems that she had received, and she would then write to Betsi Cadwaladr University Health Board on the Committee's behalf.

The Chair also wanted to add an item to the Forward Work Programme to be discussed at the next Joint Meeting with the Education, Youth & Culture Overview & Scrutiny Committee which she had discussed with the Chief Officer (Social Services) prior to the start of the meeting. The Chief Officer reported that he had recently received a positive presentation by a young person with a disability who was a self-advocate and had helped herself and others into work and suggested that she be invited to give a presentation to Members at the joint meeting scheduled to be held in June. The Committee supported this suggestion.

The recommendations, as outlined in the report, were moved by Councillor Gladys Healey and seconded by Councillor David Mackie.

**RESOLVED:**

- (a) That the Forward Work Programme be approved;
- (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 and

Due to technical problems the Chair advised that the meeting would be adjourned and re-arranged to an alternative date to allow for consideration of the remaining items on the Agenda. Notification of the date and time of the meeting would be circulated to the Committee as soon as possible.

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

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

(The meeting started at 2.00 pm and ended at 2.16 pm)

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**Chair**

**SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**  
**27 APRIL 2023**

Minutes of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Thursday, 27 April 2023

**PRESENT: Councillor Hilary McGuill (Chair)**

Councillors: Mel Buckley, Tina Claydon, Carol Ellis, Gladys Healey, David Mackie, Debbie Owen and Linda Thomas

**SUBSTITUTIONS:** Councillors Rob Davies (Marion Bateman) and Teresa Carberry (Paul Cunningham)  
*Councillor Marion Bateman will replace Councillor Rob Davies for all future meetings*

**CONTRIBUTORS:** Councillor Christine Jones (Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing); Chief Officer (Social Services); Senior Manager – Safeguarding and Commissioning; Senior Manager Children and Workforce; Senior Manager for Adults; Commissioning Manager and Planning and Development Officer

**IN ATTENDANCE:** Social Care and Environment Overview & Scrutiny Facilitator and Democratic Services Officer.

**58. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

None.

**59. COUNCIL PLAN 2023-28**

The Chief Officer (Social Services) informed members that the Council Plan had already been considered by other Committees of the Council as well as by Cabinet and their view was subject to any comments made at this Committee. The high-level structure of the Council Plan 2023-28 was agreed in October 2022 and consisted of seven priorities, well-being objectives and a number of sub priorities.

He gave insight to the priorities relevant to this Committee which were:-

- Independent Living
- Safeguarding
- Direct Provision to support people closer to home
- Local Dementia Strategy
- A Well-connected, Safe and Clean Local Environment

In response to the Chair, the Chief Officer (Social Services) said that he wasn't privy to any plans for the use of the Tri Ffordd site and was unsure if a decision had been made but he believed that it did come under the ownership of Flintshire County Council and confirmed that Mocking Bird would remain part of the key plans in terms of fostering services.

Councillor Mackie sought clarification as to why target figures were lower than the baseline figures in the report and in response the Chief Officer (Social Services) agreed that they should be challenging with their targets and confirmed that they were set by himself and his team with views sought by Committee and corporate colleagues when questioned by Councillor Ellis. He said that he would review the figures where the targets were lower than the baseline data with his team and circulate figures to Members by the end of the week.

The recommendation in the report was moved and seconded by Councillor Ellis and Councillor Carberry.

**RESOLVED:**

That the Committee supports the Council Plan 2023-28 Part 1 and 2 documents that outline the actions, measures and risks that underpin the priorities, sub-priorities and wellbeing objectives of the Council Plan 2023-28 subject to the targets being reviewed and updated information being circulated to Members of the Committee.

**60. SOCIAL SERVICES ANNUAL REPORT**

The Planning and Development Officer explained that the Annual Report was a requirement of the Social Services and Well-being (Wales) Act 2014 and Regulation and Inspection of Social Care (Wales) Act 2016. She explained that the report they were currently working on covered the period from March 2022 until April 2023 and set out the Council's Improvement journey over that time and the priorities for the coming year and would be published in the same format as the 2021/22. She informed Members that they were waiting for further information but there was a likelihood that the guidance would change so the format of next year's report may look very different than in previous years. She advised that once the draft report had been prepared it would be presented to this Committee on 8<sup>th</sup> June 2023 with the aim that it was approved in July 2023 ready for publication and available to the public in both Welsh and English in September 2023.

The Commissioning Manager clarified the concerns of the Members by advising that the meeting today was not reporting on previous priorities. Instead the aim was to establish if they were happy that priorities identified by the Portfolio moving into next year were correct before they were finally written up in the same format as in previous years using the headings that had been proposed which were themed on the population needs assessment, older people, carers, children and young people etc. She reiterated what the Planning & Development Officer had said about the draft report being presented to the meeting in June for Members' approval which would be clearly laid out with what they had achieved alongside the priorities moving into next year, but stressed that amendments could only be made up until when it went to Cabinet in July to meet the publication deadline. She explained that other priorities would be picked up during the normal working practice and would probably be reported in next year's report.

The recommendation in the report was moved by Councillor Mackie and seconded by Councillor Claydon.



**RESOLVED:**

That following review, Members approved the report outline and priorities for next year with a final draft to be presented to the Committee in June.

**61. AUDIT WALES DIRECT PAYMENTS FOR ADULT SOCIAL CARE**

The Senior Manager - Safeguarding and Commissioning introduced the report stressing that it was an audit of the general direct payment provision on all 22 Local Authorities in Wales written by Audit Wales in April 2022 and not a report on Direct Payments in Flintshire Adult Social Services. She explained that the report looked into how direct payments had helped people live independently, sustained people's wellbeing and how they had improved a person's quality of life. She emphasised that while the report was generic in some ways, it was specific in others and went through Flintshire's response to the 10 recommendations as set out in the report.

The Senior Manager for Adults responded to an issue raised by the Chair concerning the stigma of direct payments by saying that this was an ongoing piece of work which was high on their agenda and that they were currently pushing for carers to receive the direct payments in their own right to enable them to carry on providing support for their loved ones. She also advised that she was in the process of explaining across the authority how direct payments could be used in the carer's own name as they felt it was important for the person to have the support they wanted from the person they wanted it provided by.

Councillor Mackie stated that Audit Wales had not recognised in the report the work that Flintshire had carried out and said that they should have put forward some of the processes that had been developed by Flintshire staff to show other councils the best approach as one solution did not fit every case. The Senior Manager - Safeguarding and Commissioning responded and added to a further remark from Councillor Ellis about the simplicity of the system that Flintshire had in place. She was unable to comment on what other authorities did but said that there was interest out there as they had been contacted by other authorities about their systems, processes and web pages. She put the success of the service down to what the team had done by listening and putting into practice the feedback they had received from recipients of the direct payments. The Chief Officer (Social Services) added that he also had been contacted by a North Wales Authority who had shown interest in using their direct payment portal.

The recommendations in the report were moved by Councillor Mackie and seconded by Councillor Buckley.

**RESOLVED:**

- (a) That Members note the recommendations in the Audit Wales report on Direct Payments for Adult Social Care;
- (b) That Members agree the actions in the Flintshire Response to the national report; and

- (c) That Members note that Flintshire County Council are awaiting a response from the Audit Wales to their feedback.

**LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 - TO CONSIDER THE EXCLUSION OF THE PRESS AND PUBLIC**

Exclusion of the press and public was moved by Councillor Buckley and seconded by Councillor Mackie.

**RESOLVED:**

That the press and public be excluded for the remainder of the meeting for the following items by virtue of exempt information under paragraph(s) 13 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

**62. LOOKED AFTER CHILDREN PLACEMENTS**

A presentation was provided by the Senior Manager (Children and Workforce) which covered the range of settings that looked after children were supported and the bespoke arrangements that were put in place for children with more complex needs.

Following the presentation, officers responded to questions that were raised by Members.

The recommendations, as amended, were moved by Councillor Buckley and seconded by Councillor Mackie.

**RESOLVED:**

- (a) That the Committee is assured of the approach in the arrangements to support looked after children; and
- (b) That a further Part 2 report is presented to the Committee with the outcome of the review and impact on the Flintshire County Council local policy practice at a future date.

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

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

(The meeting started at 9.30 am and ended at 10.55 am)

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**Chair**



## SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 8 <sup>th</sup> June 2023
<b>Report Subject</b>	Forward Work Programme and Action Tracking
<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.

The report also shows actions arising from previous meetings of the Social & Health Care Overview & Scrutiny Committee and the progress made in completing them. Any outstanding actions will be continued to be reported to the Committee as shown in Appendix 2.

### **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.
3	That the Committee notes the progress made in completing the outstanding actions.

## **REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE FORWARD WORK PROGRAMME AND ACTION TRACKING</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><li>6. Is the issue of public or Member concern?</li></ol>
1.03	In previous meetings, requests for information, reports or actions have been made. These have been summarised as action points. Following a meeting of the Corporate Resources Overview & Scrutiny Committee in July 2018, it was recognised that there was a need to formalise such reporting back to Overview & Scrutiny Committees, as 'Matters Arising' was not an item which can feature on an agenda.
1.04	It was suggested that the 'Action tracking' approach be trialled for the Corporate Resources Overview & Scrutiny Committee. Following a successful trial, it was agreed to extend the approach to all Overview & Scrutiny Committees.
1.05	The Action Tracking details including an update on progress is attached at Appendix 2.

<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	In some cases, action owners have been contacted to provide an update on their actions.

<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 Appendix 2 – Action Tracking for the Social & Health Care OSC.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Minutes of previous meetings of the Committee as identified in Appendix 2.  <b>Contact Officer:</b> Margaret Parry-Jones Overview & Scrutiny Facilitator <b>Telephone:</b> 01352 702427 <b>E-mail:</b> <a href="mailto:Margaret.parry-jones@flintshire.gov.uk">Margaret.parry-jones@flintshire.gov.uk</a>

<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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## Forward Work Programme

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible / Contact Officer	Submission Deadline
29 June 2023 2pm Joint meeting with Education, Youth & Culture OSC	Safeguarding in Education	To provide an update on the discharge of statutory safeguarding duties in schools and the Education portfolio. To include information on Relationship and Sexual Education and how this was contributing to reducing harm.	Assurance	Chief Officer – Education, Youth and Culture	
	Additional Learning Needs and Education Tribunal (Wales) Act 2018	To outline the approach to the identification and commissioning of post 16 education for Flintshire's young people.	Assurance	Chief Officer – Education, Youth & Culture	
	Help and support for Looked After Children and Care Leavers in Flintshire	To provide assurance on the help and support provided to children and families to enable them to remain at home where safe and appropriate, support to children who become looked after, support for care leavers and the basic income pilot.	Assurance	Craig Macleod	
20 July 10.00 am	Council Plan 2022-23 Year End Performance	To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.	Performance Monitoring	Chief Officer – Social Services	
7 September 23	Comments, Compliments	To consider the Annual Comments,	Assurance	Chief Officer – Social	

2pm	& Complaints Strategic Capital Plan Prioritisation	Compliments & Complaints report  To consider the regional list of funding cycle 1 prioritised schemes	Pre-decision scrutiny	Services  Chief Officer – Social Services	
26 October 23 2pm					
7 December 23 2 pm	Looked After Children Placements - Outcome of the review and impact on the Flintshire County Council local policy	As agreed on 27 April 2023	Update	Craig Macleod	
18 January 24 2pm					
29 February 24 2pm					
6 June 24 2pm					
27 June 24	Joint meeting with Education, Youth & Culture OSC				
18 July 24 10.00 am					

**Regular Items**

Month	Item	Purpose of Report	Responsible/Contact Officer
	<b>Safeguarding</b>	To provide Members with statistical information in relation to Safeguarding - & Adults & Children	Chief Officer (Social Services)
<b>May</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>May</b>	<b>Corporate Parenting</b>	Report to Social & Health Care and Education & Youth Overview & Scrutiny.	Chief Officer (Social Services)
<b>Sept</b>	<b>Comments, Compliments and Complaints</b>	To consider the Annual Report	Chief Officer (Social Services)
	<b>Betsi Cadwaladr University Health Board Update</b>	BCUHB are invited to attend on an annual basis – partnership working.	Facilitator

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### Action tracking from Social & Health Care OSC April 2023

Item/Date	Discussion	Action	By whom	Status
27 April 23 Council Plan 2023-28	Councillors queried targets and officers agreed to review and update the information and circulate to members of the committee.	Review targets and circulate.	Officers	Completed. Email circulated 28/4/23
27 April 23 Looked After Children Placements	A further Part 2 report to be provided to the Committee with the outcome of the review and impact on the Flintshire County Council local policy	To be added to the Forward Work Programme	Facilitator	Completed  Added to Forward Work Programme.

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## SOCIAL & HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 8 <sup>th</sup> June 2023
<b>Report Subject</b>	North East Wales Community Equipment Service (NEWCES)
<b>Cabinet Member</b>	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The North East Wales Community Equipment Service was formed in 2009 under a Section 33 NHS (Wales) Act 2006 Partnership Agreement. The service is jointly funded by three Partners, Wrexham County Borough Council, Betsi Cadwaladr University Health Board and Flintshire County Council. Flintshire are the host authority and lead partner. Governance is provided by the Partnership Management Board, chaired by the Integrated Lead for Adults in Flintshire and is made up of stakeholders from all agencies.





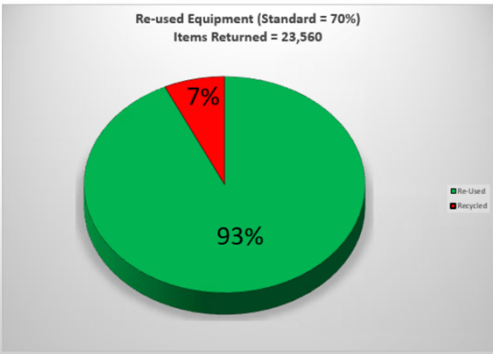

This report provides a description of the current service provided by the Community Equipment Service for North East Wales based in Hawarden and Queensferry. With a fleet of 7 vehicles the service delivers and installs over 37 thousand items of equipment a year across North East Wales and re-uses 93% of the equipment that is returned.

### RECOMMENDATIONS

1	Members acknowledge the successful work of the NEWCES in support of hospital avoidance and safe return from hospital settings.
2	Member recognise the significant work undertaken in reusing equipment and cost avoidance savings for partners that supports the regional program.

## REPORT DETAILS

1.00	BACKGROUND AND CONTEXT
1.01	The provision of community equipment is essential for promoting the independence of people with disabilities of all ages. The provision will often result in an individual's being able to cope independently without the need for other services and greatly increases hospital discharge rates and supports hospital avoidance.
1.02	In other cases, it will enable the safe and effective delivery of other services involving support with personal care. These include homecare, re-ablement services, intermediate care, residential and nursing home care.
1.03	NEWCES successfully provides equipment to individuals in the community, supporting all the hospitals in North East Wales whilst adhering to strict infection control standards.
1.04	With a fleet of 7 vehicles the service delivers and installs over 37 thousand items of equipment a year across North East Wales whilst collecting over 28 thousand items and re-using 93% of the equipment that is returned. This equates to an estimated cost avoidance of over £2.2m per year / £43k per week. Without reusing equipment, the allocated budget would be spent within 12 weeks.
1.05	<p>The pooled funding allocation for equipment includes:</p> <ul style="list-style-type: none"> <li>• Toileting equipment</li> <li>• Hoists, slings and standing equipment</li> <li>• Social Services Beds</li> <li>• Household and Bedroom items to aid mobility</li> <li>• Ramps and walking aids</li> </ul>
1.06	<p>Along with pooled items of equipment the service supports Non-pooled Services (funding from outside of the pooled funds):</p> <ul style="list-style-type: none"> <li>• The provision and management of Pressure Care and Community Beds - BCUHB</li> <li>• Enhanced Care (Community Resource Team)</li> <li>• BCUHB and Education Paediatrics (seating and standers) and Paediatric Beds</li> <li>• Continuing Health Care - BCUHB</li> <li>• Ceiling track servicing and maintenance – FCC / WCBC</li> <li>• Physiotherapy Wrexham Maelor Hospital – BCUHB</li> </ul>
1.07	NEWCES is recognised as an all-Wales leader and by managing the non-pooled equipment provision it is clear, Partners make significant saving to the public purse. Over the past 12 months the service has received 21,000 referrals/bookings from over 500 referrers. NEWCES exceeds the National Minimum Standards for Community Equipment Services in Wales
1.08	NEWCES operates a 4-hour service (Enhanced Care) assisting the hospitals and Community Resource Team. This is an ever-growing part of our service, whereby we support people with end-of-life care and equipment.

