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To: Cllr Sam Swash (Chair)

Councillors: Mel Buckley, Tina Claydon, Carol Ellis, Gladys Healey, Andy Hughes, Fran Lister, Dave Mackie, Roz Mansell, Hilary McGuill, Billy Mullin and Debbie Owen

30 August 2024

Dear Sir/Madam

NOTICE OF HYBRID MEETING
SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE
THURSDAY, 5TH SEPTEMBER, 2024 at 2.00 PM

Yours faithfully

Steven Goodrum
Democratic Services Manager

Please note: Attendance at this meeting is either in person in the Delyn Committee Room, 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 **APOLOGIES**

Purpose: To receive any apologies.

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

Purpose: To receive any Declarations and advise Members accordingly.

3 **MINUTES** (Pages 5 - 28)

Purpose: To confirm as a correct record the minutes of the meetings held on 29 February, 6 June and 18 July 2024.
To confirm as a correct record the minutes of the joint meeting held with the Education, Youth and Culture Committee on the 27 June 2024.

4 **FORWARD WORK PROGRAMME AND ACTION TRACKING** (Pages 29 - 36)

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.

5 **COMMENTS, COMPLIMENTS AND COMPLAINTS** (Pages 37 - 60)

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

Purpose: To consider the Annual Report.

6 **FLINTSHIRE MICRO-CARE PROJECT** (Pages 61 - 70)

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

Purpose: To receive an update.

7 **RESIDENTIAL CARE SECTOR REVIEW 2024-2034** (Pages 71 - 108)

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

Purpose: To receive an update.

8 **ANNUAL PERFORMANCE REPORT 2023/24 TO INCORPORATE THE COUNCIL PLAN END OF YEAR PERFORMANCE REPORT 2023/24** (Pages 109 - 182)

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

Purpose: To consider the Annual Performance Report 2023-24, noting the Council Plan (2023-28) end of year performance for 2023-24.

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 **29 FEBRUARY 2024**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Thursday, 29 February 2024

PRESENT: Councillor Arnold Woolley (Chair)

Councillors: Marion Bateman, Mel Buckley, Tina Claydon, Carol Ellis, Gladys Healey, Hilary McGuill, David Mackie, Debbie Owen 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 for Adults; Service Manager for the In-House Provider Services / Responsible Individual for Flintshire and Deputy Team Manager with Early Interventions

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

47. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

None.

48. FORWARD WORK PROGRAMME AND ACTION TRACKING

The Social Care and Environment Overview & Scrutiny Facilitator presented the current Forward Work Programme and Action Tracking as set out in the report and reminded members who had not responded to her email to let her know if they could attend the site visit / workshop which was to be held on 13th March 2024. She added that further details regarding the visit would be circulated shortly.

In response to a question raised by Councillor Mackie concerning the heavy agendas for the next two meetings the Chief Officer (Social Services) stated that this was due to the fact that the meetings that were due to be held in April and May had been cancelled due to the Police and Crime Commission Election that was being held in May.

The recommendations within the report were moved by Councillor Mackie and seconded by Councillor Gladys Healey.

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

- (c) That the Committee notes the progress made in completing the outstanding actions.

49. RISCA RESPONSIBLE INDIVIDUALS ANNUAL REPORT

The Service Manager for the In-House Provider Services introduced himself as the Responsible Individual for Flintshire who ensured that provider services met the statutory requirements as set out in the Regulation and Inspection of Social Care Act 2016 (RISCA). He reported on how in house regulated services listed below had performed over the last 12 months:

- Older People's residential care homes– Marleyfield House, Llys Gwenffrwd and Croes Atti.
- Extra Care Housing – Llys Eleanor, Llys Jasmine, Llys Raddington, Plas Yr Ywen.
- Older People's Community Support – Holywell, Deeside and Mold localities.
- Short-term respite for people with a learning disability – Hafod and Woodlee.
- Supported Living – 17 houses across Flintshire.

And until recently

- Childrens services - Tŷ Nyth, Park Avenue and the small Group Homes. But due to the size of the portfolio Melvin Jones has been appointed as the Responsible Individual.

In response to questions raised by Councillor Mackie the Service Manager for the In-House Provider Services / Responsible Officer advised that staffing was a challenge and since the pandemic there were 50,000 less care workers across the UK. He advised that staffing had been given priority and that they had started to see some improvement although pay was a challenge in retaining staff. He explained that staff were valued and supported particularly if they had a challenging day. He mentioned one benefit to staff was that they were able to use one of the 6 electric cars on a rota basis to prevent wear and tear on their own cars plus it enabled them to go into work if their car was off the road. He informed members that they were looking into getting more cars in the future.

He advised that the 16 beds in Marleyfield were direct discharge from hospital beds and individuals needs were assessed in Marleyfield house by a wraparound team to support their assessment and also their re-enablement for their longer term needs.

He agreed that the report did need more explanation in terms of the word challenging and explained that when hospitals knew there were empty beds it could cause pressure for hospital and the home manager as until recently that had been operating at 12 beds as they were not always able to fill them all with the appropriate people but advised members that they were in a much better place since the report had been written.

The Senior Manager for Adults added that it was challenging at times to find the appropriate people with the rehab potential if they were in an acute hospital bed

because people de-skill quickly and lose independence. She explained that there was a particular skill in identifying people with potential to get back to their base and improve and stated that things had improved over the last 12 months in identifying people early on in their journey especially over the last 3 months and that was how they had been able to fill those 16 beds. She added that they would also be working with 5 people who would have been sent home in order for them to meet their independence needs and would also be assessing another 5 people to move into one of the beds at Marleyfield.

In response to the issue raised by members about meals the Service Manager for the In-House Provider Services / Responsible Individual for Flintshire advised that he had met with the Chief Executive of Cater Plus who provided the meals and explained that he was happy for them to manage improvements but that he would be raising it with members and reported that some improvements had been made.

He confirmed that there was a waiting list for short term care and that they were looking at utilising some of the Residential Care Homes as some of the adults with limited disabilities were getting older and they would be better suited having respite in the likes of Marleyfield House and was hopeful that the new Croes Atti would have some provision for respite for adults with learning disabilities.

In response to a number of questions raised by Councillor Gladys Healey the Service Manager for the In-House Provider Services / Responsible Officer advised that he was responsible for the in-house provision and carried out informal as well as formal inspections of those homes whereas the private sector was governed in a different way but they also had responsible individuals who go out to inspect their homes. He advised that when they recruited staff they looked for people with the right values and ethics and that they had a very comprehensive training programme and staff needed to be registered with Social Care Wales. He confirmed that the Countess of Chester Hospital made a contribution for the use of beds at Marleyfield House.

In response to questions raised by Councillor Ellis the Service Manager for the In-House Provider Services / Responsible Officer advised that in both adult and children's services they had about 38 vacancies but percentage wise it was slightly higher in Children's Services which currently stood at 18 vacancies. He advised that they didn't use agency staff to fill the gap they had restricted capacity explaining that they currently supported 6 children instead of 10 and that the number of children they support would increase with the right level of staff.

He confirmed that in adults services they had 20 vacancies across the board. He advised that they did have good quality agency staff but that they were a financial challenge to Council and that they would have more control and continuity of care with their own staff. Also, there was a limit to the extra hours that staff had to cover.

The Senior Manager for Adults added that they had a rolling program of recruitment and used a Marketing Company who had developed a very informative video which was on the Council's website, also they had been working with Social Care Wales around recruitment and they had also looked at how they advertised and tried to make job descriptions / person specification as attractive as possible. They had tried lots of different areas to market themselves to show that Flintshire was a good place to work and had also worked with HR to speed up the recruitment process.

In response to questions raised by Councillor McGuill the Service Manager for the In-House Provider Services / Responsible Officer advised that he had a conversation with a member of staff recently who said that they enjoyed their job due to the relationship they had with their manager who understood what was expected of them and that they were able to go to them if they had a problem.

In terms of the menu, he had requested that a meeting between the tenant and the residents be strengthened. He confirmed that they do meet with the kitchen but his biggest concern was that not enough people attended the meetings which he advised that he has asked managers to ensure that this was broadened.

He stated that rota visits did take place about 12 months ago and he would pick that up with the team and will get them started again.

The Senior Manager – Safeguarding and Commissioning responded to Councillor Bateman concerning the electric cars and advised that Welsh Government had a grant available 2023/24 to support domiciliary care workers with travel as that was one of the restrictions on recruitment. She advised that approximately £760 per person who didn't have a driving licence was used from the grant to pay for their lessons and test and some more of the money was used to purchase 3 electric cars through fleet services and when the situation was reviewed it was decided that 3 more would be beneficial so they now had 6 electric cars with the charging points, which could only be used for those cars on a fob basis.

The Service Manager for the In-House Provider Services / Responsible Individual for Flintshire asked if Members would prefer a more detailed annual report style for the service as the current format didn't give much background and didn't do justice to the work that was being carried out which members welcomed.

The recommendations within the report were moved by Councillor Gladys Healey and seconded by Councillor Debbie Owen.

RESOLVED:

That the report be noted and approved.

50. POOLED BUDGET AGREEMENT FOR CARE HOME ACCOMMODATION FOR OLDER PEOPLE

The Senior Manager – Safeguarding and Commissioning introduced the report which was to seek approval for the partnership arrangements between Health and Social Care across regions and the importance of working together for the shared benefit for those who received services. She explained that Welsh Government required Health and Local Authorities to work together financially as well as service driven. Within North Wales the Legislation was taken and in the financial year 2019/20 a single regional pooled budget was agreed for the 6 Local Authorities and Betsi Cadwaladr University Health Board

In response to Councillor Mackie the Senior Manager – Safeguarding and Commissioning explained that the legislation came into being in 2016 but pooled budgets were complex structures and that all 7 partners needed to come to an agreement on how it could be achieved which took a period of time and resulted in it taking until July 2019 to be compliant but was back dated to the new financial year in April 2019 as part of the original proposal.

The Senior Manager – Safeguarding and Commissioning explained to members that a pooled budget was the sharing of financial risks and as there was a need to recognise Welsh Governments aspirations that they worked more closely with the Health Board it was agreed that all North Wales Local Authorities and the Health Board put the budget that they would spend for older peoples' care and health within the care home market in the pooled budget she advised that this met with the statutory legislation requirement and that Welsh Government were happy with the arrangement. She stipulated that not everyone put the same amount in but the amount that was put in was the same that came out. In 2022/23 Flintshire put in £10.5 million. She advised that there was a shared administration cost of £20,000 per year paid to Denbighshire for hosting the budget on behalf of the 6 authorities and the Health Board to cover the monthly reporting to Welsh Government and audit and admin costs.

The Chief Officer (Social Services) added that he was not aware of the intentions of the Civil Servants that drew up the regulations but the alternative would be a fully fledged pooled budget whereby they all put in what they spent on care homes across the region and that is pooled in one large budget but that way had too many risks.

The recommendations within the report were moved by Councillor Hilary McGuill and seconded by Councillor Gladys Healey.

RESOLVED:

- (a) That members support the progress made regionally in meeting the Part 9 requirements of the 2014 Act which includes a legal requirement to establish a regional pooled fund for care home accommodation for older people and:
- (b) That members support the council entering into a legal agreement between Betsi Cadwaladr University Health Board and the six local authorities across North Wales, regulating the operation and governance arrangements in respect of the pooled fund until such time that they need to terminate the agreement.

51. CONTEXTUAL SAFEGUARDING

The Deputy Team Manager with the Early Interventions Service within Children's Services who had been involved with the development of the Contextual Safeguarding approach for Flintshire introduced the report and briefly explained that it was an approach in the safeguarding and protection of young people that were at risk of extra familial harm which was harm outside of the family household.

In response to Councillor Bateman the Deputy Team Manager, Early Intervention Services advised that the age range of 10-25 was from the original research that had been undertaken and was based on the development of the brain she explained that up until the age of 25 the brain was not fully developed. She advised that the focus in Flintshire was 18 and may go lower than 10. She confirmed that online safety was a complex matter and that they worked closely with the Lucy Faithful Foundation who offer support. She confirmed that the team currently consisted of herself from Children's Services and other partners agencies.

In response to Councillor Gladys Healey the Deputy Team Manager, Early Intervention Services advised that County Lines cases were dealt with on a case-by-case basis depending on the level of risk and that some individuals were moved out of County to a secure placement which enabled them to make the environment safer for when they returned and also for others within that area.

In response to Councillor Hilary McGuill the Deputy Team Manager, Early Intervention Services confirmed that the way they dealt with exploitation did come from the Rochdale Enquiry. She explained that they worked closely with North Wales Police with Online safety by providing information and intelligence to enable them to target the right areas. They also worked closely with Youth Services to find out what distractions were needed and their findings suggested that the youths didn't want organised youth clubs they want a safe warm place with Wi-Fi where they could meet their friends but unfortunately they didn't have the resources but would use the information to build an evidence base with some of the detached work that was going on.

The recommendations within the report were moved by Councillor Dave Mackie and seconded by Councillor Hilary McGuill.

RESOLVED:

That members support the ongoing development and co-ordinated approach to contextual safeguarding that maximises resources to enable a streamlined and effective approach to individual and contextual safeguarding.

52. MEMBERS OF THE PRESS IN ATTENDANCE

There were no members of the press in attendance.

(The meeting started at 2.00 pm and ended at 4.17 pm)

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Chair

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

6 JUNE 2024

Minutes of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Thursday, 6 June 2024

PRESENT:

Councillors:

Councillor Sam Swash (Chair)

Mel Buckley, Gladys Healey, Andy Hughes, Fran Lister, Dave Mackie, Hilary McGill, Billy Mullin and Debbie Owen

SUBSTITUTIONS:

Councillor Marion Bateman (for Councillor Carol Ellis)
Councillor Bill Crease (for Councillor Roz Mansell)
Councillor Ryan McKeown (for Councillor Tina Claydon)

CONTRIBUTORS:

Councillor Christine Jones (Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing);
Councillor Paul Johnson (Cabinet Member for Finance and Social Value), Chief Officer (Social Services);
Senior Manager Children and Workforce,
Senior Manager (Integrated Services and Lead Adults)
Safeguarding Unit Service Manager (for agenda item 4)
Wellbeing and Partnership Lead (for agenda item 5)
Senior Manager (Safeguarding and Commissioning) and
Children's Safeguarding Manager (for agenda item 6)
Commissioning Manager (for agenda item 7)
Planning and Development Officer (for agenda item 8)

IN ATTENDANCE:

Overview & Scrutiny Facilitator and Democratic Services Officer

1. APPOINTMENT OF CHAIR

The Facilitator informed Committee that County Council had determined that the Flintshire People's Voice Group would chair this Committee. The Committee was advised that Councillor Sam Swash was nominated at the Chair of the Committee for the municipal year.

Councillor Swash wished to place on record his thanks to the former Chair, Councillor Arnold Woolley.

RESOLVED:

That the appointment of Councillor Sam Swash as Chair of the Committee be noted.

2. **APPOINTMENT OF VICE-CHAIR**

Councillor Marion Bateman proposed Councillor Debbie Owen. This was seconded by Councillor Dave Mackie.

Councillor Mel Buckley proposed Councillor Gladys Healey. This was seconded by Councillor Fran Lister.

On being put to the vote Councillor Gladys Healey was appointed.

RESOLVED:

That Councillor Gladys Healey be appointed as Vice Chair of the Committee.

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

None were received.

4. **MINUTES** ([link to recording](#))

The minutes of the meetings held on 18 January 2024 and 9 February 2024 were presented for approval.

Both sets of minutes were moved as approved

RESOLVED:

That the [Minutes 18 January 2024](#) and [Minutes 9 February 2024](#) be approved as a correct record.

5. **FORWARD WORK PROGRAMME** ([link to recording](#))

The Overview & Scrutiny Facilitator presented the Committee's current [Forward Work Programme](#) and [Action Tracking Report](#) for consideration and welcomed any questions from Members.

The recommendations within the report were supported.

RESOLVED:

- (a) That the Forward Work Programme be noted;
- (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
- (c) That the progress made in completing the outstanding actions be noted.

6 **SAFEGUARDING ADULTS AND CHILDREN'S ANNUAL REPORT** ([Link to recording](#))

The Safeguarding Unit and Service Manager introduced the [report](#) and provided an overview of the Safeguarding Unit, its statutory functions and the areas covered by the five services. Information was also provided on the Welsh Government (WG) funding, the collaborative working with Children's Services and links with Regional Groups.

Following a question on assurances, the Senior Manager (Children's and Workforce) suggested that a report outlining the strengths and challenges from the newly established Safeguarding Hub be added to the Committee's Forward Work Programme.

The recommendations within the report were supported.

RESOLVED:

- (a) That the Committee accept the report as relevant information in relation to Flintshire Safeguarding for the period 1st April 2023 to 31st March 2024 and additional information provided;
- (b) That the Committee had due regard to the variety of activity across the Safeguarding Unit and the continuing development and improvement in service provision; and
- (c) That the Committee was satisfied that the Safeguarding Process for Adults and Children in Flintshire was robust.

7. **AGE FRIENDLY COMMUNITIES** ([Link to recording](#))

In presenting the [report](#) the Wellbeing and Partnership Lead and Older People's Strategy Co-Ordinator provided an update on the progress of the development of Age Friendly Communities in Flintshire. A definition of Age Friendly Communities was provided together with an outline of how the focus of age friendly communities was shared with all departments and partners to ensure that it was considered when projects were being designed.

- A request was made that BT were lobbied to request that a lower service rate be applied to low data users. This would enable older people to be able to afford to purchase Internet and Landline Services.
- A request was made for the Dementia Bus to be made available to Members to experience the training provided.
- A request was made for the Ageing Well Team to be invited to attend a Connah's Quay Town Council meeting to discuss age friendly initiatives further.

The recommendations within the report were supported.

RESOLVED:

- (a) That the Committee note the progress made to develop age friendly communities in Flintshire including the successful application for membership of the World Health Organisation Global Network; and
- (b) That the Committee commit to the continued support and collaboration of all portfolio service teams to help develop Flintshire as a great place to live for the ageing population.

8. DEFERRED CHARGES AUDIT REPORT ([Link to recording](#))

The Senior Manager (Safeguarding and Commissioning) introduced the [report](#) which provided information on the Deferred Payments Scheme and the review undertaken by Internal Audit to ensure transparency, with overlaps with legal services and debt recovery services. It was confirmed that an update report would be presented to Governance and Audit Committee later in the year.

Following a suggestion from a Member it was agreed that a report on Financial Assessments and Charges be added to the Forward Work Programme for a future meeting.
The recommendations within the report were supported.

RESOLVED:

- (a) That the Committee note the information on the actions undertaken since the completion of the Internal Audit report; and
- (b) That the Committee was assured that the remaining actions were being undertaken within the timescales laid out in the audit report and that progress was being monitored effectively.

9. DRAFT SOCIAL SERVICES DIRECTOR'S ANNUAL REPORT 2023/24 ([Link to recording](#))

The Chief Officer (Social Services) presented the [Annual Report](#) which outlined the state of the service, highlighted positive and challenging aspects and set the priorities for the year ahead. He welcomed feedback from Members which would be considered before the final draft was developed.

The recommendation within the report was supported.

RESOLVED:

That the Committee note the content of the Draft Social Services Director's Annual Report 2023/24 and provide feedback to Officers ahead of consideration of the final presentation of the report at the 16 July 2024 Committee meeting.

10. SOCIAL SERVICES CARE INSPECTORATE WALES, PERFORMANCE EVALUATION INSPECTION NOVEMBER 2023 – ACTION PLAN UPDATE
([Link to recording](#))

The Chief Officer (Social Services) explained that the Action Plan was in response to the Performance Evaluation Inspection [report](#). Specific sections of the report were highlighted to committee with the Chief Officer commenting that this was a positive report on the state of the service which was well supported within Flintshire with many of the proposed developments endorsed by the Inspector.

The Chair commented that as this was the Chief Officer's last meeting, he formally moved that a vote of thanks be given to Neil for his service.

The recommendations within the report were supported.

RESOLVED:

- (a) That the Committee note the outcome of the report; and
- (b) That the Committee support the resulting action plan.

11. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

None.

(The meeting started at 2.00 pm and ended at 5.20 pm)

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Chair

Meetings of the Social & Health Care Overview & Scrutiny Committee are webcast and can be viewed by visiting the webcast library at <http://flintshire-public-i.tv/core/portal/home>

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SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

18 JULY 2024

Minutes of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Thursday, 18 July 2024

PRESENT: **Councillor Sam Swash (Chair)**

Councillors: Mel Buckley, Tina Claydon, Carol Ellis, Gladys Healey, Dave Mackie, Hilary McGuill, Billy Mullin and Debbie Owen

APOLOGIES: Councillors Andy Hughes and Roz Mansell

SUBSTITUTIONS: Councillor Gina Maddison (for Councillor Fran Lister)

ALSO PRESENT AS OBSERVERS: Councillors Alasdair Ibbotson and Arnold Woolley

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; Commissioning Manager (for agenda item 14 and 17) Planning and Development Officer and Planning And Development Officer – Partnerships, Development and Performance) (for agenda item 16)

IN ATTENDANCE: Overview & Scrutiny Facilitator and Democratic Services Officer

12 DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

None were received.

13. FORWARD WORK PROGRAMME AND ACTION TRACKING ([Link to recording](#))

The Overview & Scrutiny Facilitator presented the Committee's current [Forward Work Programme](#) and [Action Tracking](#) report for consideration and welcomed any questions from Members.

Following a request for an update on the Mockingbird Project and Foster Care it was suggested that a report was brought in October with a separate report also provided on the Safeguarding Hub.

Following a request to restart visits to meet frontline staff working in Childrens Social Care in Flintshire, as recommended by the inquiry who looked into the death of Victoria Climbié, it was suggested to look at this in September

/ October. This would enable time to liaise with operational services to arrange a visit.

The recommendations within the report together with the additions were supported.

RESOLVED:

- (a) That the Forward Work Programme be noted;
- (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.
- (c) That the progress made in completing the outstanding actions be noted

14. SOCIAL SERVICES DIRECTOR'S ANNUAL REPORT 2023/24 (FINAL) ([Link to recording](#))

The Chief Officer (Social Services) introduced the [Annual Report](#) which summarised the local authority's social care functions and priorities for improvement as legislated in the Social Services and Well-being (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA). The Annual Report was presented to the last committee meeting for comment, with the final draft presented today prior to publication by the 31st of July 2024.

Following a request for regular updates on Out of County it was agreed that these would commence once the Member Workshop had taken place in the Autumn.

The recommendations within the report were supported.

RESOLVED:

That Committee review and support the Social Services Director's Annual Report 2023/24 and priorities identified for the 2024/25 financial year.

15. CHILDCARE AND EARLY YEARS CAPITAL PROGRAMME 2022-2025 ([Link to recording](#))

The report was presented by the Chief Officer (Social Services) who explained that the Welsh Government (WG) [Childcare and Early Years Capital Programme](#) looked at enhancing and developing buildings and settings for Childcare and Early Years. Phase 1 was completed in March 2024 with Phase 2 due to complete in March 2025. An outline of the tight timescale for the delivery of Phase 2 for the two sites in Flint and Treuddyn was provided.

It was agreed to circulate the updated Childcare Sufficiency report to committee Members.

Following a question on whether all schools had been contacted and offered the opportunity to apply, the Chief Officer agreed to contact Gail Bennett and provide a response.

The recommendations within the report were supported.

RESOLVED:

- (a) That the Committee support the submission to the Childcare and Early Years Capital Programme 2022-2025 for the Cornist Park in Flint scheme to proceed from the 'starting a project' stage and to request agreement to the 'design and build' phase of the programme from Welsh Government.
- (b) That the Committee support a Direct Award process to appoint an experienced contractor to meet the WG deadline of 31 March 2025. The award would be through the existing Pagoba framework.
- (c) That the Committee note the identification of the Ysgol Terrig/Ysgol Parc Y Llan, Treuddyn as a potential second project, subject to further work with partners. If options were viable within the timescales prescribed by Welsh Government approval would be sought from Cabinet to proceed based on the timelines, costings and partnership agreement.