1.09	As well as operating from the stores we supply equipment to all North East Wales hospitals through the use of 18 satellite stores, this supports fast discharge and helps with Delayed Transfers in Care (DToC).
1.10	We have formalised a Customer Satisfaction process. Flintshire documents the positive impact of our service for patients across North East Wales and successfully reports this back to the Partnership Board.
1.11	<p>The key performance indicators are:</p> <p style="text-align: center;"><u>Performance Against National Minimal Standards For Wales – March 2023</u></p> <div style="display: flex; flex-wrap: wrap; justify-content: space-around;"> <div style="width: 45%; text-align: center;"> <p>Urgent Requests 4 hour 1 Day (Standard 90%) In addition - 2141 items within 1 day of a request</p>  <p>100%</p> </div> <div style="width: 45%; text-align: center;"> <p>Urgent Requests for 3 Day Delivery (No Standard) In addition - 1053 items within 3 days of a request</p>  <p>99%</p> </div> <div style="width: 45%; text-align: center;"> <p>Routine Requests for 7 Day Delivery (Standard = 80%)</p>  <p>100%</p> </div> <div style="width: 45%; text-align: center;"> <p>Requests for Collections 14 Days (Standard = 100%)</p>  <p>100%</p> </div> </div> <p><u>NEWCES Performance Against National Standards – 2022 / 2023 Financial Year:</u></p> <div style="display: flex; justify-content: space-around;"> <div style="width: 45%; text-align: center;"> <p>Re-used Equipment (Standard = 70%) Items Returned = 23,560</p>  <p>93% Re-Used 7% Recycled</p> </div> <div style="width: 45%;"> <p>Re-use and Recycling this Financial Year</p>  <p>Value Returned: £2,642,200 Value Recycled: £162,070 Re-Use Cost Avoidance: £2,479,930</p> </div> </div>
1.12	The North East Wales Community Equipment Service having further developed digital advancements recently with the introduction of Personal Digital Assistants which speed up its core functions by integrating the use of advanced portable devices (hand held devices) into the community across North East Wales. Being the first service to initiate this electronic based process in North Wales, for a community equipment service.
1.13	The new process enables fully integrated live route optimisations through the database system which is not only efficient but also reduces the

	service carbon footprint whilst promoting fuel savings. The next development being the use of electric fleet vehicles which is controlled by Flintshire Fleet Contract.
1.14	The advanced portable devices have significantly enhanced productivity and stock control and provided a straightforward and slick patient experience / feedback.
1.15	NEWCES is now working in partnership with colleagues in both Flintshire and Wrexham Education for specialist equipment for children with disabilities. This includes specialist seating which is now centralised for North East Wales in Queensferry. As a result, practitioners are now able to come along to the NEWCES Queensferry and have a look at the special seating in store, if they are suitable for the child then they take this on loan, at no cost, we don't yet have the cost avoidance saving figure on this initiative, but commons sense tells us that schools are not now purchasing specialist seating without looking at what provision we have in Flintshire. The items are also serviced to ensure safety and maintenance.
1.16	<p>NEWCES is the hub for PPE distribution to care settings in Flintshire County Council and Wrexham County Borough County which began during the COVID-19 outbreak. Initially this service was provided from the NEWCES Hawarden building however the demand rapidly escalated requiring NEWCES to obtain a secondary building to store the PPE stock provided by Welsh Government, Corporate and donations from the community. This service provision and stock control is actioned by the existing staff members of NEWCES who also provide weekly deliveries to WCBC for use in their care locations.</p> <p>Since the provision of this service NEWCES have distributed the following quantities of PPE which continues to increase daily:</p> <ul style="list-style-type: none"> <li>• 3.5 million Aprons</li> <li>• 8.2 million Gloves</li> <li>• 4.5 million Masks</li> <li>• 81 thousand Visors</li> </ul> <p>Since the provision of PPE was taken forward by NEWCES in early 2020 no care settings have gone without PPE as the stock control systems used by NEWCES for Community Equipment were replicated for this provision.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	NEWCES is a pool funded service provision where the Operational and Equipment costs are split across the three partners. This is identified in the Section 33 Agreement which is reviewed on a yearly basis and signed off every three years.
2.02	As NEWCES has developed the staff team have grown, the additional staffing costs have been built into the new non pooled service charges.



2.03	NEWCES operates and successfully functions on a pooled budget of less than £1M, which is divided between the partners, with Flintshire paying a total contribution of £295,368 per annum.
2.04	The service is an integral link to the NHS Wales Shared Services Partnership - Procurement Services and purchases from a variety of All Wales Frameworks. Our service takes a lead role in regional and national initiatives. This includes, specification report writing for the tender stages, through evaluations and bimonthly contract review meetings for Wales. This has proven to lead to significant savings for Flintshire and its Partners.
2.05	The North East Wales Service prides itself on regional working and are currently working with BCUHB North West Wales in their community equipment service. An Operational Manager is seconded over to this area and has begun to implement and promote some of Flintshire's working practices. This to date has made significant savings for that region.
2.06	The service has a good and long-standing reputation which is demonstrated by other English and Welsh Authorities visiting the services and learning from our practices, as well as officers from Welsh Government.
2.07	The service of PPE provision was initially funded by Welsh Government however this funding was withdrawn mid-way through the 2022/23 financial year. The budget needed to provide the PPE service is currently impacting the NEWCES pool fund which includes Building, Vehicle, Employee and Miscellaneous resource costs.

<b>3.00</b>	<b>RISK MANAGEMENT</b>
3.01	<p>The service is responsible for the servicing, planned maintenance and 24hr call out systems for the following services across North East Wales:</p> <ul style="list-style-type: none"> <li>• All lifting equipment for the three partners</li> <li>• Pressure Care and Bed management in the community</li> <li>• Paediatric Beds</li> <li>• Enhanced Care (Community Resource Team)</li> <li>• BCUHB and Education Paediatrics (seating and standers)</li> <li>• Continuing Health Care equipment - BCUHB</li> <li>• Ceiling track servicing and maintenance – FCC / WCBC</li> </ul> <p>The service takes the lead for notifications for Safety Notices on equipment across North East Wales.</p> <p>All information is held on the Elms database system which is managed independently by NEWCES.</p>

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	Not applicable.

<b>5.00</b>	<b>APPENDICES</b>
5.01	None.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Not applicable.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer:</b> Janet Bellis, Senior Manager Integrated Services  <b>Contact Officer:</b> Steve Featherstone, Service Manager, NEWCES.  <b>Telephone:</b> 01352 701407  <b>E-mail:</b> <a href="mailto:janet.bellis@flintshire.gov.uk">janet.bellis@flintshire.gov.uk</a> / <a href="mailto:steve.featherstone@flintshire.gov.uk">steve.featherstone@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Pooled Service</b> – A service provision where joint funding arrangements via the Section 33 Agreement are in place between the key three Partners, Flintshire County Council, Wrexham County Borough Council and BCUHB. Funding split three ways equally.</p> <p><b>Non Pooled Service</b> – A contracted service provision that NEWCES manages independently, for example we manage special bed provision for BCUHB and the special seating for Education.</p>



## SOCIAL & HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 8th June 2023
<b>Report Subject</b>	Update on Occupational Therapy Services
<b>Cabinet Member</b>	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

This report explains and describes how Occupational therapy is supported and delivered for the benefit of Flintshire residents. The Appendix describes the work carried out in Occupational Therapy over the year from 1<sup>st</sup> April 2022 to 31<sup>st</sup> March, 2023.

Supporting and enabling people to remain as independent as possible while enjoying a good quality of life for the individual is more challenging than ever given an aging population, diverse and complex health issues.

Occupational therapy involves the use of assessment and intervention to develop, recover or maintain the meaningful activities or occupations of individual groups or communities.

A practitioner can be defined as someone who helps people across their lifespan to participate in meaningful and purposeful activities and life skills. Supporting individuals across the age spectrum experiencing physical and cognitive changes looking at all options to maximise independent function.

### RECOMMENDATIONS

1	That members note the content of the report and work carried out by the Occupational Therapy service.
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## REPORT DETAILS

1.00	<b>OCCUPATIONAL THERAPY IN FLINTSHIRE SOCIAL SERVICES</b>
1.01	Occupational Therapy within Flintshire Social Services offers support across every age range to enable people and their families to achieve their desired personal outcomes. The service is focused on a strengths-based model which identifies a person's functional abilities and any barriers within the context of the environment in which they live.
1.02	The Occupational Therapy role is to support a person to overcome barriers in their lives by focusing on occupational activities and using these as a form of therapy. Occupation is defined as anything we participate in within our daily roles, routines and habits. We all need a balance of self-care, productivity and leisure occupation in our lives to maximise our health and well-being.
1.03	Occupational Therapy focusses on helping people achieve this balance. When we are ill or have a long-term condition one or more of these aspects of life can be compromised, affecting our overall well-being. Occupational Therapists work to help people balance all three areas of occupational well-being.
1.04	In Flintshire Social Services, Occupational Therapists work across a number of teams and service user groups:
1.05	<b>Locality</b> - there are 3 locality areas: Northwest, Northeast and South teams. Each team has 4 Occupational Therapists led by a Senior Practitioner Occupational Therapist, a Deputy Team Manager, and a Team Manager. Occupational Therapists (OT's) hold complex cases which require long term support, often requiring manual handling assessments and Disabled Facility Grants (DFGs). These support with environmental adaptations, removing barriers to physical engagement with daily routines when people have lost some functional ability due to their long-term condition. The OT will also work closely with other agencies, teams, and internal departments (e.g., Housing) to support independence. The long-term teams work closely with their Social Work colleagues on cases where the person lacks mental capacity and requires best interest decisions being made regarding their care and support.
1.06	<b>Reablement</b> - Reablement OT's work with people age 18+, they focus on building skills and confidence to enable a person to achieve their potential following a recent hospital stay or illness. Their involvement is short term up to a maximum of 6 weeks and is goal orientated. The majority of their cases are manual handling, and they work closely with care agencies to assess and tailor care packages to ensure the person is receiving the correct support at the most appropriate times. Reablement Occupational Therapy will also work with people to reduce the need for a care package by helping people develop new routines, roles, activities, or skills. The Occupational Therapist works closely with the Physiotherapists and Technical Instructor to support the person to increase their abilities in many areas, to help overcome barriers and find solutions to everyday issues. They are positive risk takers and encourage a person to improve their function rather than to compensate and become dependent and

	further disabled by their environment or physical function. Five Occupational Therapists work across Flintshire to promote reablement into the community and are managed by an Occupational Therapist team manager.
1.07	<b>Paediatrics</b> - the Paediatric team work closely with children's services including Child and Adolescent Mental Health Services (CAMHS) and Education to support developmental milestones being achieved. This could be support with manual handling or overseeing extensive adaptations such as home extensions and adaptations to enable the child and their family to function safely within their home. Three Paediatric Occupational Therapists work across Flintshire, managed by an Occupational Therapist team manager.
1.08	<b>Intake Team-</b> Enablement Officers (EOs) work on non-complex cases which require mainly smaller adaptations and equipment. They manage their own caseload and can offer advice and information to signpost people to alternative services to meet their lower-level needs and outcomes. EOs can complete longer term work such as level access showers and less complex cases which do not require a structural change. We currently employ seven Enablement Officers who cover Flintshire, managed by a Senior Occupational Therapist, a Deputy Team Manager, and a Team Manager.
1.09	Interaction with Disabled Facilities Grant Team and other internal teams All our Occupational Therapy teams work closely with our housing teams in areas such as rehousing and minor and major adaptations. This work is often carried out in conjunction with a surveyor. The Occupational Therapist's role is to establish what is necessary to meet long term needs based on DFG legislation while the surveyor's role is to establish feasibility on what is practicable and reasonable to achieve. This joint working involves careful negotiation and compromise between all parties, including the person and their family. For homes where the Local Authority or Housing Association are landlords then the surveyor will also consider adapting a smaller property with fewer bedrooms, thus potentially releasing a family-sized home currently tenanted by an older person who can longer manage in the property. The role of the occupational therapist is to be tenant's voice in reasoning and justifying why they need to remain in their home or whether re housing is an option long term.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	<p><b>Revenue:</b> there are no implications for the approved revenue budget for this service for either the current financial year or for future financial years.</p> <p><b>Capital:</b> there are no implications for the approved capital programme for either the current financial year or for future financial years</p> <p><b>Human Resources:</b> there are no implications for additional capacity or for any change to current workforce structures or roles.</p>

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	An impact assessment is not required as this report is for information only.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	None required in this instance.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Review of activity by Occupational Therapy Services for the year April 2022 to end March 2023

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None.

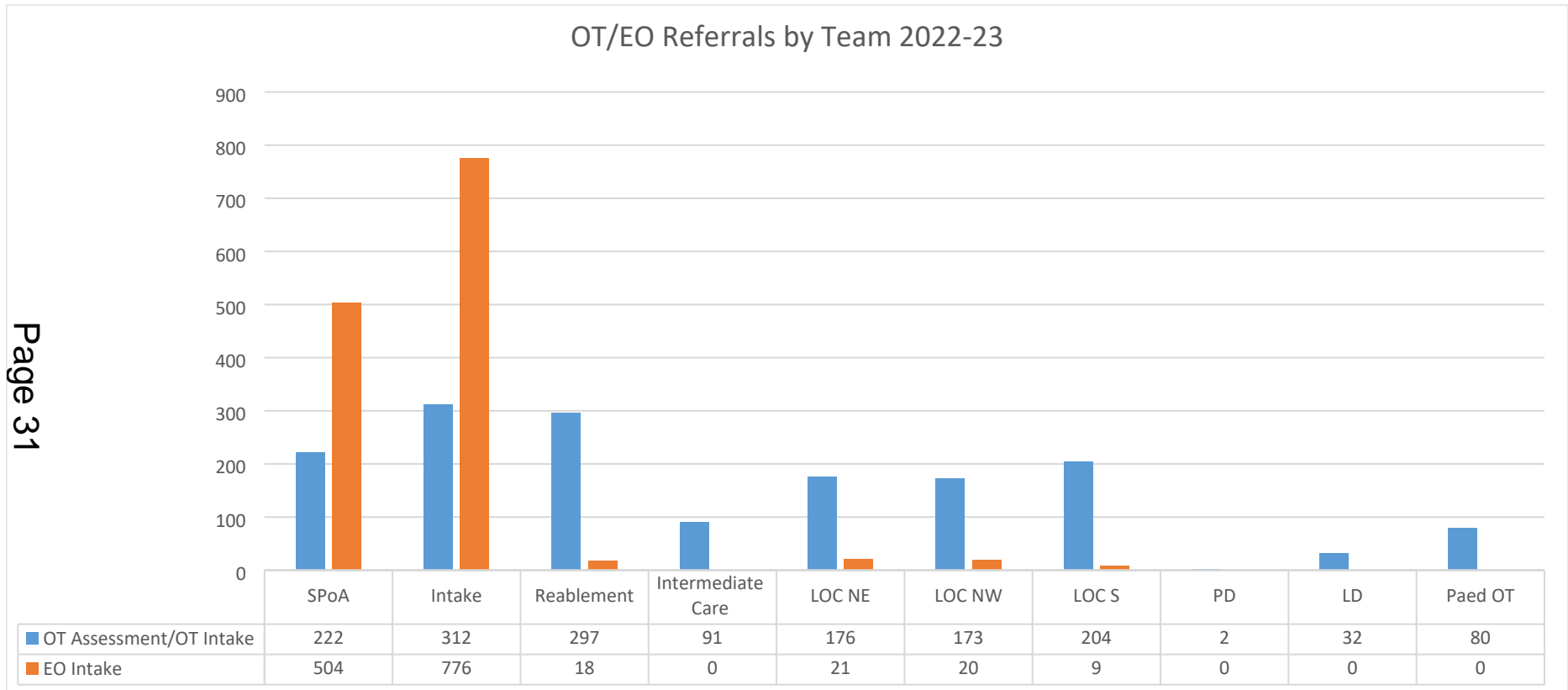
<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	Contact Officer: Paula Curtis, Team Manager, Reablement and Telecare Telephone: 01352 701415 E-mail: <a href="mailto:paula.curtis@flintshire.gov.uk">paula.curtis@flintshire.gov.uk</a>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Disability Facilities Grant</b> – a Government Grant to help people with disabilities make changes to their home.</p> <p><b>Enablement Officer (EO)</b> – an officer who works on less complex cases but does not hold a professional Occupational Therapy qualification.</p> <p><b>Paediatric Occupation Therapist</b> – an OT who works with children and younger people, including some young adults.</p>

## 1. OT & EO referrals by team - April 2022 to March 2023

During the year there were a total of 2937 OT related referrals made to the department, some of these people may have needed short term intervention to begin with i.e. Reablement OT and then went on to have a DFG application.

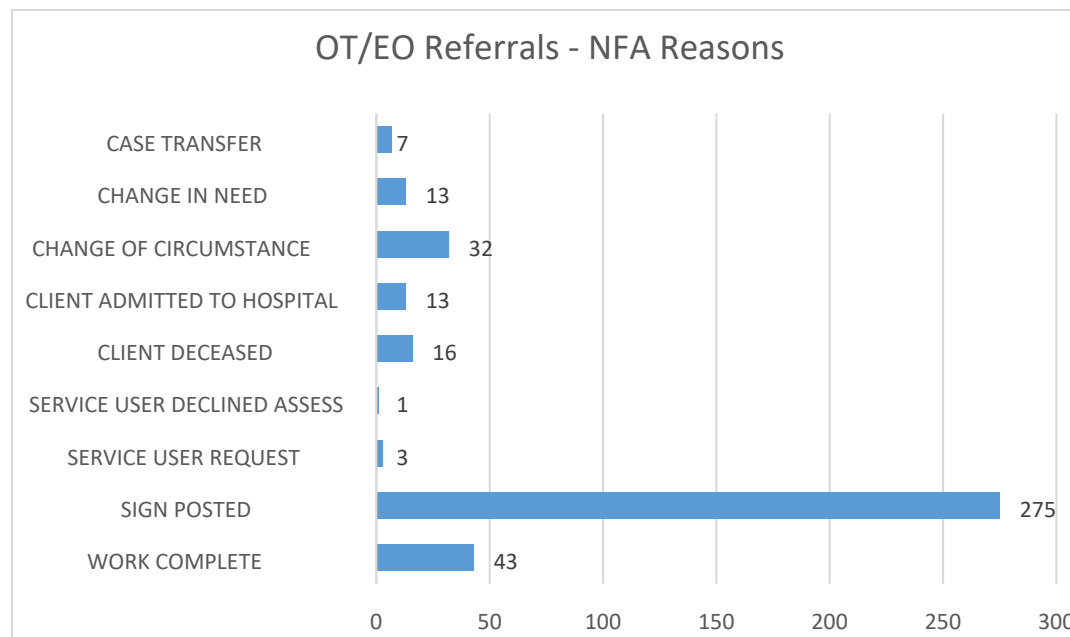
The referrals relate to a total of 2235 people, where some people had more than 1 referral.



## 2. NFA's

Of the 2937 OT related referrals during the year, **403** of them were NFA'd which equates to 13.7%.

The breakdown of reasons for NFA is as follows:



Of the 275 cases that were signposted, 218 were signposted at SPoA.

Of the 33 cases where there was a change of circumstance, there were a found a range of reasons, commonly; gone into long term care, hospital admission/health deterioration, assessed by health in the meantime or sourced stair lift/equipment privately.



### 3. Waiting List activity

- Column 1 displays the number of people on each of the OT waiting lists as of February 2023
- Column 2 shows the longest wait for allocation of cases that were on the waiting list as of February 2023

	Number waiting as of February 2023	Longest Wait (days)
Locality North East	55	233
Locality North West	56	261
Locality South	47	220
Paediatric OT	34	150
Intake OT	92	65
Reablement	24	14

The longest wait cases are low priority cases, where a long wait is necessary because of staffing capacity.

**High priority** (approx. 5 on each list currently) cases are for people with manual handling issues where they are unable to transfer to access basic amenities such as a toilet. These cases we aim to assess within 5 days. We also have a duty system daily where any urgent cases are triaged and assessed over the phone to establish their priority amongst the higher priority cases already on the waitlist. A senior practitioner Occupational Therapist competes the tirage and prioritisation.

**Medium priority** cases form the majority of the waitlists. These are usually for issues with negotiating stairs, housing related issues such as finding difficulties with access in and around the home, toilet, kitchen and bedroom.

**Low priority** cases approx 8 on each waitlist are for access and bathing related issues, where the risk is lower and other means are accessible to the person however, they are starting to struggle with their existing facilities and amenities.

**Waitlist management** – The waitlists are managed by the Team manager, Deputy Team Manager and Senior Practitioner Occupational Therapist. If a person wishes to query their place on the list they can contact admin or SPoA who direct the call to the relevant team for feedback. If the person's need change whilst on the list this is updated and reprioritised to reflect any changes.

In the ideal situation we try to review our waitlists however, due to capacity we have not been able to do this for some time. We hope as capacity allows the list will be reviewed on regularly.



## SOCIAL & HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 8 <sup>th</sup> June 2023
<b>Report Subject</b>	Flintshire Early Help Hub and Information Advice and Assistance Service
<b>Cabinet Member</b>	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The Flintshire Public Service Board (PSB) commissioned the establishment of a multi-agency Early Help Hub (EHH). The aim of the EHH is to deliver more timely and appropriate early intervention and support to families with greater levels of need. This report provides an overview of the EHH, the response provided during the COVID pandemic and our newly developed Information, Advice and Assistance Service (IAA Service).

### RECOMMENDATIONS

1	To support the ongoing work and commitment to the Early Help Hub as part of wider programme to support families experiencing trauma aligned to Adverse Childhood Experiences (ACE's).
2	To support the newly developed Information, Advice and Assistance Service in providing support to families through skilled conversations which will clarify people's thoughts and explore their circumstances so we can understand "What Matters" most to them and how best to support them.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE FLINTSHIRE EARLY HELP HUB AND INFORMATION ADVICE AND ASSISTANCE SERVICE</b>																												
1.01	<p>The EHH was developed in 2017. The service brings together agencies to target early support for families, who do not meet statutory thresholds for children’s social care, but have clear indicators of need, often aligned to ACE’s. The aim is to work with these families to build their resilience and prevent the escalation of need.</p>																												
1.02	<p>When the EHH was launched it consisted of Social Services, Police, Flintshire Local Voluntary Sector (FLVC), Health and Family Information Service.</p> <p>Over the years as the EHH has embedded into practice, and to meet the needs of families, additional agencies have joined. Currently we have Social Services, Police, Health, Education, Youth Justice, Action for Children, Action for Children Disability Service, Flintshire Local Voluntary Sector, Family Support Team, Domestic Abuse Safety Unit, Clwyd Alyn Womens Aid and Adult Mental Health.</p> <p>This multi-agency way of working brings together a whole family approach to establish a bespoke plan of support for our families.</p> <p>If the plan of support identifies 2 or more agencies to support the family, then Flintshire’s Team around the Family (TAF) will automatically become involved to coordinate those identified services on the families behalf.</p>																												
1.03	<p>Data (EHH)</p> <p>Since the commencement of the EHH in June 2017 we have received 12,611 referrals. The breakdown of referrals is detailed in the table below:</p> <table border="1" data-bbox="304 1402 1366 1738"> <thead> <tr> <th>Year</th> <th>Referrals</th> <th>Highest recorded area</th> <th>Highest recorded need (age)</th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>460</td> <td>Holywell</td> <td>10-15</td> </tr> <tr> <td>2018</td> <td>1256</td> <td>Deeside</td> <td>10-15</td> </tr> <tr> <td>2019</td> <td>2507</td> <td>Deeside</td> <td>10-15</td> </tr> <tr> <td>2020</td> <td>2537</td> <td>Deeside</td> <td>10-15</td> </tr> <tr> <td>2021</td> <td>2872</td> <td>Deeside</td> <td>10-15</td> </tr> <tr> <td>2022</td> <td>2979</td> <td>Deeside</td> <td>10-15</td> </tr> </tbody> </table> <p>The EHH Service works with children and young people 0-18 years of age. The majority of referrals to the EHH are for statutory school aged children aged between 10-15 and from the Deeside area. As we know from evidence that young people within this age are experiencing multiple changes from physical development, emotional, biological changes in friendship groups and environment.</p>	Year	Referrals	Highest recorded area	Highest recorded need (age)	2017	460	Holywell	10-15	2018	1256	Deeside	10-15	2019	2507	Deeside	10-15	2020	2537	Deeside	10-15	2021	2872	Deeside	10-15	2022	2979	Deeside	10-15
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1.04	<p>It is important to reflect that the EHH continued to operate during the COVID pandemic through alternative delivery models so that families</p>																												

	<p>continued to access early help during this challenging time. This approach reflects our ethos of offering the 'Right Support at the Right Time'.</p> <p>Gathering feedback from colleagues and parents, the worries of isolation became apparent almost immediately. Lack of social opportunities, being isolated, children not attending school coupled with ever: increasing financial pressures we made sure that Early Help:</p> <ul style="list-style-type: none"> <li>• Enhanced the virtual offer and telephone contacts with families</li> <li>• Provided virtual Family Support Clinics in order for families to access the offer of advice and support across a spectrum of challenges they may have been facing.</li> <li>• Continued to hold Early Help Hub meetings via Microsoft Teams.</li> <li>• Continued to provide allocated Team around the Family Officers to families with multiple needs.</li> <li>• Adapted the parenting group sessions to offer virtual support alongside one-to-one sessions.</li> <li>• Continued offering Family Group Meetings in order to support statutory services and court proceedings and to mediate between separated parents.</li> <li>• First point of contact for all head teachers to coordinate support and to make sure our most vulnerable families and children are seen.</li> <li>• Supporting our child protection teams with face-to-face visits when a child is at risk of harm.</li> </ul>
1.05	<p>Over the years the demand for the service has significantly increased due to a number of factors:</p> <ul style="list-style-type: none"> <li>• The success of the service</li> <li>• Pandemic</li> <li>• Financial / cost of living crisis.</li> </ul> <p>Due to the above we have seen a significant increase in:</p> <ul style="list-style-type: none"> <li>• Challenging behaviours in children</li> <li>• Parental mental health</li> <li>• Children and young people's mental health</li> <li>• Relationship issues</li> <li>• Domestic violence</li> </ul> <p>In 20/21 a project was set up to look at the function and effectiveness of the EHH which included a review of:</p>

	<ul style="list-style-type: none"> <li>• How many referrals with coming into the service via our front door</li> <li>• The type and quality of referral and what decisions were being made</li> <li>• The journey of the referral and what actions/decisions were being made along its way.</li> <li>• The families experience of the service and associated outcomes</li> </ul> <p>It was noted that timely decisions were being made but, due to demand, families were increasingly having to wait to access services thus risking the family going into crisis and the possibility needing statutory intervention.</p> <p>In late 2022 a series of work shops were set up with partner agencies, parents and young people to see if we could integrate some of our colleagues (the experts) into a single front door which support families by identifying needs through a ‘What Matters’ conversation. This early conversation enables a detailed understanding of family circumstances.</p>
1.06	<p>This work led to the development of our Information, Advice and Assistance (IAA) Service which has been designed to provide a swift response in supporting our front door statutory partners, including schools, police, health and early years to support families based on ‘what matters’ to the family.</p> <p>The IAA Service was developed in late 2022 and became operational in February 2023. The service (IAA) provides support to families through skilled conversations which works with families to explore their circumstances, thoughts, challenges, dilemmas and solutions to understand “What Matters” most to them and how best to help them.</p> <p>The IAA Service consists of 9 Team around the Family Officers operating on a duty system, 1 family worker, 1 FLVC member, 1 health representative and a Housing Representative.</p> <p>Referrals that do not meet threshold for safeguarding are passed to IAA Service. Each representative will contact the family to explore their circumstances to understand “What Matters” to them and how best to help them by either; -</p> <p><b>Giving information</b> - to provide families, young people and professionals with information that helps them make informed decisions regarding their wellbeing. This will include the social care system, direct payments and early help resources.</p> <p><b>Providing advice</b> – This involves working with people to undertake a proportionate assessment and a discussion on the options available to find them the best solution. To provide this advice staff need to have an understanding of both statutory and non-statutory services.</p> <p><b>Providing assistance</b> – If needs cannot be addressed by giving information and advice then a more thorough assessment of need is required. This may lead to a statutory assessment to determine their eligibility to more formal care and support.</p> <p>Early indicators are showing that this approach to providing early</p>

	<p>information and advice is meeting the needs of most families and reducing the number of families who need wider and more comprehensive support through our Early Help Hub. Those families who do need support through the EHH are provided with a thorough assessment to determine need and enable their case to be referred on direct to the most appropriate EHH partner without the need for a EHH meeting</p> <p>The EHH which met twice weekly has now reduced to once per week and supports families with more complex needs that need that multi-agency oversight and coordination.</p> <p>The EHH is also used as an exit strategy/step down from statutory services when families want continued engagement from services. This service is being promoted during Source and Resource Panel (SARP), and team meetings so Social Workers can present their cases at EHH to see if community resources can support following statutory closure.</p>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS/ CHALLENGES</b>
2.01	<p>The EHH/IAA service continues to demonstrate value for money and working alongside partners in both statutory, third sector and commissioned services (Family First) and we aim to measure long term well-being and sustained impact following our intervention. This alongside local data enables us to predict demand to inform commissioning accordingly. Although these measures work well there are areas where resources cannot keep up with demand. Specifically, coming out of the pandemic we have seen an increase in mental health and domestic violence referrals into the service. There is high demand on resources that support in these areas and capacity to meet need is stretched. The EHH is taking a proactive approach to support children, young people and parents where there are waiting times for specialist services provided by other agencies. This includes remodelling some of the functions with our teams to meet these needs.</p>

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	<p>Welsh Government funding has been made available to secure key posts within the EHH/IAA including additional capacity for Team Around the Family (TAF), BCUHB and FLVC. This funding is time limited and cannot be guaranteed on a reoccurring basis. This risk will remain an item for management through the project group structure.</p>

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	<p>The EHH has been developed in close consultation with partner agencies. Agencies have been involved in the design and development of the EHH through an operational project group and a strategic overview group.</p> <p>The newly developed IAA Service is working closely with partner agencies</p>

	<p>to embed this new resource into its structure. This is currently ongoing.</p> <p>We will continue to consult with children, young people and families through events and evaluation of services.</p>
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<b>5.00</b>	<b>APPENDICES</b>
5.01	None.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer:</b> Jane Turvey  <b>Telephone:</b> 01352 701128  <b>E-mail:</b> <a href="mailto:Jane.L.turvey@flintshire.gov.uk">Jane.L.turvey@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Public Services Board</b> – Established under the Well-being of Future Generations (Wales) Act 2015 the purpose of Public Services Boards (PSBs) is to improve the economic, social, environmental and cultural well-being in its area by strengthening joint working across all public services in Wales. The Flintshire PSB is made up of senior leaders from a number of public and voluntary organisations. Together these organisations are responsible for developing and managing the Well-being Plan for Flintshire.</p> <p><b>Adverse Childhood Experiences</b> – ACE’s are traumatic experiences that occur before the age of 18 and are remembered throughout adulthood. These experiences range from suffering verbal, mental, sexual and physical abuse, to being raised in a household where domestic violence, alcohol abuse, parental separation or drug abuse is present.</p> <p><b>Team Around the Family</b> – The Team around the Family offer advice, help and support to families with support needs. TAF bring together the support from people and/or organisations to help families. The support offered is aimed at building a family’s resilience and coping mechanisms alongside coordination on the families behalf.</p> <p><b>Flintshire Local Voluntary Council</b> – FLVC is the umbrella and support organisation for over 1200 voluntary and community groups based in Flintshire.</p> <p><b>Information advice and Assistance Service</b> – The Social Services and</p>



<p>Well Being (Wales) Act 2014 came into effect on 6<sup>th</sup> April 2016. Wellbeing and prevention are at the centre of the Act and the provision of a IAA Service will ensure voice, choice and control for people in meeting their personal outcomes.</p>
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## SOCIAL & HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 8 <sup>th</sup> June, 2023
<b>Report Subject</b>	Social Services Director's Annual Report
<b>Cabinet Member</b>	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The Statutory Director of Social Services is required to produce an annual report summarising their view of the local authority's social care functions and priorities for improvement as legislated in the Social Services and Wellbeing (Wales) Act 2014 and the Regulations and Inspections Act (Wales) 2015.