16. CHARGING FOR APPOINTEESHIP ([Link to recording](#))

The Senior Manager for Safeguarding and Commissioning introduced the [report](#) which related to a suggestion of charging for Appointeeship for cases which were administered through the Local Authority's Assessment and Charging Team. An outline was provided of the two options being an Appointee of the Department of Work and Pensions (DWP) or a Deputy of the Court of Protection (COP). It was explained that this was not around income generation but was to ensure that the costs incurred were covered.

Following the circulation by Councillor Alasdair Ibbotson of a third option the Senior Manager felt that a detailed analysis would need to be undertaken on this option.

The Chief Officer suggested the following set of guiding principles which should be constantly checked when running this scheme to ensure it was:-

- fair and equitable,
- transparent,
- As simple as possible based on ability to pay, cover costs (there could be a future tension where ability to pay meant it could not be fully recovered) it would then come back to committee.

- Reviewed regularly.

It was suggested that if the committee provide the outline, including the additional recommendation around the review, ability to pay and the guidelines which had been suggested, then that would enable the team to move forward. Cabinet could then look at it before the final decision was made.

The Chair felt that the raising of the threshold to £6k would protect those with the least ability to pay. Also linking any increases to universal credit so it did not potentially become unaffordable because of increases in costs to the Council.

The recommendation, including the additional recommendation, were supported.

RESOLVED:

- (a) That the Committee support the implementation of a charging structure for local authority managed Appointeeship cases.
- (b) That the committee support the inclusion of option 3 within the consultation

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 – TO CONSIDER THE EXCLUSION OF THE PRESS AND PUBLIC [Exclusion of the press and public](#)

The following item is considered to be exempt by virtue of Paragraph(s) 14 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended). The report contains details of a proposed contracts and the public interest in withholding the information outweighs the public interest in disclosure until the contracts have been awarded.

The committee agreed for the meeting to move into Part 2.

17 RECOMMISSIONING OF UNPAID CARERS SERVICES

The report was presented by the Chief Officer (Social Services) and included information on the statutory duties placed on the Local Authority in terms of supporting carers and the services delivered through Flintshire Social Services. It was confirmed that a review of all pathways and services had taken place. Information on the Welsh Government Strategy for Unpaid Carers and the changes made following the review were provided. It was proposed that Carers Services were recommissioned from April 2025 for a five-year period to enable the Council to meet its statutory duties.

The recommendations within the report were supported.

RESOLVED:

- (a) That the Committee acknowledge the feedback received locally with regards to carers services as part of the review.
- (b) That the Committee considered and support the proposals made for the recommissioning of carers services for a five-year period starting from April 2025 as per our Contract Procedure Rules that require Cabinet approval for the award of contracts with a value over £2 million.

18. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

There were no members of the press in attendance.

(The meeting started at 10.00 am and ended at 12.06 pm)

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Chair

Meetings of the Social & Health Care Overview & Scrutiny Committee are webcast and can be viewed by visiting the webcast library at <http://flintshire-public-i.tv/core/portal/home>

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Option 3

- No distinction between service users based on residential circumstances.
- No charges below the lower capital limit for working age means tested benefits.
- Highest rate chargeable over the higher capital limit for working age benefits.
- Simplified fee structure between these figures, to avoid complications with non-means-tested service users.
- Fee above £16,000 to be double the lowest rate.
- Fee increases linked to benefit rates rather than local government pay awards, to reflect ability to pay instead of cost of providing the service (% change in UC standard allowance to be % change in fees).
- Capital disregards listed in schedule 10 of the Universal Credit Regulations 2013 (SI 2013/376) to apply in calculating capital.
- Any Appointeeship established or maintained, in whole or in part, because of control or coercion to be exempt from fees (cases reviewed annually).

Example Fees:

Capital	Fee (weekly)
£,6000	£0
£6,000 - £9,999.99	£10
£10,000 - £15,999.99	£15
£16,000	£20

Data is not disaggregated by capital above £10,000 in the report, but a consistent linear trend of 18.6 service users per £2000 increment is observed below £10,000. Assuming that rate doubles in the £10,000 - £15,999.99 bracket, the fee levels above would raise £131,560 per annum prior to domestic abuse disregards.

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**JOINT EDUCATION, YOUTH & CULTURE and SOCIAL & HEALTH CARE
OVERVIEW & SCRUTINY COMMITTEES**

27 JUNE 2024

Minutes of the hybrid meeting of the Joint Education, Youth & Culture and Social & Health Care Overview & Scrutiny Committees of Flintshire County Council held on Thursday 27 June 2024.

PRESENT:

Councillors: Mel Buckley, Teresa Carberry, Tina Claydon, Bill Crease, Fran Lister, Dave Mackie, Gina Maddison, Roz Mansell, Ryan McKeown, Debbie Owen, Andrew Parkhurst, Carolyn Preece, Jason Shallcross and Arnold Woolley.

CO-OPTEES:

Lisa Allen

APOLOGIES:

Councillors Hilary McGuill, Gladys Healey, Sam Swash, Mrs Lyn Bartlett, Chief Officer (Social Services)
Senior Manager (Integrated Services and Lead Adults)
Senior Manager (School Improvement)

**ALSO PRESENT AS
OBSERVERS:**

Councillor Ron Davies

CONTRIBUTORS:

Councillor Mared Eastwood (Cabinet Member for Education, Welsh Language, Culture and Leisure); Leader of the Council, Cabinet Member for Social Services and Wellbeing; Chief Officer (Education and Youth), Senior Manager (Children and Workforce), Senior Manager, Safeguarding and Commissioning) Senior Manager (Inclusion and Progression), Learning Advisor (Health, Wellbeing & Safeguarding)

IN ATTENDANCE:

Overview & Scrutiny Facilitator and Democratic Services Officer

1. APPOINTMENT OF CHAIR ([Link to Recording](#))

The Facilitator requested nominations for the Chair for the meeting. Councillor Teresa Carberry was nominated and seconded for the Chair.

RESOLVED:

That the appointment of Councillor Teresa Carberry as Chair of the Committee be noted.

2. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)
([Link to Recording](#))

Councillor Fran Lister declared a personal interest (for agenda item 6)

3. **SAFEGUARDING IN EDUCATION INCLUDING INTERNET SAFETY AND SOCIAL MEDIA** ([Link to Recording](#))

The Learning Advisor (Health, Wellbeing & Safeguarding) introduced the [report](#) which provided Members with an update of the Authority's statutory safeguarding duties both in schools and within the Education and Youth portfolio. Specific points within the report were highlighted to Members.

In response to questions from Members, the Learning Advisor – Health, Wellbeing & Safeguarding agreed to provide the following :-

- To provide information on the outstanding places on courses for Professional Development.
- To provide information on the range of roles included in the new groupings at point 1.06 of the report.
- In regard to Relationships and Sexuality Education she agreed to provide a report, which would include the outcomes of the objectives, which ensured that schools were being supported to meet the requirements of the statutory RSE Code.
- In response to points on the number of schools accessing the 360° Safe Cymru Tool, it was agreed to provide this localised information. Schools would then be reminded that this resource was available, that it was free of charge and if this was not being used how were they ensuring that their online safety provision, policies and procedures were up to date. This was also something that Welsh Government were highlighting.

The resolution within the report was supported.

RESOLVED:

That the committee note the content of the Safeguarding in Education report and provide their feedback to officers on the strategies used by the Portfolio to effectively discharge its duties.

4. **CARE CLOSER TO HOME: PLACEMENT COMMISSIONING STRATEGY FOR LOOKED AFTER CHILDREN** ([Link to Recording](#))

In presenting the [report](#) the Senior Manager (Children's Services) commented that the draft had identified the current and projected population of looked after children. It provided an assessment of the support which was required and identified the Authority's ambition to further develop in-house fostering and in-house residential children's homes in Flintshire. Welsh Government (WG) were committed to eliminate private profit from the care of looked after children and the Authority had been clear in discussions with WG that there had to be a timeline with a funded programme which would ensure

that it would be possible to deliver this under the requirements set out in legislation. The next phase was to work with Members to set out our ambition, establish what we want to provide as an Authority and to work with WG to ensure the revenue and resources were provided to support this.

In response to a question on agency foster carers, the Senior Manager agreed to take this back as an action and circulate the information to Members.

The recommendations within the report were supported.

RESOLVED:

- (a) That the committee support the progress made in delivering phase one of our 'Care Closer to Home' strategy.
- (b) That a workshop for Elected Members was arranged in the Autumn 2024 to outline the new legislation, the context of current placement commissioning (often referred to as Out of County Placements) and to explore options for developing our strategic approach for placement commissioning and further development of in-house placement provision.

5. **ADDITIONAL LEARNING NEEDS AND EDUCATION TRIBUNAL (WALES) ACT 2018** ([Link to Recording](#))

Introducing the [Report](#), the Senior Manager (Inclusion and Progression) explained that it summarised the implementation of the Additional Learning Needs and Education Tribunal (Wales) Act 2018 (ALNET) and the support provided to children with Autism. Specific points with the report were highlighted for Members.

The Senior Manager (Children's Services) referred to the work supporting health colleagues around the volumes of children and young people who were waiting for an ND (neuro development) assessment. At a recent meeting of the Social & Health Care Overview and Scrutiny committee the question on waiting times was put to Senior Members of the Health Board. A written response was provided and the Senior Manager agreed to share this with the committee.

The Chair suggested that another recommendation be included "that the Learning Advisor for Autism be invited to attend the committee at some time in the future". This was supported by the Committee.

The recommendations within the report were supported.

RESOLVED:

- (a) That the committee recognise the revised duties placed on the Council by ALNET and the actions undertaken to implement the new system.

- (b) That the committee note the potential financial pressures due to the legislative requirements.
- (c) That the Learning Advisor for Autism be invited to attend the committee at some time in the future

6. PERIOD DIGNITY UPDATE ([Link to Recording](#))

The Learning Advisor (Health, Wellbeing and Safeguarding) introduced the [report](#) which outlined the current national position regarding period dignity and how grant funding had benefited Flintshire schools and communities over the two financial periods for 2022-2023 and 2023-2024, with Welsh Government (WG) providing its “Period Proud Wales Action Plan” in February 2023.

The recommendation within the report was supported.

RESOLVED:

That the committee received the report on period dignity and was assured that the grant funding has been appropriately spent and had helped to meet the needs of those targeted by this Welsh Government initiative.

11. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

None.

(The meeting started at 2.00 pm and ended at 4.30 pm)

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Chair

Meetings of the Joint Education, Youth & Culture & Social & Health Care Overview & Scrutiny Committees are webcast and can be viewed by visiting the webcast library at <http://flintshire.public-i.tv/core/portal/home>



SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 5 th September, 2024
Report Subject	Forward Work Programme and Action Tracking
Report Author	Social & Health Care Overview & Scrutiny Facilitator
Type of Report	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

1.00	EXPLAINING THE FORWARD WORK PROGRAMME AND ACTION TRACKING
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">1. Will the review contribute to the Council's priorities and/or objectives?2. Is it an area of major change or risk?3. Are there issues of concern in performance?4. Is there new Government guidance of legislation?5. Is it prompted by the work carried out by Regulators/Internal Audit?6. Is the issue of public or Member concern?
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.

2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	In some cases, action owners have been contacted to provide an update on their actions.

4.00	RISK MANAGEMENT
4.01	None as a result of this report.

5.00	APPENDICES
5.01	Appendix 1 – Draft Forward Work Programme Appendix 2 – Action Tracking for the Social & Health Care OSC.