The purpose of the Social Services Annual Report is to set out the improvement journey and evaluate Social Services' performance in providing services to people that promote their wellbeing and support them to achieve their personal outcomes.

### RECOMMENDATIONS

1	Members to approve the draft report, which includes the key developments of the past year and our priorities for 2023/24
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## REPORT DETAILS

1.00	<b>EXPLAINING THE SOCIAL SERVICES ANNUAL REPORT</b>
1.01	This Social Services Annual Report is prepared under the requirements of the Social Services and Wellbeing (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).
1.02	The format is closely aligned to the National Outcomes Framework and demonstrates our performance in meeting the wellbeing outcomes of the people of Flintshire.
1.03	<p>In the report we evaluate our performance against last year's improvement priorities and outline our priorities for next year. The work described in the report links to the National Quality Standards, which set out the Welsh Government's expectations at a national level of the quality of support that local authorities must be providing.</p> <ul style="list-style-type: none"> <li>The standards are set out below:</li> </ul> <p><b>People</b>            NQS 1.1 All people are equal partners who have voice, choice and control over their lives and are able to achieve what matters to them.</p> <p>NQS 1.2 Effective leadership is evident at all levels with a highly skilled, well qualified and supported workforce working towards a shared vision.</p> <p><b>Prevention</b>            NQS 2.2 The need for care and support is minimised and the escalation of need is prevented, whilst ensuring that the best possible outcomes for people are achieved.</p> <p>NQS 2.2 Resilience within our communities is promoted and people are supported to fulfil their potential by actively encouraging and supporting people who need care and support, including carers, to learn, develop and participate in society.</p> <p><b>Partnerships And Integration</b>            NQS 3.1 Effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people.</p> <p>NQS 3.2 People are encouraged to be involved in the design and delivery of their care and support as equal partners.</p> <p><b>Well-Being</b>            NQS 4.1 People are protected and safeguarded from abuse and neglect, and any other types of harm.</p> <p>NQS 4.2 People are supported to actively manage their well-being and make their own informed decisions so that they are able to achieve their full potential and live independently for as long as possible.</p>

1.04	The text for the draft Social Services Annual Report for 2022/2023 is attached as Appendix 1. It is hoped that the designed report will be available shortly and will be forwarded once received.
1.05	The report is intended to provide the public, the regulator, and wider stakeholders with an honest picture of services in Flintshire and to demonstrate a clear understanding of the strengths and challenges faced.
1.06	The report will form an integral part of Care Inspectorate Wales' (CIW) performance evaluation of Flintshire Social Services. The evaluation also informs the Wales Audit Office's assessment of Flintshire County Council as part of the annual improvement report.
1.07	The draft Social Services Annual Report has been prepared following an in-depth review of current performance by the Social Services Senior Management Team, Service Managers and Performance Officers. The improvement priorities contained within the report are aligned to the priorities contained within our Portfolio Business Plan and the Council Plan.
1.08	The report is scheduled to be presented at the following meetings:  Formal Cabinet: - 18 <sup>th</sup> July 2023
1.09	The draft Annual Report also outlines the improvement priorities identified for 2022/2023, including:
1.10	<p><b><u>Children</u></b></p> <ul style="list-style-type: none"> <li>• Development of a national, regional and local approach to Early Years Transformation so that all our children aged 0-7 have the best possible start in life and are able to reach their full potential.</li> <li>• Deliver a programme of registered Children's Homes to help avoid the need for residential placements outside Flintshire.</li> <li>• Continue to grow our in-house fostering service to support more looked after children</li> <li>• Continue to develop the Special Guardianship service to reduce the need for children and young people to remain looked after.</li> <li>• Develop childcare expansion and seamless childcare provision across programmes.</li> <li>• Develop the priorities set out in the Early Years Strategy.</li> </ul>
1.11	<p><b><u>Older people</u></b></p> <ul style="list-style-type: none"> <li>• Provide additional placements for step down care within our in-house provision (Croes Atti Newydd).</li> <li>• Continue to grow the Micro-Care market, including access to commissioned care packages.</li> <li>• Continue to grow our in-house homecare service to support more people to live at home, utilising a rolling scheme of recruitment.</li> <li>• Establish a Dementia Strategy Implementation Group, to include representation from people with lived experience.</li> <li>• To award a contract for adults' advocacy, joint with WCBC.</li> </ul>

1.12	<p><b><u>General health needs, physical impairment and sensory loss:</u></b></p> <ul style="list-style-type: none"> <li>• Direct payments: lead on direct payments initiatives at a National Level.</li> <li>• Support people to find and remain in paid employment.</li> <li>• Signposting individuals to third sector and social prescribing.</li> <li>• Promote referrals to the exercise referrals scheme.</li> <li>• Develop short-term emergency accommodation for people who find themselves homeless or in need of accommodation urgently.</li> <li>• Explore joint commissioning of community disability and sensory loss services.</li> </ul>
1.13	<p><b><u>Learning Disabilities:</u></b></p> <ul style="list-style-type: none"> <li>• Continue to expand the Progression Model across services to people with physical disabilities and other service areas promoting people's independence skills to support them to achieve their personal outcomes.</li> <li>• Progress the newly formed partnership with Deeside Industrial Park which aims to bring employment opportunities for vulnerable people within social services.</li> <li>• Continue to meet the demands of young people with learning disabilities for accommodation.</li> <li>• Develop the relocation of the Tri Ffordd supported employment project to Maes Gwern in Mold, which will also incorporate other service offerings (mental health &amp; autism support services) at an integrated service hub.</li> <li>• Continue to expand the service offering for employment opportunities for disabled people.</li> </ul>
1.14	<p><b><u>Autism</u></b></p> <ul style="list-style-type: none"> <li>• Increase skills around autism with respect to advocacy.</li> <li>• Autism training to continue to be offered to Advocacy providers - contracts in future will detail expectations around skills and knowledge in supporting autistic people.</li> <li>• Develop integrated work opportunities services for individuals with autism, learning disabilities and mental health support needs.</li> </ul>

1.15	<p><b><u>Mental Health</u></b></p> <ul style="list-style-type: none"> <li>• Support people to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership.</li> <li>• Working in partnership with the Community Mental Health Team and Social Services Mental Health Support Service to develop clear pathways for individuals needing access to Mental Health services, and a sustainable model for the future.</li> <li>• Complete a review of Community Mental Health provision and define a model for the future.</li> <li>• Work with Housing to fund a small team of people to support individuals with low level Mental Health problems to improve their housing.</li> <li>• Support workers in Mental Health Services to cope with increased demand alongside health.</li> <li>• Develop support for people with Mental Health problems in their needs for accommodation.</li> </ul>
1.16	<p><b><u>Carers:</u></b></p> <ul style="list-style-type: none"> <li>• Further development of our work to support Young Carers in their role, including but not limited to: <ul style="list-style-type: none"> <li>○ further development of the Young Carers ID Card, focus on respite and breaks for Young Carers,</li> <li>○ engagement with education colleagues and schools,</li> <li>○ engagement with businesses and communities across Flintshire,</li> <li>○ support with training and education opportunities.</li> </ul> </li> <li>• Work to develop new ways for Carers to access a break from their caring responsibilities.</li> <li>• Cost of Living – A scheme of workshops, groups and resources aimed at supporting our carers through the cost-of-living crisis.</li> <li>• Work to develop an international network of Carers and Carers Centres to communicate, share ideas, collaborate, provide peer support and respite opportunities.</li> <li>• Begin the process of looking at the recommissioning of our carer’s services from 2025 onwards.</li> </ul>
1.17	<p><b><u>Safeguarding</u></b></p> <ul style="list-style-type: none"> <li>• Promote the corporate e-learning package, with a total of 803 staff members completing the Safeguarding training and 976 completing the VAWDASV to date.</li> <li>• Explore the recommissioning of advocacy services on a regional basis.</li> </ul>

1.18	<p><b><u>Workforce</u></b></p> <ul style="list-style-type: none"> <li>• Support the implementation of the national safeguarding standards and development of a training programme which aligns to the competency groups within the national training framework.</li> <li>• Further improve the digital skills of our workforce.</li> <li>• Develop and Chair the North Wales Local Family Justice Board Training sub-group.</li> <li>• Continue to support the We Care Campaign and the work around recruitment and retention of social care staff.</li> <li>• We will remain committed to supporting the ‘mwy na geiriau’ strategic framework by ensuring we are able to offer training and resources bilingually when required.</li> <li>• Support staff and students with a pathway into Social Work and Occupational therapy.</li> <li>• Maintain a high standard of available training opportunities for our social care workforce, including carers and the independent sector.</li> <li>• Continue to deliver the Health &amp; Social Care Core Level 2 and 3 Practice qualifications via our assessment centre, providing necessary qualifications for our support staff working in Adult services. We will roll out a programme of training on Positive Behaviour Techniques (RESPECT) across our Learning Disability Services via four in-house qualified and accredited staff. We will continue to work with universities and support trainee Social Workers through their 3-year traineeship and offer help to our Occupational therapy staff undertaking their traineeship.</li> <li>• We will continue to support both social work qualifying training and post-qualifying training in Wales, including the First 3 Years Framework requirements for all post-qualifying Social Workers new into roles.</li> <li>• Social Services continue to increase in-house provision across the various categories of care.</li> </ul>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The priorities identified within the report are aimed at delivering service improvements, improving outcomes and meeting local needs within the context of achieving challenging financial efficiencies and value for money. The improvement priorities contained within the report have been identified for delivery within existing resources.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	The report is to be published by September 2023.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
4.01	Work began with Social Services Managers in September 2022 to identify the emerging priorities from their areas of work.



<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Draft text Social Services Annual Report 2022/23.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	Contact Officer: Dawn Holt Telephone: 01352 702128 E-mail: <a href="mailto:dawn.holt@flintshire.gov.uk">dawn.holt@flintshire.gov.uk</a>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<b>CIW</b> - Care Inspectorate Wales ensure that services meet the standards the public expect. They register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales.

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SOCIAL SERVICES ANNUAL REPORT 2022/23

& 2023/24 Priorities



## Contents

Section 1	Introduction
Section 2	Director's Summary of Performance
Section 3	How are People Shaping our Services?
Section 4	Promoting and Improving the Well-being of Those We Help
	Children and Young People
	Older People
	General Health Needs, Physical Impairment and Sensory Loss
	Learning Disabilities
	Autism
	Mental Health (adults)
	Carers
	Safeguarding
Section 5	How We Do What We Do
	Our Workforce and How We Support their Professional Roles
	Our Financial Resources and How We Plan For the Future
	Our Partnership Working, Political and Corporate Leadership, Governance and Accountability
Section 6	Come and Join Our Team
Section 7	Accessing Further Information and Key Documents
	Glossary of Terms
Appendix 1	Contextual data and National Performance measures

## Introduction

This Social Services Annual Report is prepared under the requirements of the Social Services and Well-being (Wales) Act 2014 and Regulation and Inspection of Social Care (Wales) Act 2016, both of which place a statutory requirement on the Council to report annually on its social services functions.

The focus of this legislation is on well-being, and our report summarises the key things that we are doing in Flintshire to support our most vulnerable residents. It describes our challenges, provides our stakeholders with a picture of how we have performed and improved over the last year, and sets out our priorities for the coming year.

Stakeholders include the people using our services, our staff, elected members, the general public, our partners, regulators and Welsh Government. Engagement with stakeholders is fundamental to what we do and informs the development of our services and future plans.

In the report we evaluate our performance against last year's improvement priorities and outline our priorities for next year.

The work described in the report links to the National Quality Standards, which set out the Welsh Government's expectations at a national level of the quality of support that local authorities must be providing.

The standards are set out below:

<b>People</b>	
NQS 1.1	All people are equal partners who have voice, choice and control over their lives and are able to achieve what matters to them.
NQS 1.2	Effective leadership is evident at all levels with a highly skilled, well qualified and supported workforce working towards a shared vision.
<b>Prevention</b>	
NQS 2.1	The need for care and support is minimised and the escalation of need is prevented, whilst ensuring that the best possible outcomes for people are achieved.
NQS 2.2	Resilience within our communities is promoted and people are supported to fulfil their potential by actively encouraging and supporting people who need care and support, including carers, to learn, develop and participate in society.
<b>Partnerships &amp; Integration</b>	
NQS 3.1	Effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people.
NQS 3.2	People are encouraged to be involved in the design and delivery of their care and support as equal partners.
<b>Well-Being</b>	
NQS 4.1	People are protected and safeguarded from abuse and neglect, and any other types of harm.
NQS 4.2	People are supported to actively manage their well-being and make their own informed decisions so that they are able to achieve their full potential and live independently for as long as possible.

In preparing this report, we have followed the same approach as last year, reflecting the headings from the North Wales Population Needs Assessment 2022 and under each heading we will demonstrate:

- What we had planned to do last year and how we have succeeded,
- What difference this made to the outcomes for well-being of people, and
- What our priority objectives are for next year.
- Any lessons learnt from the work carried out during last year.

## Section 2 Director's Summary of Performance

Welcome to this year's Annual Social Services Report.

We have over the past year continued to positively support our most vulnerable residents to have a voice, and control over their own lives, reach their potential and live well in their communities.

Flintshire County Council's Corporate values are:

<i>Compassion, empathetic and kind</i> <i>Dignified and Respectful</i> <i>Resilient and Resourceful</i> <i>Energetic and Enthusiastic</i> <i>Empowering and Motivated, Down to earth, Personable and Non-Judgemental.</i>
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Flintshire County Council's Corporate values are reflected throughout the delivery of our services by our committed Social Care Workforce, who remain dedicated to improving well-being through meaningful joint working with our residents, their families, our commissioned providers and partners to build our resilient and resourceful community.

*We have highlighted below just some of our key successes from last year:*

- Children's residential services have seen significant development with its two small group homes and the completion of building work on two four bed properties, one of which has emergency accommodation.

- Our Early Years and Family Support web page has been developed as part of the Flintshire County Council website, and is to be launched April 23.
- The Draft Early Years Strategy has been consulted on and is also due for launch April 2023.
- A new team, DART, has been set up by Flintshire Social Services to support citizens in hospital and beyond. DART is the social care link between hospital and the community, and we aim to make the move as smooth as possible for people.
- In September 2022, Empowering Parents Empowering Communities (EPEC) successfully delivered its third cohort of Parent Group Leader training.
- We have increased the number of approved general foster carers and connected persons.
- The number of Micro-carers has increased with an additional 9 people setting up Micro-Enterprises in Flintshire this year, bringing the total number of Micro-Carers set-up since the pilot launch to 31.
- A Project Board has been established and identified key actions to implement the Dementia Strategy for Flintshire.
- Planning work has progressed on an upcoming development of a new residential care home in Flint, offering residential care of the highest quality with state of the art facilities across 4 floors.
- Flintshire has continued to lead the North East Wales Community Equipment Service. The provision of community equipment is essential for promoting the independence of people with disabilities of all ages.
- Properties at Larchway, Sandycroft and Glan y Morfa, Connah's Quay have been refurbished to support people with physical disabilities. Flintshire now has three units available to support people in urgent need of accommodation.
- We have continued to explore different ways of using direct payments with a focus on strength and resilience, to help families use their direct payments in creative and resourceful ways.
- The Project SEARCH programme for adults with learning disabilities and autism over 25 was launched with 7 interns undertaking work placements.
- The Young Carers ID card has been launched successfully, working in partnership with young carers.
- Next Steps mental health service ran their advanced volunteering programme, with all learners completing the course and awarded with a Level 1 Certificate in Personal & Social Education.
- The Mental Health Services group, Life Warriors, has become peer-run.
- The North Wales Integrated Autism Service (NWIAS) were successful in bidding for additional monies of £148,000 from the WLGA and have used this to purchase 120 assessments to reduce the waiting list across North Wales.
- The Autism team have planned, delivered, and attended events to raise awareness and provide support to Autistic Individuals and their families.