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

7.00	GLOSSARY OF TERMS
7.01	Improvement Plan: 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
24 October 24 2.00 pm	Safeguarding Hub	To receive a report outlining the strengths and challenges from the newly established Safeguarding Hub	Assurance	Chief Officer – Social Services	
	Fostering and Mocking Bid	To receive an update	Assurance	Chief Officer – Social Services	
	Financial Assessments and Charges	To receive a report	Assurance	Jane Davies	
5 December 2.00 pm	Budget (to be confirmed)				
17 January 25 10.00 am	RISCA Annual Report	To receive the annual report	Assurance	Mark Holt	
20 th February 25 2pm	Pledge of Corporate Parenting Charter	To receive a progress update			
24 March 25 10.00 am	Re-commissioning of Carers Services			Dawn Holt	
9 May 25 10.00 am					
5 June 25 2.00 pm					
17 July 25 10.00 am	Council Plan 2024-25 Year End Performance	To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan and to consider the Annual Performance Report.	Performance Monitoring		

Regular Items

Month	Item	Purpose of Report	Responsible/Contact Officer
	Safeguarding	To provide Members with statistical information in relation to Safeguarding - & Adults & Children	Chief Officer (Social Services)
May	Educational Attainment of Looked After Children	Education officers offered to share the annual educational attainment report with goes to Education & Youth OSC with this Committee.	Chief Officer (Social Services)
Sept	Comments, Compliments and Complaints	To consider the Annual Report	Chief Officer (Social Services)
January	Betsi Cadwaladr University Health Board Update	BCUHB are invited to attend on an annual basis – partnership working.	Facilitator

Items to be added :-

Recruitment & Retention and growing our own Social Care Staff

Early Years Pathways transformation

Expanding Creative Respite Services to meet the needs of carers

North Wales Domiciliary Care Framework

Updates on the development of Ty Croes Atti & Integrated hub at Maes Gwern

Update on CIW Action Plan

Looked After Children & Out of County updates and actions to address overspend - Workshop in Autumn

Climbie Visits – programme to re-instate in Autumn

Action tracking from Social & Health Care OSC September 2024

Item/Date	Discussion	Action	By whom	Status
29 February 2024 RISCA Responsible Individual Report	Cllr Hilary McGuill asked if Rota Visits could be re-instated for Members of the Committee.	Rota Visits to be re-instated.	Mark Holt	Ongoing. Mark to Holt is developing a plan to get them back in place between now and the end of the year.
6 June 2024 Age Friendly Communities	Cllr Hilary McGuill requested that BT be lobbied, along with neighbouring Council's to request that a lower service rate be applied to low data users, in order to enable older people to be able to afford to purchase Internet and Landline Services.	Michael Jones to progress	Michael Jones	Ongoing
6 th June 2024 Age Friendly Communities	Cllr Marion Bateman requested that the Dementia Bus be made available to Members to experience the training provided.	Opportunity to be provided to experience the training	Janet Bellis/Michael Jones	Ongoing
18 July 2024 Forward Work Programme & Action Tracking	Following a request to restart visits with Social Services staff in Flintshire following the Victoria Climbié ruling, it was suggested to look at this in September / October		Craig Macleod	Ongoing

Childcare and Early Years Capital Programme 2022-25	It was agreed to circulate the updated Childcare Sufficiency report to Committee Members		Gail Bennett	Completed
Childcare and Early Years Capital Programme 2022-25	Following a question on whether all primary schools had been contacted and offered the opportunity to apply, the Chief Officer agreed to contact Gail Bennett and provide a response		Gail Bennett/Craig Macleod	Ongoing



Social and Health Care Overview and Scrutiny Committee

Date of Meeting	5th September 2024
Report Subject	Annual Report on the Social Services Complaints and Compliments Procedure 2023-24
Cabinet Member	Cabinet Member for Social Services and Wellbeing
Report Author	Chief Officer for Social Services
Type of Report	Operational

EXECUTIVE SUMMARY

The Social Services and Wellbeing Act (Wales) 2014 and Social Services Complaints Procedure Regulations 2014, requires Local Authorities to maintain a representations and complaints procedure for social services functions (referred to as the “procedure” from now on). The Welsh Government expects each Local Authority to report annually on its operation of the procedure.

A total of 314 compliments were received and recorded during the year across the Service, compared to 212 during 2022-23. These are in recognition of the quality and valued care and support received from Adult Social Care staff.

There was a decrease in the number of complaints made about Adult Social Care during the year. Of the 1,620 active Care and Support Plans on 31st March 2024, 47 individuals complained about the service they received (3%). This compares to 55 complaints during 2022-23 and 46 complaints during 2021-22.

There were 162 compliments about the work of Children’s Services, a slight fall compared to last year’s 171 compliments. They recognise the quality and valued care and support provided by the Service, and are made by Judges/Court, other public bodies, and families. Examples of all compliments are included in Appendix 4.

There was an encouraging decrease in the number of complaints received during the year regarding Children’s Social Services: 41 complaints from the total of 1,690 children and families who received care and support (2%). This compares to 59 complaints during 2022-23 and 44 complaints during 2021-22. Last year did see a high number of complaints about the service but numbers tend to be comparable year on year.

All representations made are scrutinised and used to improve both services as part of a 'lessons learned' process.

RECOMMENDATIONS

1	Members scrutinise the effectiveness of the complaints procedure with lessons being learnt to improve service provision.
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REPORT DETAILS

1.00	<u>EXPLAINING THE ANNUAL REPORT ON THE SOCIAL SERVICES COMPLAINTS AND COMPLIMENTS PROCEDURE 2023-24</u>
1.01	Feedback in the form of compliments and complaints from service users, their family or carers can highlight where services are working well or where services need changing. Flintshire County Council learns from this feedback and uses the experiences to improve services for everyone who uses them.
1.02	As part of our day-to-day business staff deal with questions, concerns, problems, dissatisfaction, and general feedback which frequently includes praise. We encourage staff to listen to people, to explain decisions, to clarify where misunderstandings have arisen and to take action to put things right where they can. This approach enables us to provide a responsive and effective service. However, we recognise that there will also be complaints that we need to listen to, address and learn from.
1.03	Our assessment is that Social Services has a robust complaints procedure in place. We welcome complaints and want to ensure service users, carers and families are listened to, their views acted upon, and that receive a timely and open response. Staff and Managers work hard to resolve problems as soon as they arise, and advocacy is actively promoted. As part of our wider approach to quality assurance all complaints are reviewed to bring together information about the overall quality of services, to identify trends, and action required including any lessons learned to avoid similar issues arising again.
1.04	<u>Overview of complaints: Adult Social Care</u>
1.05	<p>There was a decrease in the number of complaints made about Adult Social Care during the year. Of the 1,620 active Care and Support Plans on 31st March 2024, 47 individuals complained about the service they received (3%). This compares to 55 complaints during 2022-23, 46 complaints during 2021-22 and 45 complaints during 2020-21.</p> <p>Of the 47 complaints received, three complaints were investigated independently at Stage 2 (three complaints during 2022-23 and two complaints during 2021-22). The outcomes of these three complaints are reported in Appendix 3.</p>

1.06	All complaints received across the Service are scrutinised to see if anything further could have been done to alleviate a complaint being made in the first place: broadly speaking there were no such instances where a complaint could have been avoided. Every effort is made by social work staff and Managers to resolve issues/concerns quickly with service users and families. See Appendix 1 for a summary of complaints grouped into themes.																																								
1.07	Older People Services is the largest part of Adult Social Care and receives the largest number of complaints, taking into account the challenges the Service faces with increased demand. The Disability Service, which includes the Progression Service and the Child to Adult Team, saw a decrease in the number of complaints. There was an increase in the number of complains relating to Business Support and challenges to financial assessments and how decisions were reached about charges for community care. However, none of these complaints were supported and charges to each case remained in place.																																								
1.08	<table border="1" data-bbox="379 819 1153 2078"> <thead> <tr> <th data-bbox="379 819 612 943">Service</th> <th data-bbox="612 819 793 943">2023-24</th> <th data-bbox="793 819 973 943">2022-23</th> <th data-bbox="973 819 1153 943">2021-22</th> </tr> </thead> <tbody> <tr> <td data-bbox="379 943 612 1059">Older People Services</td> <td data-bbox="612 943 793 1059">13</td> <td data-bbox="793 943 973 1059">16</td> <td data-bbox="973 943 1153 1059">17</td> </tr> <tr> <td data-bbox="379 1059 612 1160">Older People – Provider</td> <td data-bbox="612 1059 793 1160">1</td> <td data-bbox="793 1059 973 1160">5</td> <td data-bbox="973 1059 1153 1160">2</td> </tr> <tr> <td data-bbox="379 1160 612 1301">Learning Disability Service</td> <td data-bbox="612 1160 793 1301">2</td> <td data-bbox="793 1160 973 1301">2</td> <td data-bbox="973 1160 1153 1301">2</td> </tr> <tr> <td data-bbox="379 1301 612 1480">Mental Health and Substance Misuse</td> <td data-bbox="612 1301 793 1480">1</td> <td data-bbox="793 1301 973 1480">1</td> <td data-bbox="973 1301 1153 1480">0</td> </tr> <tr> <td data-bbox="379 1480 612 1581">Disability Service</td> <td data-bbox="612 1480 793 1581">7</td> <td data-bbox="793 1480 973 1581">11</td> <td data-bbox="973 1480 1153 1581">7</td> </tr> <tr> <td data-bbox="379 1581 612 1648">Safeguarding</td> <td data-bbox="612 1581 793 1648">1</td> <td data-bbox="793 1581 973 1648">3</td> <td data-bbox="973 1581 1153 1648">0</td> </tr> <tr> <td data-bbox="379 1648 612 1789">Other (inc. Business Support etc.)</td> <td data-bbox="612 1648 793 1789">9</td> <td data-bbox="793 1648 973 1789">5</td> <td data-bbox="973 1648 1153 1789">6</td> </tr> <tr> <td data-bbox="379 1789 612 1951">Registered Residential Provider</td> <td data-bbox="612 1789 793 1951">7</td> <td data-bbox="793 1789 973 1951">4</td> <td data-bbox="973 1789 1153 1951">7</td> </tr> <tr> <td data-bbox="379 1951 612 2078">Registered Domiciliary Providers</td> <td data-bbox="612 1951 793 2078">6</td> <td data-bbox="793 1951 973 2078">4</td> <td data-bbox="973 1951 1153 2078">4</td> </tr> </tbody> </table>	Service	2023-24	2022-23	2021-22	Older People Services	13	16	17	Older People – Provider	1	5	2	Learning Disability Service	2	2	2	Mental Health and Substance Misuse	1	1	0	Disability Service	7	11	7	Safeguarding	1	3	0	Other (inc. Business Support etc.)	9	5	6	Registered Residential Provider	7	4	7	Registered Domiciliary Providers	6	4	4
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	<table border="1"> <tr> <td>Integrated Autism Svc.</td> <td>1</td> <td>4</td> <td>1</td> </tr> <tr> <td>Total number of complaints</td> <td>47</td> <td>55</td> <td>46</td> </tr> </table>	Integrated Autism Svc.	1	4	1	Total number of complaints	47	55	46
Integrated Autism Svc.	1	4	1						
Total number of complaints	47	55	46						
1.09	<p>Broadly speaking the complaint themes are broken down into the following areas with the number received in brackets).</p> <ul style="list-style-type: none"> • Dignity (4 complaints) • Communication (7 complaints) • Timeliness of our decisions or actions (3 complaints) • Disagreements with our decisions or actions (12 complaints) • Quality of care (13 complaints) • Charges applied or financial issues (9 complaints) • Hospital discharges (1 complaints) • Process issues (5 complaints) • Lack of advice/assistance (2 complaints) <p><i>* Note that often one complaint contains more than one theme</i></p>								
1.10	<p>A range of methods are used to resolve complaints including:</p> <ol style="list-style-type: none"> A video conference meeting or telephone conversation with the complainant to discuss their concerns. Involving advocates. A written explanation as to the reasons for a decision An apology where appropriate Action taken to review a decision An independent investigation (Stage 2 of the procedure) 								
1.11	<p>The Regulations place a duty to discuss and resolve any complaint within ten working days and write formally to the complainant confirming the outcomes.</p> <table border="1"> <thead> <tr> <th>Adult Social Care</th> <th>2023-24</th> <th>2022-23</th> <th>2021-22</th> </tr> </thead> <tbody> <tr> <td>Within timescale at Stage 1</td> <td>83%</td> <td>93%</td> <td>89%</td> </tr> </tbody> </table>	Adult Social Care	2023-24	2022-23	2021-22	Within timescale at Stage 1	83%	93%	89%
Adult Social Care	2023-24	2022-23	2021-22						
Within timescale at Stage 1	83%	93%	89%						
1.12	<p>There has been a drop in response times (39 out of 47 complaints received were responded to within timescale). The Service has previously had high consistent response times to complaints and always strives to ensure the ten day timescale is met. There are circumstances, however, when a timely response isn't possible, and some of these reasons have included cases where the situation is fluid and changes from one day to the next, or if the complaint is complex and crosses a number of social work teams. The complainant is kept informed of the progress of their</p>								