This year has seen the appointment of a new Senior Head of Adult Services, Janet Bellis following the retirement of Susie Lunt. Flintshire has received a legacy of great work from Susie who spent most of her working life at Flintshire and developed many first rate services through her determination to improve the lives of the people we support.

Susie was passionate about the importance of good care for the people we look after, and is admired and respected by our Councillors Colleagues, Welsh Government Ministers and Civil Servants, regional and national colleagues and by all the staff team in Flintshire.

We wish Susie all the very best for the future and welcome Janet to her new role.



From both myself, and Councillor Christine Jones, my colleague Cabinet Member for Social Services and Flintshire Deputy leader, we express our sincere gratitude to our staff for their commitment in providing such excellent services in what continue to be very pressured times to the citizens of Flintshire. This was particularly evident during the heavy snow fall in March of this year, when despite the treacherous conditions, their tremendous effort and proactive planning meant that services continued with as little disruption as possible. Our residents were supported to stay safe, whilst our staff also maintained effective communication and information sharing on a daily basis.



We wish to thank our staff and all of our stakeholders for their dedication and professionalism shown towards our very positive working relationships, and their innovative approaches to developing our Services.



[Photo- Neil Ayling

### Section 3

#### **How are People Shaping our Service?**

It is a Priority that the voices of people are heard and that we learn from them. In Flintshire, we remain in regular contact with our stakeholders and work closely with them to develop our service in line with the needs of our residents.

The Contracts and Commissioning Team continue to facilitate regular meetings with Residential care, Domiciliary care and Supported Living providers. These meetings are a valuable arena for sharing information and networking, as they are attended by colleagues from the Environmental Health Team, Health and Safety Officers and BCUHB Officers.

#### Progress for Providers

An example of the Council delivering on the values of its local people is Flintshire County Council's Progress for Providers Programme which evidences and rewards person-centred care and practice. The scheme won a Social Care Accolade award for excellent outcomes for people of all ages by investing in the training and development of staff.



*Staff members of Plas Yr Ywen Extra Care scheme holding their recently acquired Silver award certificate from Progress for Providers.*

*'This is a great achievement for quite a newly established team and I am very proud of what they have accomplished and of the standards of care they provide each and every day to the people in their care.'*

### Volunteering in Social Care



**Flintshire Local Voluntary Council**  
**Cyngor Gwirfoddol Lleol Sir Fflint**

Flintshire Local Voluntary Council ([FLVC](#)) have continued to develop the Volunteering in Social Care project in partnership with Flintshire County Council.

FLVC have provided support with recruiting volunteers for Flintshire Care Homes and links have been made with Coleg Cambria to encourage Level 2 and 3, year one Health & Social Care students to engage with their community and to support Flintshire Care Homes with Volunteering to complete their placements. Coleg Cambria Student placements took place in May, with five Care Home providers accommodating students, following which a student is now employed at Sycamore Lodge.

*“I completed 40 hours of volunteering, my duties included: making drinks, talking to residents and painting nails. What I enjoyed most about volunteering at Sycamore Lodge was getting to meet all the residents”*

In April 2022, FLVC hosted a Volunteer Recruitment and Community Engagement Event in collaboration with Flintshire County Council’s Age Well 50+ Community Team at the Jade Jones Pavilion in Flint. 13 community groups and organisations were in attendance, which enabled lots of networking and volunteer recruitment to take place.

*“Great preparation, relaxing and informal. Spoke to lots of people and networked face to face, very useful and so important”.*

If you are interested in volunteering, please call us on 01352 744000 or email [volunteers@flvc.org.uk](mailto:volunteers@flvc.org.uk).

### Mwy na geiriau

As a local authority, we recognise that we have a responsibility and a duty as a community leader to promote, support and safeguard the Welsh language for the benefit of present and future generations.



Being able to offer services to our most vulnerable residents in their own language, means so much more than just the words we use. It brings a sense of belonging, a connection, familiarity, safety, trust and so much more. Over the past year, many Welsh language celebrations and activities have taken place with the help and support of our community. The residents of Marleyfield Care Home have particularly enjoyed their visits from pupils from Westwood Primary School who have been chatting, reading and singing in Welsh to them.

## Developing our Early Years Website

Following consultation with Parents and Carers which highlighted a need for a central source of information, we have worked with these groups to develop the Early Years and Family Support website, with our phase 1 launch due in April 2023.

Our joint working is continuing, and we are now seeking their views on barriers to engagement and how we can best reach our communities. Following on from this, we will, together, focus on the voice of the child. This work will help to inform planning for a Parent Voice Network, ensuring that parents and children are recognised as key stakeholders and have an opportunity to be involved in the planning of services.

## Climate change strategy



We recognise that the climate crisis is a hugely important issue facing not just our residents, but the wider community, our environment and our wildlife.

In February 2022, Flintshire County Council prepared its first [Flintshire Climate Change Strategy](#). This strategy and action plan sets out our initial route map towards a net zero carbon Council by 2030; it's a live document that will evolve as our understanding of how we can combat the impacts of climate change evolves.

By working through these goals, we will make a positive contribution to tackling climate change and support Welsh Government's aim to be a net zero carbon nation by 2050.

We can only achieve the aims of net zero carbon by engaging and working with our residents, communities and businesses.

Some of our communities face challenges that we can help to ease by reducing fuel poverty, promoting green spaces for well-being, and developing green skills and job opportunities.

Flintshire County Council has invested in energy reduction measures and renewable energy schemes for a number of years, and this strategy sets the scene for our future aspirations in tackling climate change and to create a more resilient and net zero carbon Flintshire.

*“The little things we do today can make a difference tomorrow” .*

*L, aged 8*

Investment from the Welsh Government has also been used to purchase 3 new Renault Zoe all electric cars for our three Domiciliary Care localities. The cars are based in Llys Gwenffrwd, Croes Atti and Marleyfield House and are being used everyday to deliver home care across Flintshire in a sustainable way.

## Section 4

### Promoting and Improving the Well-being of those we help

#### Children and Young People

##### Early years NQS 2.2

Flintshire has taken on the lead role for the Regional Early Years Integration and Transformation collaboration which commenced March 2022. Working closely with Local Authority leads, Betsi Cadwaladr University Health Board Public Health team and the North Wales Social Care and Well-being Services Improvement Collaborative, this integration and transformation work will create the foundation for the Early Years Strategy in Flintshire and support our vision of 'For all children to have the best start in life', bringing together shared learning.

The continued work programme will include priorities such as the expansion of Flying Start, increased eligibility to the Childcare Offer for parents in training, a focus on quality childcare and sufficient places, early childhood development, the impacts on children born during the pandemic, particularly speech, language and communication, and development of the volunteer parenting programmes; Empowering Parents, Empowering Communities.

The development of a Parents Champion Scheme offering an opportunity for volunteer Parent Champions to work in their local communities to share information with other parents and signpost to local services. A communications team has been developed, bringing together representatives from each area of the Early Years and Family Support Service to develop a communications strategy and plan. This includes looking at how we communicate key messages and engage with parents, services and professionals across communication streams, e.g social media, website, outreach, online drop-in sessions, parent champions. This group also works closely with the Regional Communications group.

### Family Information Service: NQS 3.2

The Family Information Service has seen a sustained increase in the volume of enquiries from both members of the public and from professionals supporting families. Our trained staff process requests and provide tailored responses, offering a specific set of information suited to needs and best outcomes. The online database resource, [Dewis](#), provides access to information online and during out of office hours.

### Summer of fun 2022 NQS 3.1

The Flintshire Summer of Fun 2022 Scheme ran from 1st July 2022 to 30th September 2022. Its purpose was to support children and young people's recovery from the impact of the Coronavirus pandemic, by providing all children and young people aged 0 – 25 in Wales with the opportunity to access free activities aimed at supporting their development and well-being.

Building upon the successes from the 2021 Scheme, a wide variety of activities were made available to include art, crafts, forest schools, sporting and reading activities, parent and toddler groups, all of which offered an invaluable opportunity for the children, young people and their families who took part to have fun. It also enabled the organisations involved to develop innovative opportunities and ways of working together beyond the Summer Scheme.

The positive impact that the 2022 scheme has had is apparent from the direct feedback received from those involved:

*“Thank you so much. S has had such a wonderful summer with the events. You have all been wonderful”.*



## Fostering    NQS 4.2

Since April 2022, the number of approved foster carers and carers undergoing an assessment has increased. The Special Guardianship Orders (SGO) service has also grown in strength with an increase in the number of SGOs in place, and families receiving support.

## Mocking Bird    NQS 2.2

The Mockingbird family model which replicates an extended family in constellations of 6-10 fostering households continues to develop and grow; with plans to launch a fourth constellation in late 2023.

## Foster bear    NQS 3.1

The Foster Bear campaign is a fostering recruitment campaign which aims to raise awareness of local authority fostering and outline the urgency to recruit more foster carers in Flintshire. It was launched in January 2023, in association with local schools to improve awareness of fostering in the wider community.



Foster Bear is part of the fostering team and is joining primary schools across Flintshire to take part in daily activities with the children in class. Children will be given the opportunity to take Foster Bear home for a weekend during which they will look after and care for the bear. They will also receive a Foster Bear Booklet full of fun activities to do in class and to record their weekend adventures.

Children's families will also have the opportunity to participate in this campaign by sharing photos and stories on social media of how Foster Bear has adapted to life with their new family, using the hashtag #fosterbear.

## Raising awareness: NQS 1.2

Members of the Foster Wales Flintshire team were out in full force at the 2022 Mold Food Festival which attracts thousands of people from across the county and North Wales.

The purpose of attending the festival in September was to not only raise awareness of the fostering service but to be part of the community and support a fantastic event.



## Empowering Parents Empowering Communities NQS 3.2

Over the past year, Empowering Parents Empowering Communities (EPEC) has grown from strength to strength. In September 2022, we delivered our third cohort of Parent Group Leader training, with five parents completing the training and gaining their certification and Agored Accreditation.

Being a Parent groups (aimed at parents across the whole of Flintshire who have at least one child aged 2-7 years) have been delivered in local primary schools, community centres and in Family Centres. The groups have taken place both during the day and evenings, face to face and on Zoom to facilitate access to the sessions by as many parents in Flintshire as possible.

In 2022, the EPEC team undertook 'Train the Trainer' training for a new group called Baby and Us, aimed at parents with children aged 0 – 1 years. In May 2022, the first Baby and Us group was facilitated by the volunteer Parent Group Leaders who had completed their training which was delivered by the EPEC coordinator. To date, three Baby and Us groups have been successfully facilitated. A total of 21 parents have attended across these three groups. Feedback from the groups has been fantastic:

*"I have gained so much more confidence in being a mum. Practical advice and support that I can go back to in the future".*



We now proudly have 14 Volunteer Parent Group Leaders within our project. They are an incredible asset to the project and their passion and dedication add exceptional value to these parenting groups, freely accessible to all across Flintshire.

### Children's Advocacy NQS 1.1

The Children's Advocacy Services currently being delivered are meeting the needs of the North Wales population.

The service has been reviewed and is being developed through recommissioning, and building Parent advocacy following a successful pilot scheme funded by the Welsh Government.

### Development of the new children's homes NQS 4.1

This year has been a busy time for our Children's Residential Service. We have two small group homes, one of which has been supporting children since April 2022. These homes can accommodate up to two children who are siblings.

In October 2022, the refurbishment of two other larger properties was completed, both of which can take up to 4 children at any time and there is an emergency provision attached to one of the homes.

A care agency has been supporting a child in two of our homes and this is going well. We are currently recruiting Children's Residential Workers for the homes. As the new team members come on board, we have a plan in place on how we take over the care and support from the agency in the best way to support the children through the transition.



The management team have been working hard to develop all the documentation, processes and procedures necessary for the homes. Planning and arranging the training and development for the service has also been completed. Apart from the legal requirements needed, a vast amount of work has also gone in to preparing the houses to look and feel like homes, in preparation for children to move in.

As part of this new service, our staff and managers have been busy building new relationships with local communities and local service providers.

A model of care has been identified to support the children and young people who will be living in the homes.

### Arosfa NQS 3.1

Arosfa Disability Service provides long term and short term residential breaks for young people with profound disabilities. It gives young people an opportunity to spend time away from home, preparing them for future independent living and an opportunity to socialise outside of school with friends in a new environment. It provides an opportunity for parents and carers to also have a break and spend quality time with other family members and friends. This provision for some families is crucial in keeping families together.

This year, the staff and young people it supports have had lots of fun celebrating its 10<sup>th</sup> Anniversary.





### 2023/4 PRIORITIES

- Development of a national, regional and local approach to Early Years Transformation so that all our children aged 0-7 have the best possible start in life and are able to reach their full potential.
- Deliver a programme of registered Children's Homes to help avoid the need for residential placements outside Flintshire.
- Continue to develop the Special Guardianship service to reduce the need to for children and young people to remain looked after.
- Develop childcare expansion and seamless childcare provision across programs.
- Develop the priorities set out in the Early Years Strategy.

### Older People

#### DART NQS 2.2

The Discharge Assessment and Recovery Team (DART) is a new team that has been set up by Flintshire Social Services to support citizens in hospital and beyond. It aims to improve outcomes for Flintshire citizens when they have been admitted into hospital and to support them when they leave. The team works closely with colleagues in local acute hospitals and associated community hospitals across the region, and with the Continuing Health Care Team.

DART's work starts when citizens are admitted into hospital. The team keep in contact with hospital staff about a person's progress, to find out what matters to them and act promptly if help is needed when they are ready to move on from the acute setting.

DART is the social care link between hospital and the community, and we aim to make the move as smooth as possible for people. Our team of Social Workers, Occupational Therapists, Physiotherapists and Technical Instructors work together with health colleagues, using a Welsh Government guidance framework to determine the best pathway of care for citizens and to move people towards independence.

Some people can go home from hospital without any extra help, some need more support at home to remain as independent as possible, and others need a short spell of residential care in a care home before they can go home. This residential care can be provided either in an independent care home or in one of the local authority's care homes, including our purpose built "step-down" resource, Elm. The framework also makes provision for people where more complex care is needed, including long-term care home placements.

*"Whatever the level of social care need, DART makes arrangements to support people who are ready to leave hospital so that they can be as independent as possible, as soon as possible. We work closely with other teams in health, social care and across the council and we are looking forward to growing these relationships as DART develops."*

#### Micro-Care NQS 1.1

The Micro-Care project was started as a pilot in 2019 as a way of strengthening the social care market and diversify the career options within social care, by supporting people to set-up as their own micro-enterprise within the sector. Since then, the project has continued to grow with an additional 9 enterprises setup in Flintshire this year, taking the current number delivering care to 31.

A major achievement for the project this year has been the council directly purchasing services from a Micro-Carer for the first time. To be able to be commissioned, Micro-Carers have to pass a "Quality Framework" which requires them to demonstrate the resources and ability to deliver safe social care services on behalf of the council. The ability to commission directly with Micro-Carers provides us with additional resource to use in addressing gaps in social care support.



The project has also expanded into supporting the “Warm Welcome” offer by Flintshire County Council. 4 Micro-Carers supported the various hubs to ensure that people were able to keep warm during the cost of living crisis, but also reduce isolation and have a chance to take part in well-being activities;

The team has also supported a Micro-Care enterprise to set-up as a day service for older people with dementia. The day service provides an active model of day service, focusing on meaningful activity aimed at promoting and sustaining independence, while at the same time supporting people to do the things they enjoy.

*“My Mother has dementia and having this workshop twice a week helps us greatly and allows us some time to ourselves. She enjoys the day and all the activities N provides helps my mother with her wellbeing. I hope in the future she’ll be able to attend more which will of course help all of us”.*

We actively engage with Micro-Care providers on a one-to-one basis, along with holding network meetings.

We will continue to strengthen our links with other organisations, public sector agencies, and third sector to promote the project, while also increasing our advertising reach both in the community and digitally.

To find out more about becoming a Micro-Carer or to look for a service visit <https://www.careatflintshire.co.uk/en/Micro-care/Welcome.aspx> or email [micro-care@flintshire.gov.uk](mailto:micro-care@flintshire.gov.uk)



## Dementia    NQS 3.2

The [Flintshire Dementia Strategy](#) was developed in 2021 in consultation with people living with dementia, their carers and those who work with them. The priorities being implemented are to:

- Help people to reduce or delay the risk of developing dementia and to recognise the symptoms of dementia.
- Improve the support and information provided to people before, during and after an assessment and diagnosis of dementia.
- Provide person-centred care and support services to help people with dementia to live well, at home or close to home.
- Provide support to carers and families, including advice, respite, and to help build strong support networks with other people with lived experience.
- Develop dementia friendly and supportive communities for people living with dementia and their carers and families.
- Enable people with lived experience of dementia to have a leading voice in the development of supportive services and communities.

Health and Social Care services provide person-centred support to people living with dementia in their own homes and in residential and extra care settings.



The North East Wales Carers Information Service ([NEWCIS](#)) have continued to work closely with Social Services and Health Board teams to provide a key role in supporting people in the community.

Dementia friendly community groups and memory cafes provide a friendly and supportive environment for people living with dementia and their carers to meet locally to enjoy social interaction, share information and experiences. This helps to build strong friendships and support networks.



At the start of January 2023, a new Dementia Centre opened at Greenfield Enterprise Centre under the management of third sector service partner Carers Trust. Social Services and Health colleagues are working closely with Carers Trust to provide initial support and information for people recently diagnosed with dementia and their carers. This is contributing to the implementation of a regional Memory Assessment Service in North Wales, aligned to the new All Wales Standards for Dementia Pathways of Care.

The Flintshire Dementia Strategy priorities will be reviewed and updated collaboratively in 2023 to ensure that people living with dementia, and their carers and families continue to receive the information and support that is most important to them.

### [World Health Organisation's Global Network of Age-Friendly Cities and Communities](#)

#### [NQS 2.2](#)

The Welsh Government (WG) launched a 'Strategy for an Ageing Society' in October 2021. This strategy provides a vision for Wales to be an age friendly nation - supporting people of all ages to live and age well and to participate in their community.

To support this vision, WG has invited all local authorities to apply for membership of the WHO global network. Flintshire County Council's Cabinet, on Thursday, 23 February 2023, approved a proposal for the Council to submit an application for membership of the World Health Organisation (WHO) Global Network of Age Friendly Cities and Communities.

In Flintshire, there is a long-standing commitment to developing age-friendly communities, demonstrated when the Council signed the Dublin Declaration in 2014, underlining its commitment for Flintshire to become age-friendly. The Flintshire Public Services Board prioritised the continued development of age-friendly public services and communities in the [Well-being Plan for Flintshire](#). This will involve making positive changes to the following aspects of community life, which the WHO define as 'Age-Friendly Domains':

- Outdoor space and public buildings
- Transport
- Housing
- Social participation
- Respect and social inclusion
- Civic participation and employment
- Communication and information
- Community support and health services.

Flintshire's Deputy Leader and Cabinet Member for Social Services and Well-being, Councillor Christine Jones, said:

*"I fully support this proposal as membership will provide a number of positive impacts and will show our commitment to supporting, valuing and celebrating*

*our ageing population. It will also provide an opportunity to share best practice ideas and resources with other network members.”*

*“Significant progress has been made over a number of years to build age and dementia friendly communities in Flintshire. This includes the establishment of community cafes, supporting community action groups, improving information sharing, and developing intergenerational projects and digital inclusion initiatives.”*

This work will provide opportunities for older people to have a voice in shaping age-friendly communities and services.

### Marleyfield House    NQS 2.1

The 32 bed expansion and refurbishment works at Marleyfield House in Buckley was formally opened this year by MS for Health and Social Care, Eluned Morgan. The opening was an opportunity for residents as well as staff, past and present, to celebrate the excellent care that the facility enables care staff to deliver. The event recognised how valuing the well-being of individuals and providing a high quality building for people to live and recover in following a period in hospital can have a significant impact and make a substantial difference to the well-being and life satisfaction of people who come to stay there.

Marleyfield House resident with a therapy dog that visits on every 2 weeks. The residents enjoy these visit and looking forward to them.





*“It was a real pleasure to welcome the Minister and to be able to show her our fabulous facility in Buckley. It was also fantastic to meet many of the residents who have made Marleyfield their home. This reaffirms the Council’s commitment to investing money in critical services. I am proud that Flintshire County Council continues to support our most vulnerable residents. “*

*Flintshire County Council’s Deputy Leader and Cabinet Member for Social Services and Wellbeing, Councillor Christine Jones*

*“...this redevelopment shows the commitment to improving services, helping people leave hospital and help vulnerable people to live independently whilst still being supported.” Eluned Morgan MS*

**Croes Atti Newydd NQS 3.1**



Work has been continuing at pace to design a new residential care home in Flint. The site that previously housed the community hospital on Cornist Road has been identified as a site in which a 56 bedroom residential care home can be situated. This facility will replace the current facility Croes Atti on Prince of Wales Avenue with a modernised, state of the art facility that will take our learning and experience of the expansion at Marleyfield in Buckley and develop this even further to provide exceptional services to older people in Flint and the surrounding areas. Similar to Marleyfield, This development will be operated in partnership with Betsi Cadwaladr University Health Board. The project is currently scheduled to begin on site in September 2023 and will be completed and opened in the spring of 2025.

## 2023/4 PRIORITIES

- Provide additional placements for step down care within our in-house provision (Croes Atti Newydd).
- Continue to grow the Micro-care market, including access to commissioned care packages.
- Continue to grow our in-house homecare service to support more people to live at home, utilising a rolling scheme of recruitment.
- Establish a Dementia Strategy Implementation Group, to include representation from people with lived experience.
- To award a contract for adults advocacy, joint with WCBC.

## General Health Needs, Physical Impairment and Sensory Loss

### Accommodation to support people with physical disabilities. NQS 4.1

Properties at Larchway, Sandycroft and Glan y Morfa, Connah's Quay have been refurbished to support people with physical disabilities. We now have three units available to support people in urgent need of accommodation. Recent need has included young people, a family with a disabled child, people with physical disabilities and those recovering from substance misuse. These properties provide a better alternative to hotel accommodation and reduces the spend in housing on such facilities.

### Community Support Initiative NQS 3.1

The Community Support Initiative is a group of organisations that have been operating in Flintshire since 2018. This year has been an opportunity to begin to understand how the needs of people living with a disability have changed over recent years, whilst continuing to deliver services. This has included some changes to the way that services have been delivered in order to meet the immediate needs of individuals, taking into account the current economic challenges that are affecting the local population. The year going forward will be an opportunity to look in earnest at how we change the delivery of services to meet the current and medium term needs of individuals living with a disability in the community and ensure that Flintshire are able to deliver meaningful and beneficial services to those living with a disability.

### Community Equipment NQS 3.1

Flintshire are the host authority and lead partner of the North Wales Community Equipment Service.

The provision of community equipment is essential for promoting the independence of people with disabilities of all ages. Over the past 12 months, the service has received 21,000 referrals from over 500 referrers.

The service has responded to 100% of its requests for urgent equipment within the 1 day national response standard from April to September 2022 and 100% of its requests within the 7 day response standard.

The percentage of equipment reused is 94% (against a standard of 70%) for April to June 2022, and 93% for June to September 2022.

### **2023/4 PRIORITIES**

- Direct payments: lead on direct payments initiatives at a National Level.
- Support people with disabilities to find and remain in paid employment.
- Signposting individuals to third sector and social prescribing.
- Promote referrals to the exercise referrals scheme.
- Develop short-term emergency accommodation for people who find themselves homeless or in need of accommodation urgently.
- Explore joint commissioning of community disability and sensory loss services.

## **Learning Disabilities**

### **Learning Disability Services with Hft      NQS 3.1**

The partnership with Hft for the delivery of services for people with learning disabilities has continued evolve and innovate throughout the 2022/23 year. Hft provide services for people with learning disabilities and mental health support needs on behalf of the Council, delivered both at the Hwb Cyfle day centre, and a variety of other service settings that deliver a diverse range of day and work opportunities.

As part of the evolution within learning disability services and partnership working, Hft assumed the operational management of the Growing Places service in July 2022. Growing Places was previously a mental health work opportunities service but now provides support to individuals with Learning Disabilities and mental health support needs. The transition ran very smoothly, and the service has formed a close partnership with the Tri Ffordd horticultural day service.

## Project search      NQS 2.2

Project SEARCH is a supported employment programme which supports young people with learning disabilities into employment. When Covid-19 prevented the interns from going out into their work placements, they decided to use their time in a creative way and set to work thinking about how they could help people understand neurodiversity. The interns developed a training package to raise awareness of neurodiversity in the workplace, and the benefits to businesses when they work with people from neurodiverse communities.

On 17th May, two training sessions were delivered to staff from Social Services. The session covered learning disabilities, autism and dyspraxia. The feedback from the session has been overwhelmingly positive, and the interns' lived experience really brought the subject to life.

Project Search is the first internship programme for adults over 25 with learning disabilities in the UK and is being operated in partnership with Clwyd Alyn Housing Association as the host business. 7 interns are currently participating in the over 25's programme and are currently undertaking their first of three work placements ('rotations') which commenced in September.



Interns and staff celebrating the graduation of their 2022 cohort of interns who have successfully completed the life-changing Project SEARCH transition to work programme in Flintshire.

Hft have also employed a former Project SEARCH intern as a Supported Employment Advocate who will assist with marketing, linking in with employers and collating stakeholder feedback.

## Maes Gwern      NQS 3.2

There are plans to develop a new modern building in the Maes Gwern area of Mold to provide an integrated service hub that will involve relocating the current Tri Ffordd and Growing Places work service opportunities. The new facility will provide additional capacity to support more individuals than is possible at the current service locations and offers the scope to also provide services at the site to individuals with complex autism support needs.

The design concept for the new facility has been progressing since autumn 2022 and the programme remains on schedule with construction planned to commence in the summer of 2023.



### Caffi Dai      NQS 2.2

The café operating from Rowley's Drive, Shotton was renamed Caffi Dai and following an extensive refurbishment was relaunched in the summer of 2022. The relaunch has proved very successful and the sales have increased to where they were prior to the onset of the Covid-19 pandemic.

### Supported Living      NQS 1.1

The Learning Disability Social Work team have been refocusing and refreshing their use of person-centred practice. Further training and input from people using the service will improve their creative skills in ensuring people with learning disabilities take part in interactions with us in a meaningful way. For some people, paper based systems of assessments and reviews are not the most appropriate, so we will be encouraging people to participate in ways which they can maximise their voice, so they might be supported to put together videos, live performance, music and any other way people choose to express themselves.

### Theatr Seren      NQS 1.1

Theatr Seren is a local performing arts group created by a group of people with learning disabilities, with help from their Social Worker and Hft.

In October 2022, through discussions with our service users and staff, it became apparent that logistics, cost and availability were proving a barrier for people who clearly had an interest and passion in performing arts. Steps were taken therefore to set up a performing arts group locally. A project leader was found, who has decades of experience working within

this sector, along with a venue for the group. The aim of the group is to support our service users who otherwise would not have access to a group that would give them the opportunity to be involved in something bespoke and that mattered to them.

The collaborative work has been a massive success and the group is now a long-term independent group that has formed its own company called Theatr Seren. Currently there are fourteen adults with learning disabilities involved in Theatr Seren.

The group have learnt various theatre techniques including fight scenes for their slapstick scenes in 'Alys' and have worked on developing the physicalisation of their characters so that they are also acting with their bodies and not just the words.

The group have fun playing and enjoying improvisation work that has opened up and celebrated the group's unique creativity. Theatr Seren ended 2022 with a performance of Alice in Wonderland which was well received and attended by over 60 people.

*'It has helped me to build my confidence and meeting new people is fun and getting to know them as part of the team is good.'*



*'I enjoy the dancing, making new friends and also making my costume as well as having a good time as a group.'*

## Together Learning Disability Programme: Seamless Services for people with learning disabilities NQS 3.1

The Together Learning Disability Programme is a partnership involving the social care departments of the six local authorities in North Wales and Betsi Cadwaladr University Health Board. The project aims to co-produce services with people with learning disabilities and their parents and carers. The scheme was shortlisted for a 2022 Social Services Accolade Award.

The project aims to support people and organisations to ensure that people with learning disabilities are able to live a great life. In 2022, [The Life After School: the onward journey of young people with learning disabilities in North Wales research report and good practice guide](#) was launched in supporting people with a learning disability to have the same chances as everyone else, especially after they leave School.

### 2023/4 PRIORITIES

- Continue to expand the Progression Model across services to people with physical disabilities and other service areas promoting people's independence skills to support them to achieve their personal outcomes.
- Progress the newly formed partnership with Deeside Industrial Park which aims to bring employment opportunities for vulnerable people within social services.
- Continue to meet the demands of young people with learning disabilities for accommodation.
- Develop the relocation of the Tri Ffordd supported employment project to Maes Gwern in Mold, which will also incorporate other service offerings (mental health & autism support services) at an integrated service hub.
- Continue to expand the service offering for employment opportunities for disabled people.

### Autism



We have throughout the year continued to meet our duties under the Welsh Government Code of Practice on the delivery of Autism Services, and to host the North Wales Integrated Autism Service (NWIAS) on behalf of the region and health Board.

### NQS 3.1

The Code of Practice sets out what autistic people, their parents and carers can expect from public services in Wales. Autistic people were extensively involved in the consultation process and continue to shape the services we develop. Welsh Government have also published Guidance to accompany the code and both can be found here:

[https://gov.wales/sites/default/files/pdfversions/2021/3/3/1616575869/code-practicedelivery-](https://gov.wales/sites/default/files/pdfversions/2021/3/3/1616575869/code-practicedelivery-autism-services-impact-assessment) autism-services-impact-assessment.

In response to the Code of Practice, Flintshire have developed a Local Implementation plan and our staff have been dedicated and creative in their efforts to raise awareness, share information and provide support for autistic individuals, their families and support networks.



Our Information events have been well attended and offered an invaluable opportunity to meet new friends and share information. The NWIAS Team have also attended two large county shows, the Denbigh and Flint Show and the Meirioneth County Show, which was well attended, being the first one for three years. The NWIAS information stand was very busy.



Many people took the opportunity to speak to link workers there to offer help and advice on Autism.

The year began with a view to longer term planning to promote the team and the support we can give to the autistic community who do not already receive services. We had previously delivered all services online due to the challenges of COVID-19 and have now gone back out to community working directly with the public. We also run a lively Facebook page that advertises all events throughout the year.

We planned and delivered three major events in the Ramada Hotel in Wrexham, The Celtic Royal Hotel in Caernarfon and the Imperial Hotel in Llandudno. A range of providers attended these events to support autistic individuals and more than 120 members of the public attended each event.

Our team continues to hold coffee mornings and information hubs throughout North Wales in all six counties to support Autistic Individuals and their families. We are able to direct people to the correct services for financial advocacy, employment training skills, voluntary work opportunities and other such activities. We also work with adults on skills for empowerment such as dealing with anxiety, sleep, problem solving, forming routines and coping strategies, amongst others.

We have also run five Understanding Autism groups during the year to support adults who have been newly diagnosed to equip with coping skills and a greater understanding of what autism means to each person individually. In June 2022, we ran a successful and well attended Teenlife Group for parents supporting teenage children and this was well received.

We have also delivered training to external bodies such as [Advocacy Services North East Wales](#) (ASNEW) on effective communication with autistic individuals.

Flintshire's [Autism website pages](#) aim to bring together a range of information into one place to signpost people to the right information and support. The team is working hard to continue to update this as we develop and learn more about local support. There are links to the website [Autism Wales](#). This is one of the resources which helps the National Autism Team achieve their aim to improve the lives of autistic people in Wales, and offers a wide range of sources of information, and free downloadable resources that have been developed with autistic people, parents/carers, and professionals from across Wales.



### 2023/4 PRIORITIES

- Increase skills around autism with respect to advocacy.