	complaint and complaints are often responded to or resolved shortly after the ten-day timescale.
1.13	<u>Stage 2 (Independent Investigation)</u>
1.14	<p>Three complaints were escalated to Stage 2 of the procedures during 2023-24 and 2022-23, compared to one complaint during 2021-22 and 4 during 2020-21. See Appendix 3 for a summary of the Stage 2 investigations and their outcomes.</p> <p>All complaints that progress to Stage 2 are scrutinised to see if anything further could have been done to resolve the complaint formally at Stage 1.</p>
1.15	<u>Ombudsman</u>
1.16	<p>The Ombudsman made two enquiries regarding Adult Social Care cases during 2023-24.</p> <p>One case involved an older person being in a Local Authority residential home for several months awaiting a large package of care to enable them to return home. The Ombudsman had insisted the Council escalate the complaint to Stage 2 but the local authority challenged their decision on the basis there was nothing to investigate and that the case reflected the demands for domiciliary care packages particularly in rural locations. We did however work closely with the family during this period, answering their questions and ensuring a reablement approach to the care of the individual whilst they were at our care home. A package of care was identified, and the person has now returned home.</p> <p>Following this case, the service has introduced a monthly Domiciliary Care meeting where senior managers, service managers and brokerage come together with social worker teams and our in-house services to review individuals where domiciliary care packages have been harder to source. The purpose of the meeting is to review these cases and work creatively and across services to arrange appropriate care.</p> <p>Another complaint regarding Older People Localities was not taken further.</p>
1.17	<u>Lessons Learned</u>
1.18	<p>Learning from complaints is important and we use the findings and outcomes to inform policy and practice in delivering services (known as the 'lessons learned' process). Given no complaints were upheld at Stage 2 of the procedure, we examined the themes of complaints at Stage 1 and identified the following:</p> <p>Given the increase in complaints involving financial implications of charges, we revised a range of leaflets including:</p> <ul style="list-style-type: none"> • Paying for Residential Care; Deferred Payments Scheme; Charging for Community Care; Discharge Leaflet.

	We also reminded staff of the need to add a case note that leaflets have been shared with family members and when they share financial advice in conversations they have with families.																																						
1.19	<u>Compliments</u>																																						
1.20	It is pleasing to report that Adult Social Care received 314 compliments during the year, showing the high regard in which care and support was delivered during the ongoing challenging and demanding time. Compliments are received in the form of cards, letters or emails from service users or their families when they recognise staff have done “over and above” what is expected. See Appendix 4 for a summary of some of the compliments received across service areas.																																						
1.21	<u>Overview of Complaints: Children’s Social Services</u>																																						
1.22	<p>The 41 complaints received about the service this year has been the lowest for a number of years. As always, the number of complaints received should be considered against the number of children and families (1,690) who received care and support from the Service. See Appendix 2 for further details about these complaints.</p> <p>Two complaints were made by young people, one supported by an Advocate. They are detailed in Appendix 2.</p> <p>Again, it is pleasing to report there were 162 compliments about the work of Children’s Services.</p>																																						
1.23	<table border="1"> <thead> <tr> <th>Service</th> <th>2023-24</th> <th>2022-23</th> <th>2021-22</th> <th></th> </tr> </thead> <tbody> <tr> <td>Protection And Support, And Resources</td> <td>31</td> <td>46</td> <td>30</td> <td></td> </tr> <tr> <td>Fostering Service</td> <td>3</td> <td>6</td> <td>3</td> <td></td> </tr> <tr> <td>Child to Adult Team</td> <td>6</td> <td>5</td> <td>8</td> <td></td> </tr> <tr> <td>Safeguarding Unit</td> <td>1</td> <td>0</td> <td>1</td> <td></td> </tr> <tr> <td>Other</td> <td>0</td> <td>2</td> <td>2</td> <td></td> </tr> <tr> <td>Total Number of Complaints</td> <td>41</td> <td>59</td> <td>44</td> <td></td> </tr> </tbody> </table>				Service	2023-24	2022-23	2021-22		Protection And Support, And Resources	31	46	30		Fostering Service	3	6	3		Child to Adult Team	6	5	8		Safeguarding Unit	1	0	1		Other	0	2	2		Total Number of Complaints	41	59	44	
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	<p>As explained earlier, a range of methods are used to resolve complaints.</p> <p>These include:</p> <ol style="list-style-type: none"> a. A meeting or conversation with the complainant to discuss their concerns b. Involving Advocates. c. A written explanation as to the reasons for a decision d. An apology where appropriate e. Action taken to review a decision f. Independent investigation (Stage 2 of the procedure) <p>Broadly speaking the complaint themes are broken down into the following areas (with the number received in brackets).</p> <ul style="list-style-type: none"> • Communication (8 complaints) • Disagreements with our decisions or actions (21 complaints) • Contact (3 complaints) • Process issues (12 complaints) • Lack of advice/assistance (4 complaints) • Staff (8 complaints) • Placement/fostering issues (1 complaint) <p><i>* Note that often one complaint contains more than one theme</i></p>								
1.24	<p>Of the 59 Stage 1 complaints received, 37 out of 41 complaints received were responded to within timescale (90%).</p> <table border="1" data-bbox="320 1167 1385 1368"> <thead> <tr> <th data-bbox="320 1167 695 1267">Social Services for Children</th> <th data-bbox="695 1167 938 1267">2023-24</th> <th data-bbox="938 1167 1161 1267">2022-23</th> <th data-bbox="1161 1167 1385 1267">2021-22</th> </tr> </thead> <tbody> <tr> <td data-bbox="320 1267 695 1368">Within timescale at Stage 1</td> <td data-bbox="695 1267 938 1368">90%</td> <td data-bbox="938 1267 1161 1368">88%</td> <td data-bbox="1161 1267 1385 1368">86%</td> </tr> </tbody> </table> <p>Children’s Services continue to improve response times to complaints about the Service.</p>	Social Services for Children	2023-24	2022-23	2021-22	Within timescale at Stage 1	90%	88%	86%
Social Services for Children	2023-24	2022-23	2021-22						
Within timescale at Stage 1	90%	88%	86%						
1.25	<p><u>Stage 2 - Independent Investigation</u></p>								
1.26	<p>Although there was a decrease in Stage 1 complaints, there was a slight increase of five complaints escalating to Stage 2 (3 during 2022-23 and five during 2021-22). A summary of these Stage 2 complaints is described in Appendix 3.</p>								
1.27	<p><u>Ombudsman</u></p>								
1.28	<p>Five enquiries were made by the Ombudsman’s office during the year. No further action taken with regard to four complaints and one complaint was escalated to Stage 2.</p>								

1.29	<u>Lessons Learned</u>
1.30	<p>Examples of action taken to further improve service delivery after complaints are made:</p> <ul style="list-style-type: none"> • Standard letter now in place that helps explain to families why a direct payment has been awarded, how it should be used etc., and why excess funding is required to be returned to the Council. • We have a project underway whereby each child with care and support needs will have their own individual case record and therefore moving us away from the 'lead child' approach.
1.31	<u>Compliments</u>
1.32	Children's Social Services recorded 171 compliments this year. The compliments highlighted the good work of staff during another challenging and demanding year. Compliments are made by families, the Courts and other public bodies. They were in the form of cards, emails, texts or letters. See Appendix 4 for a summary of some of the messages received.

2.00	RESOURCE IMPLICATIONS
2.01	The Regulations state all Stage 2 complaints involving both Adult and Children's Social Services are commissioned to Independent Investigators (and an Independent Person for Children's Social Services as set out in the Children Act, 1989). The cost for 2023-24 was £11,207.81, 2022-23 the cost was £11,885.55, and 2021-22 was £8,794.25.

3.00	CONSULTATIONS REQUIRED/CARRIED OUT
3.01	None undertaken.

4.00	RISK MANAGEMENT
4.01	No risks identified.

5.00	APPENDICES
5.01	<p>Appendix 1: Summary of complaints categorised into themes (Adult Social Care)</p> <p>Appendix 2: Summary of complaints categorised into themes (Children's Social Services)</p> <p>Appendix 3: Summary of Stage 2 independent complaint investigations and their outcomes (both Children and Adult Social Services)</p>

	Appendix 4: Summary of compliments received across service areas (both Children and Adult Social Services).
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6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	'A guide to handling complaints and representations by Local Authority Social Services', August 2014 (Welsh Government).

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Ian Maclaren, Complaints Officer for Social Services Telephone: 01352 702623 E-mail: ian.maclaren@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	Stage 2 complaint: the Regulations stipulate that where a complainant remains dissatisfied with their response from the Council, consideration must be given to progressing the complaint further in the statutory procedure, i.e. to Stage 2. An independent investigation is commissioned using a shared North Wales 'pool' of retired social care Officers.

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Adult Social Care

Summary of complaints by theme (2023-24)

Complaints relating to dignity

X complained she found Y in an undignified state when she visited with family. Carers there didn't seem to grasp the distress or importance of the issue.

The provider apologised for the upset caused by family having to support Y with personal hygiene when there were staff in the house who are there specifically to support him and other residents with personal and environmental hygiene. Family were reminded how to use the call bell, which they can use to summon support. The provider met with the family and resolved issues they raised with them there and then. Y does frequently go to his bedroom and will dress and undress himself independently. The aim is for Y to maintain his independence and to give him his privacy and dignity. The provider advised that when Y goes into his room that he is checked so that his safety and wellbeing can be ensured.

Complaints relating to communication

X complained we had rearranged Y's package of care without consulting her or her brother, both of whom have Power of Attorney. Instead we spoke to another family member about the arrangements and implemented some interim changes.

We had previously discussed with X about the matter and acknowledged there was a lot going on at the time. With regard to the interim support the Community Support Team provide a short term care arrangement for individuals and they are time limited because of the demand for their service. This is why an alternative package of care was sourced for Y. At the time this was happening, we did try and contact X and her brother but to no avail so we instead informed another family member of the new care arrangements out of courtesy as he lives with Y. We apologised for any miscommunication or upset caused.

Complaints relating to timeliness of our decisions or actions

X complained about the length of time Y was waiting for a package of care so she could return home from residential care. Enquiries were also made by the Older People's Commissioner and Ombudsman.

We explained we want to support Y but unfortunately we don't have the resources needed to get her home with a suitable package of care at this time. We are continually sending out requests to all care agencies that cover Y's geographical area but given the size of the requested package of care and the area there remains no capacity at this time. A request has also been made to our inhouse Homecare Service but they have no capacity either. We sought to reassure that everyone concerned with Y is doing their best for a return home with an appropriate package

of care. However, challenges are being experienced across the social care sector at present, but Y is being well looked after at a local home. Y did return home with Reablement support followed by local provider support.

Complaints relating to disagreements with our decisions or actions

X disagreed with our decision not to place Y in a Local Authority care home but instead she receives day care at home.

We explained the criteria for considering residential placement. We assessed that Y's needs can be met not only through the provision of services but through other active support and assistance. Social stimulation and inclusion opportunities were offered by ourselves but declined by family. Y receives a package of care at home and she is relatively independent in daily tasks.

Complaints relating to charges applied or financial issues

X complained about the charges applied for Y's short term care charges. X believes the start point was when a Social Worker was allocated, not when the placement started.

We explained an eight week short term placement was arranged by ourselves to allow Y to recover to her optimum level in a suitable setting away from the hospital. Y's case was passed to the social work team during that period and we promptly visited. Y returned home. We did not believe there were any unreasonable delays in this case and therefore the charge for short term care remains payable.