- Autism training to continue to be offered to Advocacy providers - contracts in future will detail expectations around skills and knowledge in supporting autistic people.
- Develop integrated work opportunities services for individuals with autism, learning disabilities and mental health support needs.

## Mental Health

Flintshire's Mental Health Service use the 'recovery approach' to support people to improve their well-being by living well independently, to join in with social and leisure activities, be employed and take part in volunteering or education.

### Well-being Programme NQS 4.2

Flintshire's Learning for Recovery and Well-being Programme is a multi-agency developed initiative which promotes learning and social activities that are accessible locally to anyone in Flintshire struggling with their mental health and/or their carers.



It is aimed to improve an individual's well-being through meeting new friends, developing confidence and learning new skills.



Each year, Flintshire County Council's mental health support services work together to provide lunch on Christmas Day for individuals who find themselves on their own on what can be one of the most difficult and lonely times of the year. For many years, we have been touched by the generosity of the local communities who have helped out in some way and this year was no exception. Mold and Buckley round table advertised that they would be providing lunch on Christmas Day in Mold and Buckley and kindly agreed to help us out. Mental Health Support Services staff supported over 10 individuals on the day to attend venues in Mold and Buckley where they were provided with a fantastic 3 course meal and a gift to take home. There were lots of smiles and laughter during the day and a brilliant time enjoyed by all.

#### [Next Steps](#)    [NQS 3.1](#)

Next Steps provides support and guidance for people to enter education, training, voluntary work and employment. They can also support people to stay in work if already employed. The Next Steps team works closely with other organisations such as Job Centre Plus, Careers Wales, FLVC's volunteer centre and local universities and colleges.

Next Steps are now running their advanced volunteering programme as a step up from the one they ran last year. The course ran from May – July 2022. All 7 learners completed the course and were awarded their certificate. This year, they were awarded a Level 1 Certificate in Personal & Social Education.

Next Steps are also currently developing a pilot employability programme with HFT and Deeside Business Forum. This aims to provide employment for individuals within the Deeside Industrial Park. As part of this programme, Next Steps have developed their volunteering course to include employability skills and the new course will start in April 2023. There are currently 9 individuals interested in completing the course.

#### [Life Warriors](#)    [NQS 1.1](#)

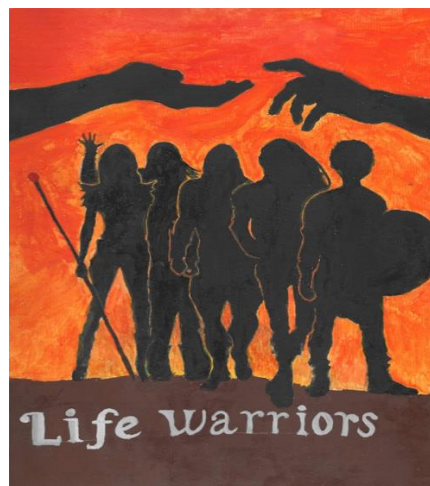
Life Warriors is a peer-led therapeutic support group for people with a diagnosis of, or people who identify with the characteristics of 'personality disorder' (PD). It was a priority for this year for The Life Warriors to become more peer run. This is now happening, with members

taking key roles within the group such as chair, vice-chair, time-keeper and event organiser. The group is also taking lead roles in welcoming new members with staff support, introducing them to the group. The group meets weekly online, and creates a space where people feel heard and supported by peers with lived experiences. The experience of feeling understood often for the first time has often been transformative for group members.

*The group's impact is created by the open, honest, non-judgmental space it offers its members: It's just being able to talk honestly, about how you're actually feeling.*

*This was the first thing that's actually helped me...it's helped me because there are other people in my situation that understand. My confidence has grown tremendously".*

*"For me, I've not been aggressive since joining the group and that was quite a regular thing for me before. And because I've been more stable, I've been able to get a job. My whole frame of mind is just changed. I think there should be more of these groups...the community feel you get. It's such a simple thing and it's changed our lives"*



### [Social Links joining forces with Mind and Aura](#)      [NQS 3.1](#)

The Mental Health team have joined up with MIND and Aura to deliver one of our drop-in services in the local library. Having this collaborative approach has not only enabled us to provide a more diverse range of activities, but also made it more accessible, and enables individuals to take advantage of the resources and groups already being held at the venue. Funding has also been granted to use the session as part of the warm hub scheme, enabling us to provide hot meals during the group.

### [Intensive Support Team](#)      [NQS 4.2](#)

The Intensive Support Team work with people who have many difficulties or who need higher levels of support to have the confidence to live safely in their homes. The team provides one-to-one support to people who may be at risk of losing their homes, who have never lived on their own before or who are returning to the community after a long time in hospital or some other care setting.

The team have recently worked alongside Flintshire County Council's Housing department, Social Services and Community Mental Health Team, to support an individual with a diagnosis

of ASD and ADHD, to move into supported living, with a view to him living independently in the near future when he has built on his skills and confidence:

*“Everyone has been amazing helping me like this. The housing people were nice because they knew I needed to move. The Intensive Support Team came with me to the new house helped me move all my stuff into my new place and are talking to all the other people to sort things out (Clwyd Alyn, Children’s Social Services, and the Community Mental Health Team), because that is what they do and I am now very happy in my new place. Everyone is saying I will be living independently in no time and I believe them”.*

### Community Living Team NQS 2.2

Similarly within Community Living Team, support started with a lady in May 2022. Her identified goal was to be able to leave her house to go into her back garden, and to build confidence in doing this, as she was unable to even touch the handle on the door. Support was provided twice per week. In less than a year, she has been able to leave the home, go to shops and to her daughter’s for Christmas and she has a new goal of attending her daughter’s hen do and Wedding later this year, and also wants to start using public transport so she can get to her daughter’s independently.

The care coordinator in the Community Mental Health Team passed on their appreciation and compliments to the staff and was amazed at the progress that has been made and in this time frame.

### The future of Growing Places NQS 2.1

Growing Places offers work activities for people with a mental health issue, referred by their Care Coordinator, and provides an opportunity to engage employment coaches with a background in horticulture. The work activities include a gardening service in the local community, garden furniture restoration and office skills. The aim of the project is to support and encourage people back into work routines which enables them to learn new skills and move on to employment or further training opportunities.

Our successful partnership with HFT has extended to enable HFT to manage Growing Places, extend their volunteer policy, and will also allow for combined use of horticultural resources with the Tri Ffordd project, and further opportunities when they move site to a new and exciting location in Mold.



### 2023/4 PRIORITIES

- Support people to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership.
- Working in partnership with the Community Mental Health Team and Social Services Mental Health Support Service to develop clear pathways for individuals needing access to Mental Health services, and a sustainable model for the future.
- Complete a review of Community Mental Health provision and define a model for the future.
- Work with Housing to fund a small team of people to support individuals with low level Mental health problems to improve their housing.
- Support workers in Mental Health Services to cope with increased demand alongside health.
- Develop support for people with Mental Health problems in their needs for accommodation.

### Carers

#### Young carers ID card NQS 2.2



Our Young Carer ID card has been launched successfully, with increasing engagement and uptake. Our work is ongoing to drive this further, by establishing links with local businesses to offer discounts and benefits for young people carrying the Young Carers ID Card as a thank you for the work they do as a Young Carer. Furthermore, work continues to develop the scheme to link with other North Wales authorities' schemes to share the benefits across the region.

### Further development of Young Carers Service NQS 2.2

Working in conjunction with NEWCIS, our Young Carers Services have seen significant and exciting developments this year that are making a difference to the lives of our Young Carers in Flintshire. As well as offering 1-1 support, a full scheme of events and activities has taken place supporting our Young Carers and promoting their wellbeing.

We hold regular weekly sessions allowing our Young Carers time to take a break from their caring duties and access peer support. A small selection of activities that our calendar has included is:

- “Chill and Chat” and “Movie and Pizza” nights
- “Amazing Us” sessions focusing on reflecting on their strengths,
- Pamper Evenings
- Forest School Activities
- Forest Walks
- Craft evenings
- Bowling,
- Pancake making



### Engagement NQS 3.2

We have developed an interactive presentation for professionals in our local schools about Young Carers, and the support that they may need over and above that of their peers. The engagement with schools has not only enabled professionals to identify Young Carers in their classes, but also equipped them with tools and skills to be able to support them. Through this work, the number of referrals to the North East Wales Carers Information Service (NEWCIS) for further support for Young Carers has increased significantly. The referrals to NEWCIS enables the Young Carer to access a vast range of additional care and support. We are seeing a really positive response to the work we are doing with our schools here in Flintshire, with staff and pupils proactively seeking to support each other. For example, we have supported the Alun in Mold to set up a Young Carer's Group within the school and they are already starting to run drop-ins. Additionally, the Alun have voted for NEWCIS Young Carers to be their charity of the year and we are looking forward to working with them across the next 12 months to develop our links further.

### Supporting Young Carers NQS 2.1

We have listened to our Young Carers and introduced new ways of helping them with their concerns about the impact of the cost-of-living crisis. This includes developing a quarterly "shop" (at no cost to the Young Carer) with a different theme each quarter. Through this initiative we have been able to provide school equipment, toiletries, fleece Oodies, blankets, hats and gloves, sanitary products, sun cream and gardening items including seeds which has enabled our Young Carers to grow their own herbs and vegetables. The shop has proved really popular with our groups.

### Summer of Fun NQS 2.2

Our Young carers enjoyed a diverse range of activities as part of the Summer of Fun 2022 Scheme, at which they made lots of new friends and widened their support networks.

*"Thank you so much for yesterday's zoo trip. B had the biggest smile on her face when she came through the door and hasn't stopped talking about it. She's made up she made some new friends on the trip too which she finds difficult. You're all amazing!!!! X"*





*“I worry she misses out, or gets held back, by my illness, especially since COVID and the lockdowns. It has been utterly wonderful and joyous to see her attending these events this summer, making new friends, getting to try new experiences I couldn't take her to and seeing her happiness and self-confidence grow! Truly grateful for these opportunities for her”*

*“Thank you very much for giving these opportunities to them as it allows a day away from the day-to-day stresses of caring for a family member. Xx*

### Developing the Direct Payment offer for Carers    **NQS 3.2**

The Flintshire County Council Direct Payment Team have been working alongside NEWCIS to develop and expand the offer of Direct Payments for Carers in their own right. Direct Payment offers the recipient the opportunity to access the care and support that they need in a way that is personalised to their own needs. The number of people who are accessing support through a Direct Payment is increasing and we are seeing ever more imaginative and innovative ways that this support is being used.

### Daffodils    **NQS 2.2**

Daffodils is a 3<sup>rd</sup> sector organisation that provides recreational activities and planned trips for parent carers of children and young people with physical or mental disabilities and their families, to enjoy time together. Their activities seek to integrate families into the local community, create friendships and a sense of belonging, reduce isolation, offer peer support opportunities, and improve overall mental well-being, improving their quality of life.

Daffodils ran over 150 activities and events in the last year such leisure centre activities like swimming and tenpin bowling, well-being walks and lunches in the surrounding areas, art and craft workshops, soft play sessions and a weekly youth club. Across the Summer holidays, their largest event saw 60 families, (over 200 individuals) enjoy a trip to Greenwood Forest Park.

On a daily basis they provide face to face and telephone support for on a wide range of topics.

### Carers Strategy Group    **NQS 3.1**

The Flintshire Carers Strategy Group is a forum for organisations who represent Carers from both the Statutory and third sector. The group has a key role in helping to shape relevant local, regional and national strategies for the development of services and legislation for carers.

Work has been undertaken to redevelop, revitalise and refocus the group this year. Membership has been expanded to include more organisations. Representatives from Flintshire County Council Education Portfolio and Betsi Cadwaladr University Health Board

are now among the active members, and we are seeing the positive impact of collaborating across organisations to drive improvements for carers.

### 2023/4 PRIORITIES

- Further development of our work to support Young Carers in their role, including but not limited to: further development of the Young Carers ID Card, focus on respite and breaks for Young Carers, engagement with education colleagues and schools, engagement with businesses and communities across Flintshire, support with training and education opportunities.
- Work to develop new ways for Carers to access a break from their caring responsibilities.
- Cost of Living – A scheme of workshops, groups and resources aimed at supporting our carers through the cost-of-living crisis.
- Work to develop an international network of Carers and Carers Centres to communicate, share ideas, collaborate, provide peer support and respite opportunities.
- Begin the process of looking at the recommissioning of our carers services for 2025 onwards.

## Safeguarding

### NQS 4.1



The safety and well-being of children and adults is one of the Council's major priorities and we all have a responsibility to keep children and adults free from harm and report any concerns.

Safeguarding covers modern slavery, sexual abuse, financial abuse, neglect and radicalisation.

It is of paramount importance that we recognise signs of potential abuse and know how to make a report.

*Your call can make a difference!*

*Explore the North Wales Regional Safeguarding Board Website*

<https://www.northwalessafeguardingboard.wales/> and find out more about safeguarding issues.

### National Safeguarding Week

In November 2022, National Safeguarding Week was launched. Working with partners from local councils, health, the emergency services, third sector and others, Safeguarding Boards throughout Wales we have been raising everyone's awareness of what safeguarding means and the many situations in which it can arise.

Safeguarding Week is a useful reminder that we all have our part to play in keeping people safe – safeguarding is everybody's business! It's important that we all know the signs of potential abuse and know how to report it.

Safeguarding Week 2022 is an opportunity for organisations to come together to raise awareness of important safeguarding issues. The theme this year is "Professional Curiosity".

The Hate Crime Awareness Week aimed to raise awareness and understanding of the impact that hate crime has on individual victims. It encourages victims and bystanders to report hate crime to help stop it and create a safer Wales. It also sends a message to perpetrators that their hate hurts everyone, including themselves, as they could be prosecuted for a crime which would have a detrimental effect on their lives.

### Safeguarding of adults and children

The safeguarding team attends Multi-agency meetings on a weekly basis, as well as holding regular discussions with the police, to ensure that the correct agencies are in place to support these vulnerable individuals.

### Liberty Protection Safeguards

Flintshire have responded to the UK consultation on proposed changes to the Mental Capacity Act 2005 Code of Practice and implementation, and, to the Welsh consultation on new regulations which will support the implementation of liberty protection safeguards (LPS). Both consultations closed on the 14 July 2022, and the responses to the consultations reviewed. Implementation has been delayed. In the meantime, the Council remains committed to protecting the rights of those who lack mental capacity under the current DoLS system, and will ensure that that these rights are protected ahead of any future implementation of the Liberty Protection Safeguards.

## Corporate safeguarding e-learning package

We continue to promote the corporate safeguarding e-learning package to Social Services staff, as well as face to face and virtual training sessions. Virtual training is also offered to our third sector partners. The All-Wales e-learning package has been widely circulated and encouraged to our third sector partners also.

## 2023/4 PRIORITIES

- Promote the corporate e-learning package.
- Explore the recommissioning of advocacy services on a regional basis.

## Section 5

### a) Workforce

This year has been an incredibly busy year for us, as a team and we'd like to share with you some of our achievements, together with some of our planned activities for 2023/24.

During 2022/23 we delivered 407 training sessions, offering a total of 9,933 places to employees, carers, unpaid carers and volunteers working across Flintshire social care settings, including those in domiciliary care, independent and the voluntary sector. This was an increase of over 70 courses delivered compared to last year with almost treble the number of places being offered, reflecting the growth and movement across the sector.

Several new training courses were developed by our Training & Workforce Development officers which included 'Values' and 'Dignity at Work – creating a positive working environment'. These sessions are delivered as part of a rolling programme.

We developed and facilitated a series of Induction sessions for new staff joining Social Services which were supported by senior managers.

We piloted out of hours training for some of our shorter courses, offering training during evenings, ensuring that our carers, personal assistants and volunteers were able to access training outside of core hours and extending accessibility.

Supporting the Dementia Strategy, we delivered training around Dementia Awareness, Dementia Interpreters, Stages of Dementia, Jewels in Dementia and delivery of 8 in-house Dementia Friends sessions. We are pleased to now have 35 new Dementia Friends in place following these sessions.