Complaints relating to hospital discharges

X complained we weren't considering family's views and preferences re. Y's discharge from hospital to a residential setting.

We were continuing to work with family to find an appropriate care home placement for Y. We are satisfied that throughout Y's stay in hospital, we have followed process and procedures. We have approached all the care homes in Flintshire and beyond which might be suitable for Y's needs. We have tried to accommodate family wishes throughout, although finding a local home that can meet Y's needs which also has a vacancy is proving difficult. Financial assessment has started but can't be completed until a suitable home is found. A place eventually became available in a local care home that Y and family advised they were 'delighted' with and close to family and friends.

Complaints relating to the quality of care from a home or carer

X complained on a recent visit to the home, there was a strong smell of urine downstairs, there was no stimulation for residents, Y was found slumped in her chair in wet clothing, Y wasn't encouraged to drink and she was admitted to hospital a few days later with dehydration.

The home apologised if there was a strong odour as they have a very strict cleaning and odour management regime. In terms of Y being slumped in a chair the home

provided evidence of activities that week which she had participated in. At the time prior to the visit Y had spilt tea on herself and carers tried to support her into dry clothes, but Y was insistent it would dry and wanted her visit to go ahead. The home provided care and fluid charts for day of hospital admission.

Complaints relating to a lack of support

X complained of an overall lack of support from agencies involved with Y.

We sought to reassure X we were very much engaged with agencies to address concerns, which were primarily around Y's mental health. Y wasn't deemed to be safe at home given the challenging behaviour she was presenting. We needed to consider her own personal safety as well as others (e.g. residents) if she was placed in a residential setting. A package of care was requested, but we are experiencing challenges across the social care sector and sourcing suitable packages of care in a timely manner can prove problematic. Frequent allegations of theft against carers was also impacting on identifying carers. Medication has been prescribed for Y but it is not the responsibility of Social Services to administer this. We would only record medication in a care plan.

Complaints relating to process issues

X complained about the quality of her assessment and its outcome, and staff knowledge of Autism.

We explained we followed NICE guidelines when undertaking her assessment. They have utilised well recognised assessment models and observations to co-produce the report with X. At all stages throughout the process X was consulted and her narrative was recorded and included in the final report. We were disappointed X believed staff to be ignorant of autism and reassured her all Practitioners on the team are fully trained and have substantial experience of working with adults and assisting them with diagnosis or alternative formulations.

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Children's Social Services

Summary of complaints by theme (2023-24)

Complaints made by young people

X complained we didn't properly reflect their views and wishes at a recent Review Meeting, and she wanted someone who would listen to her and not side with the decisions we made.

We were sorry that X had lost faith with her Independent Reviewing Officer and did not trust her. We had offered to meet with X along with her Advocate to discuss this issue but X did not want to agree to this at the time, which is her choice. We are taking her concerns seriously and have had several discussions and communications with her Advocate discussing the best way forward. X's Advocate will speak with her and agree a plan to improve the current situation. X subsequently decided to withdraw her complaint and wanted to move on.

Complaints relating to fostering

X believes there is a conflict of interest with their present Social Worker as she oversees X's case, as well as birth family and grandmother.

In terms of their Social Worker supporting them and completing an assessment with birth family, we explained this is normal practice. Whilst supporting them the Social Worker has gained a good understanding of the case, has developed a positive relationship with the children and understands their needs. For continuity purposes, we would always attempt to allocate a kinship assessment to a Social Worker who has this background information. This involves working closely with foster carers and birth family.

Complaints relating to a lack of advice or support

X queried what exactly his direct payment could be used for as Panel had turned down his previous suggestion and why Panel had turned down an extra night of respite for Y.

We reminded X what direct payments could be used for in terms of meeting Y's needs, and what wouldn't be appropriate. Panel did not authorise the change of use of direct payments to pay for activities as this would not contribute to some of the outcomes specified in Y's plan and some of the activities are low/no cost e.g. going to the beach, museums, walks in the woods and therefore require no funding. In terms of an additional night's respite this was deferred to obtain additional information on X's medical condition (and the impact this condition has on X's caring responsibility). If X clarifies his health needs Panel can determine the effect on his duties and role as carer.

Complaints relating to disagreements with our decisions or actions

X had been told by ourselves to leave the family home. Police have told him there is no further action to be taken with the case. No parenting or risk assessment has been completed with X by Social Services. However, he has been given no reason as to why he has to leave the home or an explanation as to what is needed to return there, so he doesn't agree with our decision.

Due to confidentiality, the need to protect the privacy of the family concerned and that X doesn't have parental responsibility for the children concerned, we were limited in terms of what we could say. He has been asked to leave the home as he is not on the tenancy and he has been advised to present as homeless to Flintshire's Housing Department. We will be entering into legal proceedings in the meantime. This is all we can say on the matter as any Social Services' involvement is between ourselves and the mother.

Complaints relating to process

X complained that because of his mistrust of us he wanted to record our discussions, but we were not allowing him to do so. We had also set off a panic alarm when he attended the office recently and we had shared details about his visit with his ex-partner.

X has not asked to record any sessions. It has been explained to him he would need consent from the person being recorded but from a Local Authority perspective we would not consent to recording a meeting involving a member of staff. There was no panic alarm – it was the routine test fire alarm that went off. X left the building the moment it sounded and we tried to get back in touch with him, apologising we hadn't explained about the test. We have not shared any information about visits etc with his ex-partner.

Complaints relating to communication

X complained we weren't taking her concerns seriously enough about Y's grandmother kicking her, grabbing her arm and swearing at her.

X has a different view but we do treat her concerns seriously and they are looked into each time. However we can find no evidence to support such concerns. Y is well looked after by her grandmother and she attends school, who have raised no concerns. We were also trying to convey valuable advice to X and we apologised if it was miscommunicated or perceived differently. There is nothing stopping Y returning to live with X. There are no Court Orders and the present living arrangement is private between X and Y's grandmother.

Staff

X complained we didn't return her calls or communicate properly with her, and X's daughter struggles with her Social Worker as she can be quite loud etc.

We explained we were not always able to respond to every email sent given their frequency and the need to manage our caseload of other families in need. We do, however, aim to respond to the important emails X sends. We were sorry if the Social Worker came across as loud which impacted on anxieties and she will be mindful in future of toning it down.

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Examples of independent investigations and their outcomes at Stage 2

Across Social Services

X complained about a range of issues with regard to: our involvement and not making reasonable adjustments, not providing advocacy support, our incorrect diagnosis of X which we had shared with other agencies, not following Autism Code of Practice, our recording and lack of support to meet family' needs.

The complaint was not upheld but there was a recommendation made in relation to our recording (see 1.33 in main report).

Adult Social Care

X complained we had given her incorrect advice about her living with her father and caring for him as he would be in breach of his tenancy agreement. X's father was subsequently placed in a care home against her own wishes.

The complaint was not upheld. We checked and could find no record of such a conversation taking place. We advised X was putting her father's tenancy at risk by her moving in with him. There was also an escalation of risks with the care X provided. A Best Interest meeting was held which X attended and all present were in agreement that Y's needs would be best met in a residential setting.

Children's Social Services

X complained about a range of issues about our case management of Y including: his concerns and other allegations not being dealt with appropriately, safeguarding procedures not being followed, X not being kept informed or being involved in decision making about Y, not being supported in his relationship with Y, and Y's health and educational needs not being addressed.

The complaint was not upheld. We recognised this was a challenging time for X and Y and we will be looking to rebuild their relationship over the next few months.

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Examples of compliments received during 2023-24

Compliments received from service users, their families and other public bodies including Health and the Court Services are shared with all staff via email and a selection are included in the staff bulletin.

Adult Social Services:

Single Point of Access: "I would like to this opportunity to express my sincere thanks & appreciation you have not only showed when meeting my mum but your drive, kindness & support in getting the right help for X as she tries to live a 'normal' life whilst battling dementia & other ailments. Thank you as without your help & theirs, i would not be less stressed or anxious as i have been since her diagnosis."

Older People Localities: "I just want to say a massive thank you from the bottom of our hearts for going above and beyond with everything you have done for us, we would never have been able to achieve this ourselves, as soon as there were any issues with anything you got onto it and got it sorted, it's amazing and now X can do so much more for himself, we feel that things will be so much easier now, thank you again."

Discharge and Recovery Team (Hospital Discharge): "X told me that after speaking to you she feels a lot better and that she has been able to come down a couple of rungs on the ladder. She advised that she felt you were very knowledgeable and happy to have you as a contact."

O.T.: "I'm just emailing you to express my gratitude and thanks to X, she has been my angel in disguise, I really don't know what I would have done without her. I have secondary progressive M.S. And I'm really struggling at the moment. You'll never know how much X has helped me. She's helped getting all my equipment that I so desperately needed. She listens to me on my down days, which really helps. Just saying thank you just doesn't seem enough".

Reviewing Team: ""I am so grateful for what you have done. I didn't expect you to go to panel. You've done more than anyone has ever done and made such a difference. Thank you."

Older People Provider Service:

Llys Gwenffrwd: "Every single member of Llys Gwenffrwd are amazing. My mum has been treated with the utmost dignity, respect, care, kindness and thoughtfulness throughout her stay. Everyone was so friendly and caring, I really cannot recommend highly enough. She has been so well looked after. The food is fantastic, freshly prepared and varied to suit so a big thank you for the hard work in that area too. Just can't thank you guys enough!"

Llys Raddington: "Thank you so very much for looking after our Dad, especially in these last few weeks. We really couldn't have managed without every single one of you. Our best wishes to you all."

Plas Yr Ywen: "If I could call this place, it would be..... A place you could dream of when you're old. I am very happy here. They are all excellent. I know I am safe and secure."

Llys Eleanor: "I just wanted to say how thankful I am for you welcoming and looking after X the way you all have we really couldn't have wished for better care and support."

Marleyfield home: "Thank you for all your kindness to me. I really appreciate it. I had a lovely birthday (21 and a bit) and will always have lovely memories to remember it. Thank you for the lovely party. I will always speak highly of Marleyfield. Anybody who comes to stay here are very lucky."

Croes Atti: "A very special thank you to all at Croes Atti for making it home from home. For all the kindness, encouragement, laughs and for giving X the best quality of life and care when she needed it the most."

Llys Jasmine: "I wanted to thank you all so very much for your kindness, support and care you gave to my father. Your friendship was perfectly balanced with your professionalism, you became part of my family, you all went over and above to enhance and enrich his life all with dignity and respect. You learnt what mattered to him about his life, hobbies and interests. I feel that I have been part of the Llys Jasmine family too."

Ty Trefynnon: "Just to tell you how wonderful you have been keeping me in touch with my mum. I can't thank you enough".

Homecare/Reablement: : "First of all, I want to thank you all from the bottom of my heart for the care you have given to X since he was discharged from hospital in December. Every member of the team has shown exemplary standards of care and professionalism. They have treated X with dignity and such personal care. Not rushing him; giving him choice; sharing a funny story and even singing his favourite Frank Sinatra songs with him."

Learning Disability Community Team: "I just want to say a personal thank you to you. You know what I thought of you as a social worker and my opinion hasn't changed. You were always so quick to respond when I needed help, you were so insightful and understood what X's needs were and you made things happen to help her... you were one of the many people who helped to of make her journey through life a happy and successful one."

Learning Disability Provider Service: "Our son has Downs Syndrome and early onset dementia so respite is much needed. The staff are friendly, warm hearted, loving and caring . My son is very happy there and has his bags packed a week before his stay. I know that he is safe when he is there and being well looked after".

Progression Service: "I'm sorry you will no longer be X's social worker as you've been really helpful in helping us navigate the system and thanks to you X is now really thriving at Pendine Park. She is much more relaxed and enjoys all the activities on offer. It is a huge weight off our minds now she is in a place that's suitable for her needs. Thanks again for all your help."

Mental Health and Substance Team: "I just wanted to say thank you very much for this morning's meeting which I thought was conducted extremely professionally and sensitively. Thanks for everything that you and all the team have so evidently worked hard on in the background to get everything to this point, she is fortunate to have a team of people who are working hard in her best interests, so thank you to everyone involved".

Integrated Autism Service: "I thought I'd get in touch to let you know what's going on with me. I've finished at Oxford with a 2:2 and I'm about to start... at the University of Chester. I wouldn't have gotten here without your help and you showing me more about myself. Thank you for everything you've done."

Safeguarding: "I just wanted to say thank you to the both of you for your support over the past week and especially today with regards to X. Whenever we feel unsupported by the system, I always feel supported by you both at safeguarding. So just wanted to say thank you and share my appreciation for the support you show us."

Financial Assessment and Charging Team: : "You have helped me and my wife tremendously (re. their financial assessment). You also helped with my wife's upgrade of attendance allowance and again this is down to your help. You really are a genuine guy and the world is a better place with you in it. I am glad I met you for all of the help you have given to us. You are a true gentleman."

Direct Payments Team: "I would like to tell you that your help has been much appreciated these last 3 or 4 years, it really has and we all thank you for that. You have always been so helpful, professional yet friendly and provided the family with solutions to the many queries we have had over the years of dealing with Dad's care."

Children's Social Services:

Protection and Support, and Resources:

"Y came to an objective, impartial conclusion and recommendation around my son's best interests. Without Y's recommendations and thorough investigations I don't know where me and X would be at around contact and the false allegations would be treated as factual. So once again I'd like to thank Y for keeping X's best interests at heart."

"This is just a thank you message, you were fantastic during your involvement and you are a credit to the children's services... You have put a lot of his worries and fears to rest because of how efficient and professional you were. You have definitely

left a great impression with me and I wanted to thank you for everything and wish you the very best for the future. Also, I wish to thank your manager who attended court also.”

“Thank you X for removing all the obstacles and barriers and righting all the wrongs the children and I have had to endure these past eleven years. I didn’t realise I was living under so much anxiety and stress until you helped lift it all from me...You haven’t just done your job X, you’ve walked in our shoes.”

“I couldn’t wish for anyone better. You do your job to the highest standard. Anything I need or want to discuss you’re my first port of call and you always reply and act on everything with immediate effect and are very helpful and easy to get along with. You’re organised and efficient and understanding.”

Safeguarding:

“I thought I would contact you in regard to X as you will be the one who will remain present in their life and someone who I feel has the children's best interests at heart. I feel confident that you, as the children's independent reviewing officer will be able monitor and feel able to ask questions if needed, and also hold those who should be checking on the children to account. Thank you for your support, and for being such a fantastic IRO!!”

Child to Adult Team: “I just wanted to say thank you for coming into X life and making a difference. That meeting today blew me away as in 12 years we have never had this attention. We are so pleased with how you are pulling this together. That's the first time I have seen Y in about 5 years! Well done you.it means a lot.thank you so much.so many people are actually helping and making a difference now and those meetings are helping to achieve that thank you”.

Residential and Regulated Services

“...shared some lovely comments about X and her relationship and approach to Y. She said that when she went to visit Y he was upset about a toothache and wanted to go to York and X handled this really well, sensitively and with great skill. She said that X is a prime example of an excellent children’s home worker and clearly has a very good understanding of Y’s needs.

Early Years and Family Support, and Family Information Service

“Most incredible woman I’ve ever met. She helped me so much at my lowest, I wouldn’t be as strong as I am now if it wasn’t for X”.

“I would just like to say thank you for your assistance with this query, you have both been extremely helpful. The information provide is very useful for other clients I work with, and useful for me to signpost clients in the future for any support needed with funding childcare”.



Social and Health Care Overview and Scrutiny Committee

Date of Meeting	5 th September 2024
Report Subject	Flintshire Micro-Care Project
Cabinet Member	Cabinet Member for Social Services and Wellbeing
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

We, like many local authorities, face pressures in meeting the increasing demand for social care, with a growing older population and care agencies finding it difficult to recruit and retain employees. Delivering care into more rural parts can be particularly problematic.

The Flintshire Micro-Care project was initially a pilot project funded through Foundational Economy, Cadwyn Clwyd, and Flintshire County Council, to support small enterprises and sole traders to deliver direct personal care and well-being services to people in Flintshire. Micro-care enterprises are defined as small companies with five employees, many of which are sole traders, providing care or care-related services to the citizens of Flintshire. Now in its fifth year, the project has successfully embedded itself into the social care offer in Flintshire, as well as providing an additional employment route into social care, with 54 people now working in this area of the sector.

This report will give an update on the position of Micro-Care in Flintshire, some key successes of the previous 18 months, and the future direction of the project.

Following an early evaluation of the scheme it has been identified that Micro-Care in Flintshire is already making a significant contribution to the care market. It is creating sustainable jobs and more localised care solutions for people. Feedback from clients, families and council officers has been extremely positive to date.

RECOMMENDATIONS

1	That members note the progress made in the Micro-Care project and the contribution the scheme is making in meeting demand for care in Flintshire.
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REPORT DETAILS

1.00	Explaining The Micro-Care Project in Flintshire
1.01	<p>Pressures on the social care sector are well documented. Flintshire's older population continues to rise significantly, and it is reasonable to assume the number of people with significant health and social care needs will also increase.</p> <p>The care sector in Flintshire is working within an increasingly challenging environment because of a range of factors, including an increase in the complexity of need, an ageing population, rising costs, increasing expectations and regulation, as well as difficulties with recruitment and retention of high-quality staff. As a result of these pressures there is limited resilience in the sector.</p>
1.02	<p>A Feasibility study carried out by Social Firms Wales on behalf of the Council examined the potential for developing Micro-care enterprises in Flintshire. Following the report in January 2019, approval was given to set up a Pilot Micro-Care project in Flintshire. By growing Micro-Care businesses, the Council are creating additional options for meeting the growing demands for care as well as expanding choice. It was hoped that the scheme would help to divert crisis in the care sector as a preventative measure, whilst delivering care which is efficient, effective and person centred. The project also aims to provide opportunities to build resilience in communities through developing local, bespoke solutions to people's care needs and help create sustainable careers in care.</p>
1.03	<p>Micro-Care enterprises are defined as small companies with five employees, many of which are sole traders, providing care or care-related services to the citizens of Flintshire. The project's core aims are to:</p> <ul style="list-style-type: none"> • Strengthen the care market and raise the profile of care as a career choice. • Bring new people into the care sector or bring back those that had left it. • Develop local bespoke person-centred care solutions across the county. • Expand choice for people looking for care or well-being services. • Help micro-carers to set up and build sustainable businesses. • Create new employment opportunities.
1.04	<p>Micro-Care Current Position</p> <p>There are currently 54 active Micro-Care providers who have been accredited by Flintshire County Council, which is an increase of 24 over the last 18 months. In that time one Micro-Care provider has ceased trading due to health reasons.</p> <p>Since establishing the pilot in 2019, the project has successfully supported 62 people to establish their Micro-Enterprise. Two providers have expanded their businesses beyond the scope of Micro-Care and have</p>

	<p>registered with Care Inspectorate Wales as a domiciliary agency, while six have ceased trading over that time the reasons include three health related, one return to education and return to employment and one who repurposed their business as it wasn't for them.</p> <p>During the 2023/24 financial year 44 people were supported to explore their ideas for setting up a Micro-Care enterprise. There are currently 15 people being supported to setup as a Micro-Carer by the project team, with enquiries being received on a weekly basis.</p> <p>There was an initial concern that Micro-Care would appeal directly to those currently employed in the domiciliary care sector, creating a destabilising environment. Therefore, one of the key objectives of the project was to ensure that Micro-Care was able to attract a new cohort of worker into the social care sector, or support those who had left to return. Positively, those objectives are still being met with 79.5% of the enquiries for support to setup as a Micro-Carer coming from people not already working in the sector.</p> <p>Another key objective was to ensure that the project was focused on helping address the demand for domiciliary care. As a result, the vast majority (83%) of Micro-Carers currently deliver personal care services in people's homes, acting as a pillar of support to the wider care sector and an alternative option for people looking for support.</p> <p>In terms of service delivery, we surveyed 17 Micro-Care providers on their current activity. This cohort of the workforce are providing 490 hours of support to 102 individuals across Flintshire, per week. Projecting this across all enterprises it can be estimated 1,200-1,500 hours of care and support are being delivered to potentially 300 citizens across Flintshire. 62% of services were for personal care, and 55% of work was purchased using a direct payment. Most support was delivered to older people, in particular supporting people with dementia and their families. However, we have seen Micro-Care delivered innovatively to support people with learning disabilities, physical disabilities, mental health difficulties, and children and families.</p> <p>In a cost benefit analysis of direct payments, it was identified that in one week Direct Payments supported 689 hours of care and support through Micro-Care and the difference in the current weekly cost of Direct Payment Micro Care and potential weekly cost of commissioned agency domiciliary care is £3,822.56 per week. Over 12 months this would equate to a cost avoidance of £198,773.12. See appendix 1.</p> <p>In addition to this work there are a substantial number of privately funded hours carried out by Micro-enterprises both supporting the wider sustainability of the businesses and contributing significantly to the prevention and early intervention priorities of the Council.</p>
1.05	<p>Recent Successes of Project</p> <p>Flintshire's Micro-Care project has recently been accredited and featured on the Global Database of Age-Friendly Practices, facilitated by the World Health Organization. This aims to recognise projects across the world that;</p>

- *promote health and build and maintain physical and mental capacity across the life course; and*
- *enable people, even when experiencing capacity loss, to continue to do the things they value.*

Being featured on the Global Database is a great credit to the work being undertaken by Micro-Carers for older people across Flintshire and recognises the Council's commitment to providing progressive age-friendly practices.

The project was recognised as a "Highly Commended Finalist" in the 2024 Social Care Accolades. This achievement was recognised within the "Working in Partnership" category, reflecting the cohesive and positive partnership that exists in Flintshire between Micro-Carers, people receiving services, professionals, third sector partners, and the project team itself. Two Micro-Carers and a representative from partners Social Firms Wales attended along with council officers the awards ceremony in Cardiff to receive this recognition.

In May 2023 a "Micro-Care Celebration Event" was held to recognise the work undertaken by Micro-Carers across Flintshire. This had over 40 people attend, which consisted of mainly Micro-Carers and strategic partners, to hear about the positive work undertaken by Micro-Carers in their community, the successes people had made of their enterprises, and for the Council to express their gratitude for the service of Micro-Carers.

In November 2023 Social Services had a visit from Albert Heaney, Chief Social Care Officer for Wales. As part of this visit the minister was able to meet two Micro-Carers who had recently joined the programme to discuss why Micro-Care was an exciting career change for them and how they were supported by Flintshire's approach to Micro-Care.

As part of the service wide inspection by Care Inspectorate Wales in November, four Micro-Carers formed a focus group to discuss with inspectors the way the project is run by the Council. The project was reflected positively in the inspector's final report and highlighted as positive practice.

1.06

Direct Commissioning

As part of the key objective to ensure Micro-Care was utilised to support demand for domiciliary care, particularly in rural areas, the team have successfully established a "Quality Framework" to enable direct commissioning of micro-carers by the Council. This additional requirement on those Micro-Carers requires further evidence of work they have already done in the community and an initial monitoring exercise on fundamentals such as recording, business continuity and risk assessment. They are also then subject to a yearly monitoring by the contracts team to ensure standards of care are being maintained.