Children's Residential staff were supported through the development of a bespoke training matrix and plan. Links to the Training Hub are now in place with licences available for staff to

continue their Continuous Personal Development (CPD) through numerous courses on offer, as well as accessing those available via Workforce Development Team (WDT).

We helped implement the national Autism Code of Practice through having ensured e-learning modules are available and accessible via Learning Pool and for those non-FCC staff via Autism Wales.

We improved links with the North East Wales Carers Information Service (NEWCIS) offering training and information on carers' needs and assessments.

We continued to arrange licences for our foster carers to access role specific training to enhance and support their roles.

We helped to increase the digital skills of our workforce, enabling them to learn using appropriate technology. Working in partnership with Digital Communities Wales, we offered training as well as promotion of the Flintshire Digital Hub.

In partnership with Communities For Work, we held 3 'Pathway to Social Care' programmes offering core training to individuals who are unemployed. The programme is designed to help provide delegates with the initial skills and training needed to become a care/support worker. At the end of each course, delegates are made aware of job opportunities in the social care sector, and several have been successfully employed following this programme over the last few years.

We worked with Children and Adults Social Services team managers to review and strengthen our 12-week Induction Programme for Newly Qualified Social Workers. This has recently been revised following feedback from those who attended a recent programme.

We supported our newly established Information Advice and Assistance (IAA) Service by working towards the national IAA framework requirements around qualifications and relevant training for front line workers.

We increased our numbers of student social workers across Adults and Children's services. In 2021, we offered 4 social work traineeships to Flintshire employees. In 2022, we were able to increase this offer to 10 traineeship places, so currently have 9 first year trainees (one withdrawal).

We offered 4 places to social work staff undertaking Pre-AMHP (Approved Mental Health Practitioner) qualification with 2 going ahead and 2 withdrawing. There are 3 staff undertaking the AMHP Award with Glyndwr University.

There are 8 social work staff currently completing the Practice Assessor Award.

We have offered places on both the Team Manager Development Programme and Aspirant Middle Manager Programme with staff currently undertaking both qualifications.

We continued to support both social work qualifying training and post-qualifying training in Wales, including the First 3 Years Framework requirements for all post-qualifying Social Workers new into roles.

Our assessment centre team continued to provide support to staff working in Adults services: Older People, Mental Health, Learning Disabilities, Residential and Domiciliary care to undertake the necessary Health & Social Care Core, Level 2 and 3 Practice qualifications. Many staff have been certificated for the Core since that start of the qualification and are due to continue to the Practice level 2 qualification.

Our assessor team worked closely with City & Guilds, WJEC, Qualifications Wales, keeping up with changes in qualifications and assessment methods. A new cohort of learners will be inducted in June 2023, with a start date of July where an additional 18 new learners will be taken on. A further cohort is planned later in the year.

The assessor team also supported learners to undertake the Dementia level 2 Award via a rolling programme.

Working relationships strengthened with Coleg Cambria who provide support for managers with the level 4/5 Professional Practice and Preparing for Leadership and Management qualifications.

We continued to work closely with the regional Quality Assessment Framework (QAF) group in partnership with Betsi Cadwaladr University Health Board (BCUHB), reviewing the current training and educational support in place across North Wales, working collaboratively developing robust modern education and training packages and ensuring equitable access to education and training for our commissioned services.

We developed a bespoke training programme for our new senior social work colleagues which will run over the next 12 months as a rolling programme.

Our very positive working relationships with our independent and in-house services ensures that our residents receive the service they need at all times. An example of this was the commendable reaction of our staff to ensure continuation of services in the treacherous snowy conditions. Street Scene were also able to source 4X4 vehicles which enabled our staff to continue to provide Home care in those areas which were badly affected.



## 2023/4 PRIORITIES

- Support the implementation of the national safeguarding standards and development of a training programme which aligns to the competency groups within the national training framework.
- Further improve the digital skills of our workforce.
- Develop and Chair the North Wales Local Family Justice Board Training sub-group.
- Continue to support the We Care Campaign and the work around recruitment and retention of social care staff.
- We will remain committed to supporting the 'mwy na geiriau' strategic framework by ensuring we are able to offer training and resources bilingually when required.
- Support staff and students with a pathway into Social Work and Occupational therapy.
- Maintain a high standard of available training opportunities for our social care workforce, including carers and the independent sector.
- Continue to deliver the Health & Social Care Core Level 2 and 3 Practice qualifications via our assessment centre, providing necessary qualifications for our support staff working in Adult services. We will roll out a programme of training on Positive Behaviour Techniques (RESPECT) across our Learning Disability Services via four in-house qualified and accredited staff. We will continue to work with universities and support trainee Social Workers through their 3-year traineeship and offer help to our Occupational Therapy staff undertaking their traineeship.
- We will continue to support both social work qualifying training and post-qualifying training in Wales, including the First 3 Years Framework requirements for all post-qualifying Social Workers new into roles.
- Social Services continue to increase in-house provision across the various categories of care.

### **b) Our Financial Resources and How we Plan for the Future**

#### **Regional Integration Fund (RIF)**

The Regional Integration Fund (RIF) replaced the previous Integrated Care Fund (ICF) revenue programme in April 2022. This 5-year Welsh Government funding programme also aligns closely with the regional transformation programmes for Community Services, Mental Health Services, Children and Young People, Learning Disabilities and the Integrated Autism Service.

The RIF programme will continue to support the delivery of integrated care projects and services, promoting close collaboration between Social Care, Health and Third Sector partners. The RIF programme is underpinned by the fundamental principles within the Social Services and Well-being (Wales) Act, and structured using the following six models of integrated care which aim to meet the needs of priority population groups:

- Place-based care – Prevention and community coordination.
- Place-based care – complex care closer to home.
- Promoting good emotional health and well-being.
- Preventing children entering care and supporting children to remain with their families.
- Home from hospital.
- Accommodation-based solutions.

The RIF revenue programme will be supported by two new Capital Funding programmes to invest in the delivery of new and improved integrated service buildings across Wales. These are the Housing With Care Fund for accommodation-based projects; and the Integration and Rebalancing Care Fund for integrated service hubs and rebalancing the care market.

### Social Value

Flintshire County Council is committed to delivering greater social value through the work that it does, this means getting greater benefits to Flintshire communities as a result of the Council's spending and activities.

*The social value delivered for the first six months of 2022-23 is £3.156m.*

The actual social value delivered has returned significant social, economic, environmental and cultural outcomes locally to Flintshire.

Some of the key highlights recorded for *April-September 2022* include:

- Approximately £2.8m of local spend.
- 200 apprenticeship training weeks completed.
- 190 trainee training weeks completed.
- 135 staff volunteering hours donated to support local communities.
- 1,474 hours donated to support young people into employment.

The Council has recently commissioned the redevelopment of the existing Croes Atti Care Home in Flint which includes commitments to social value. As part of the contract, the successful contractor will be required to meet a number of ambitious social value targets including the provision of local employment, skills and training opportunities, increased local spend, minimising environmental impact and wider support for local communities.

Another contract which will include requirements for social value is the planned day and work opportunities service in Mold, which is expected to replace the existing Tri Ffordd facility.

The proposed developments are subject to on-going approval, though it is anticipated they will collectively deliver substantial amounts of social value.

## **5c) Our Partnership Working, Political and Corporate Leadership, Governance and Accountability**



## Who we are

Elected Members represent the residents of Flintshire and play an important part in the governance of the Council. They agree the Council's priorities and approve policies to deliver its continuous improvement. Flintshire Council has 67 Elected Members who represent their ward interests and participate in full Council meetings to oversee the performance of all aspects of the Council.

One Member is elected by their peers to represent each portfolio area. These are known as Cabinet Members and together with the Leader and Deputy Leaders, Chief Executive Officer and Chief Officers, they form the Council's Cabinet.

## How we make decisions

Each Cabinet Member is supported by Overview and Scrutiny Committees, and for Social Services this is the Health and Social Care Overview and Scrutiny Committee. Because of the close working relationship with the Education and Youth Portfolio, the Council also holds joint Health and Social Care and Education and Youth Scrutiny Committee meetings, to discuss services for children and young people that cut across both Social Services and education. The Council Leader, Deputy Leaders and Cabinet Member for Social Services are also involved in the social services work programme through the Social Services Programme Board and the Cabinet Member also attends the Social Services Management Team meetings, which have continued virtually every month. The officers of the Council are led by the Chief Executive Officer who is supported by Chief Officers responsible for each of the portfolio areas. The Chief Officer for Social Services has the statutory "Director of Social Services" role. The Council's structural arrangements for both members and officers are clearly laid out. The constitution details how the Council operates, how decisions are made and the procedures that are followed to make sure that these decisions are efficient, transparent and accountable to local people.

The Council also has its own internal governance through a system of internal audit. The outcomes of audits are monitored by the Audit Committee and officers can be called to give evidence to the committee should concerns be raised regarding their service areas.

## Our partnership working

Flintshire has a strong record of partnership working, and in Section 4 we describe some of the services and initiatives that we have developed with other bodies and agencies. At the heart of our collaborative culture is the Flintshire Public Services Board. Established in April 2016, this statutory body is made up of senior leaders from public and voluntary sector organisations. It aims to ensure that statutory and third sector partners work together to manage shared priorities through collaboration, and these priorities are set out in the Assessment of Well-being in Flintshire 2022.

The North Wales Regional Partnership Board was also established in 2016 and has a membership representing statutory bodies, third sector partners, carers and users of services.

The Board works to enhance the integration, efficiency and effectiveness of outcomes-focused care and support services in North Wales and has been successful in its bid for a new Welsh Government fund made available to transform health and social care services in Wales.

The Council and Health Board continue to work closely together, with strategic meetings between the Chief Executives and Leaders taking place bi-annually. Many joint operational meetings happen throughout the year, including a six-monthly special scrutiny meeting where health colleagues are invited to attend and take questions from elected members.

Relationships with the voluntary sector continue to be strengthened by our involvement with the Voluntary Sector Compact. This three-way partnership between the Council, Health Board and voluntary sector facilitates mutual understanding in respect of roles and responsibilities and enables opportunities for partnership working to be fully utilised. Membership comprises the Chief Officer and Chair of Flintshire Local Voluntary Council, other voluntary sector members, the Chief Executive and Leader of the Council, and a Senior Manager from the Health Board.



## Section 6

### Come and work for us



**It's a breath of fresh air!**

When was the last time you thought about how refreshingly different your day had been? When did you last have a 'YES!' moment? You know, the breakthrough moments that

remind you why you chose Social Work or Occupational Therapy in the first place. These moments happen here and they change lives for the better.

Flintshire is a breath of fresh air in so many ways. From the stunning coastline to the towns, villages and hamlets that make up this fantastic county, you'll find yourself working at the heart of communities, with the support of a totally different mindset of colleagues. We're passionate about the difference we make to people's lives. And we do it by being different. We say no to ordinary, expected and traditional methods. We say yes to going against the grain, to innovative thinking. And to courageous attitudes. This freedom of thinking connects us as a team and connects us to opportunities to learn and develop our skills.

**Take a breath. Make a difference.**

We'd Love to hear from you:

<https://a-breath-of-fresh-air.co.uk/#apply>

## Section 7

### Accessing Further Information and Key Documents

#### **Social Care Legislation & Information Links:**

National Outcomes Framework for people who need care and support and carers who need support

<https://www.gov.wales/social-services-national-outcomes-framework>

Regulation and Inspection of Social Care (Wales) Act 2016

<https://socialcare.wales/resources-guidance/information-and-learning-hub/regulation-and-inspection/overview>

The Social Services and Well-being (Wales) Act 2014

<https://socialcare.wales/resources-guidance/information-and-learning-hub/sswbact/overview>

Well-being of Future Generation (Wales) Act 2015

<https://www.futuregenerations.wales/wp-content/uploads/2017/02/150623-guide-to-the-fg-act-en.pdf>

North Wales Population Needs Assessment

<https://www.northwalescollaborative.wales/north-wales-population-assessment/>

North Wales Safeguarding Board

<https://www.northwalessafeguardingboard.wales/>

An-Assessment-of-Well-being-in-Flintshire-2022

<https://www.flintshire.gov.uk/en/PDFFiles/Council-Democracy/Well-being-assessment-2022/An-Assessment-of-Well-being-in-Flintshire-2022.pdf>

Flintshire County Council's Key Strategic Documents Links:

Council Plan 2018-23

<https://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Council-Plan.aspx>

Corporate Parenting Strategy 2018-2023

<https://www.flintshire.gov.uk/en/PDFFiles/Social-Services/Corporate-Parenting-Strategy.pdf>

Digital Flintshire 2017 – 2022

<https://www.flintshire.gov.uk/en/PDFFiles/Council-Democracy/Digital-Strategy/Digital-Flintshire-2021-EN.pdf>

## **Glossary of Terms**

### **Advocacy**

The act of speaking on the behalf of or in support of another person.

**Betsi Cadwaladr University Health Board (BCUHB)**

The largest health organisation in Wales, with a budget of £1.3 billion and a workforce of over 17,000 staff. Providing primary, community, mental health and acute hospital services for the population of North Wales.

### **Children Looked After**

A child is looked after by a local authority if a court has granted a care order to place a child in care, or a Council's Children's services department has cared for the child for more than 24 hours.

### **Community Services Transformation Programme**

A Welsh Government funded programme of work between the council, Health Board and Third Sector Partners to ensure that health and social care services for older people (in the first instance) are well co-ordinated, achieve what matters to individuals and provided as close to home as possible.

### **Deprivation of Liberty Safeguards**

Provide a legal framework that protects people living in care homes or hospitals who are vulnerable because of mental disorder and who lack the mental capacity to make decisions about their own accommodation and care needs.

### **Direct Payments**

Give users money directly to pay for their own care, rather than the traditional route of a Local Government Authority providing care for them.

### **Extra Care**

Housing designed with the needs of service users in mind that provides varying levels of Support which is available on site and promotes independent living.

### **Flintshire Local Voluntary Council (FLVC)**

The umbrella and support organisation for over 1200 voluntary and community groups based in Flintshire.

### **HFT**

Formerly known as Home Farm Trust. Flintshire County Council have commissioned HFT to deliver day services and work opportunities for people with learning disabilities in the county.

### **Integrated Care Fund (ICF)**

A Welsh Government fund that “aims to drive and enable integrated working between Social Services, Health, Housing, the third and independent sectors”.

## **Appendix 1**

### **Contextual data and National Performance measures**

#### **Adult Social Services**

The number of new contacts for adults received by statutory Social Services during the year **9,214**

The number of new contacts for adults received by statutory social services during the year where advice or assistance was provided **6,862**

(The above figures include **996** contacts to statutory social services which resulted in advice & assistance from our social prescribing service)

No of new assessments completed during the year **6,609**

Percentage of assessments that went on to have a care and support plan to meet their outcomes **11%**

On the last day of the year we were helping **1,079** people over the age of 65 to live at home and **487** Older people in care homes

% of people with a package of support who had their care plan reviewed within timescales **72%**

No of people who completed a package of reablement during the year **194**

No of adult carers who were identified and referred to our carers service **1,944**

No of people who commissioned their own services through a direct payment **559**

No of adult safeguarding reports received during the year **895**

% of those which progressed to Section 126 enquiries which were completed within 7 days **88%**

No of cases waiting to be allocated for a Deprivation of Liberty Safeguards assessment in Flintshire **259**

## Children's Services

No of contacts received by statutory services between 1st of April 2022 and 31st of March 2023 **12,495**

No of those contacts who were provided with advice or assistance **9,301**

Total no of families that received information and support through the Early Help Hub **1,383**

No of children on the Flintshire Child Protection Register on the 31st of March 2023 **216**

% of initial child protection conferences and review conferences carried out within timescales

Initial Conferences **90%**

Review Conferences **99%**

% of children added to the register that were re-registered within 12 months of deregistration **12%**

Average time that children remained on the register **9.84** months

No of children with a care and support plan where needs were being met through a direct payment as of the 31st of March 2023 **106**

No of children / young people who have left care during the year **63**

No of new assessments completed during the year **2,206**

% of those who went on to have a care and support plan **18%**

% of those who had needs which could be met by any of means **65%**

% of those who had no eligible needs **16%**

No of children who were looked after in Flintshire on the 31st of March 2023 **246**

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