There are currently ten Micro-Care providers who have signed a contract with the Council to enable the commissioning of social care services. This means that Micro-Care providers can be utilised as an off-framework

	<p>option for care and support where this is not available through our agency providers. There are a few scenarios where Micro-Carers may be commissioned:</p> <ul style="list-style-type: none"> - No provider can be found on the domiciliary care framework due to capacity, type of support required, or location of the person. - There is an emergency drop in market or provider capacity and Micro-Carers can be used as a short-term contingency. - A person has requested their support be delivered by a Micro-Carer but is unable to manage a direct payment. <p>Five Micro-Care providers have been commissioned by social services to deliver personal care services. This includes a day service, emergency care over a weekend, and a bespoke flexible care package. In addition, housing have commissioned Micro-Care providers to deliver well-being support across sheltered accommodation and warm hubs in Flintshire.</p> <p>The Council worked with a provider on an open-book accounting exercise to ensure our fees for Micro-Care providers were fair but were also sustainable for the Council. Due to the decreased overheads and management costs this fee offers a saving on the current hourly rate for agency run domiciliary care.</p>
1.07	<p>Feedback on the Project</p> <p><i>“The Council are good to work with. I can have really honest conversations with the project officers. The whole team are easily accessible and truly work in partnership with other agencies. They really put the person needing care at the centre of designing whole packages. Flintshire are a listening authority. I feel I am a true partner with them and not just a Third Sector organisation”.</i></p> <p><i>“Project officers have been amazing, could not be faulted. So much to learn at the beginning, they are always on the end of the phone or an email. I don’t feel alone providing Micro-Care. Both are very approachable.”</i></p> <p><i>“Support provided by the officers seems to be at the right level for most people. Thorough, yet not overpowering”.</i></p> <p><i>“The service is proving itself, Flintshire have smashed it!”</i></p> <p><i>“Being a micro-carer has changed my life”.</i></p>
1.08	<p>Feedback on Micro-Carers</p> <p><i>“This support has saved our family”.</i></p> <p><i>“My husband is so much better now he has a little independence and can get out and about without me and meet new people. It also means I can take my mother shopping.”</i></p> <p><i>“My Micro-carer is a real lifeline. Without him I would not see anyone.”</i></p>

	<p><i>“Things are so much better now, I have the help I need to sort things like the garden weeds, my shopping and all appointments, we are off to buy some new shoes today. The Micro-Carer is such a nice person, he is calm and very patient which I find very helpful. My speech is not always understandable to other people, it comes out all muddled up, but my carer tells me to take my time, slow down and think about what I want to say. When I do this, things come out in the right order and make sense.”</i></p>
1.09	<p>Next Steps</p> <p>Based on the current demand for Micro-Carers and capacity of those working, there is justification for the project to continue supporting people who have the desire to establish their own enterprise in social care. Therefore, the project will firstly aim to continue to grow the numbers of Micro-Carers in Flintshire. Not only does this have an impact on availability of social care services in the county it also impacts on the economic development with the new business set-ups contributing positively to the local economy.</p> <p>Secondly the project will look at expanding the numbers of those Micro-Carers who have completed the Quality Framework and can be commissioned. This will require the support of the brokerage team to match available Micro-Carers to those looking for care and support.</p> <p>There is a need to get smarter and more overt with the marketing of Micro-Care to the community. With resources already being developed from previous financial support from Foundational Economy, a key aim will be to revise the communication strategy to include stronger online marketing through social media, and re-engaging with external services, such as health colleagues, to ensure Micro-Care is an option that can be considered across all areas.</p> <p>Nationally there is an unclear picture of what Micro-Care is, with Welsh Government undertaking evaluation work to tighten this interpretation and potentially provide a policy position on Micro-Care. The project team is strong on the assertion that the model of Micro-Care utilised in Flintshire is robust, has appropriate due diligence, and acknowledges the limitations influenced on it by social care and employment legislation. Flintshire’s Micro-Care project will look to continue to promote this model to national and regional partners over the coming months and share our good practice with others.</p> <p>The third evaluation of Micro-Care in Flintshire, undertaken by Social Firms Wales, is due to be published in September 2024. This evaluation, based on the feedback of stakeholders, will give several recommendations that will inform the operational direction of the project in the short, medium, and long term.</p>

2.00	RESOURCE IMPLICATIONS
2.01	The project was funded through the Foundational Economy Challenge Fund, until March 2024, which provided funding for a full-time officer

	<p>allocated to Micro-Care, project costs, and seed funding to support new Micro-Carers to establish their business. The Council match funded this with a full time Contracts Officer post, and allocated time from the Contracts Manager and Commissioning Manager.</p> <p>This grant was focused on supporting the establishment of Micro-Care in Flintshire and allowing it to be sustainable without ongoing investment into project costs. Such costs supported through the grant funding have allowed for long term sustainable investments to be made, such as the development of resources for Micro-Carers and marketing resources for the project.</p> <p>The project has now become integrated into our care model and the Council now supports both posts mentioned above. Further funding is being explored to support the development of Micro-Care across the North Wales region, being led by our partners at Social Firms Wales. It is hoped this will bring in the seed funding required to support the initial set up of the small businesses.</p>
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3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	<p>Officers have contact with established and potential Micro-Carers daily to allow the project to adapt and learn from a newly established element of the social care sector. This also extends to people looking for Micro-Care services and frontline professionals supporting people to look for care and support.</p> <p>Social Firms Wales are near completion of the third evaluation of Micro-Care in Flintshire. This evaluation has canvassed the views of all stakeholders involved with the project, and their views will inform the strategic and operational direction of the project moving forward.</p>

4.00	RISK MANAGEMENT
4.01	<p>Micro-Carers operate under an exemption within the Regulation and Inspection of Social Care (Wales) Act 2016, which does not require the registration of providers who provide personal care support to less than four people. This does make Micro-Care more accessible as a self-employment opportunity, but lack of oversight from a regulatory body can be seen as a risk.</p> <p>As a mitigation for this, the accreditation and Quality Framework approach in Flintshire offers a level of due diligence and confidence for professionals and members of the public. In cases where individuals are commissioning this support themselves, there is also advice and support available to them on the checks that they need to undertake to be satisfied that they are procuring services from a credible and legitimate business.</p>

5.00	APPENDICES
5.01	Appendix 1 – Direct Payment Cost Benefit Analysis

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>https://www.careatflintshire.co.uk/en/Micro-care/Welcome.aspx</p> <p><i>Micro-Care List -</i> https://digital.flintshire.gov.uk/FCC_MicroCarePortal/Carer</p> <p><i>WHO Global Database for Age-Friendly Practices -</i> https://extranet.who.int/agefriendlyworld/afp/micro-care-flexible-wellbeing-and-care-services/</p> <p><i>Social Care Accolades 2024 -</i> https://socialcare.wales/resources/flintshire-micro-care-the-accolades-2024</p>
6.02	<p>Contact Officer: Jane Davies - Senior Manager Safeguarding and Commissioning Telephone: 01352 702503 E-mail: jane.m.davies@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	Micro-Care Business/Enterprises – Care businesses providing care services and employing no more than 5 people.
7.02	Quality Framework – is a document which sets out the core commitment to quality in social care. It is designed to ensure that once all essential criteria are completed a micro-care providers will be trained to a sufficient level and able to undertake care packages via our commissioning team.
7.03	Foundational Economy Challenge Fund – Funding for a series of experimental projects enable Welsh Government to test how they can support the services and products which every citizen relies, such as care, food and housing.

Direct Payments

Cost Benefit Analysis Report

Report created on 08/07/2024

Reporting from 15/06/2024 to 21/06/2024

Difference in current weekly cost of Direct Payment Micro Care and potential weekly cost of Domiciliary Care for the same hours of service:

£3,822.56

Difference in current weekly cost of Direct Payment PA Support and potential weekly cost of Domiciliary Care for the same hours of service:

£22,777.20

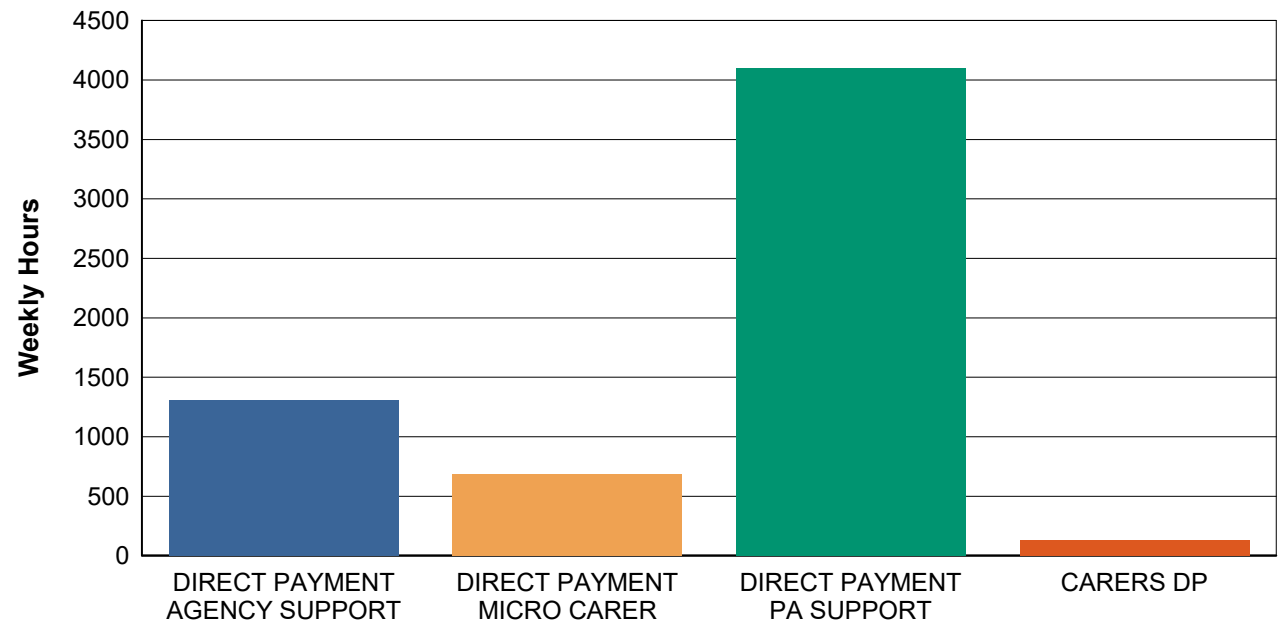
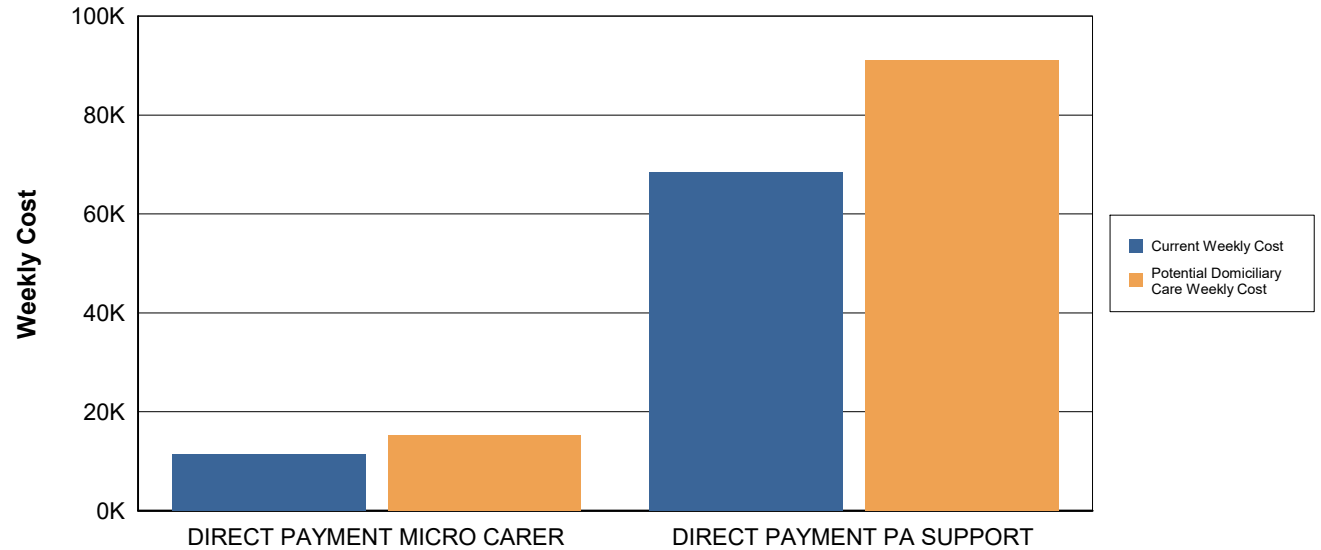
Total weekly hours for types of Direct Payments:

Agency Support - 1,311 hours

Micro Carer - 689 hours

PA Support - 4,104 hours

Carers - 130 hours



Total number of Direct Payment Agency Support services during the period:

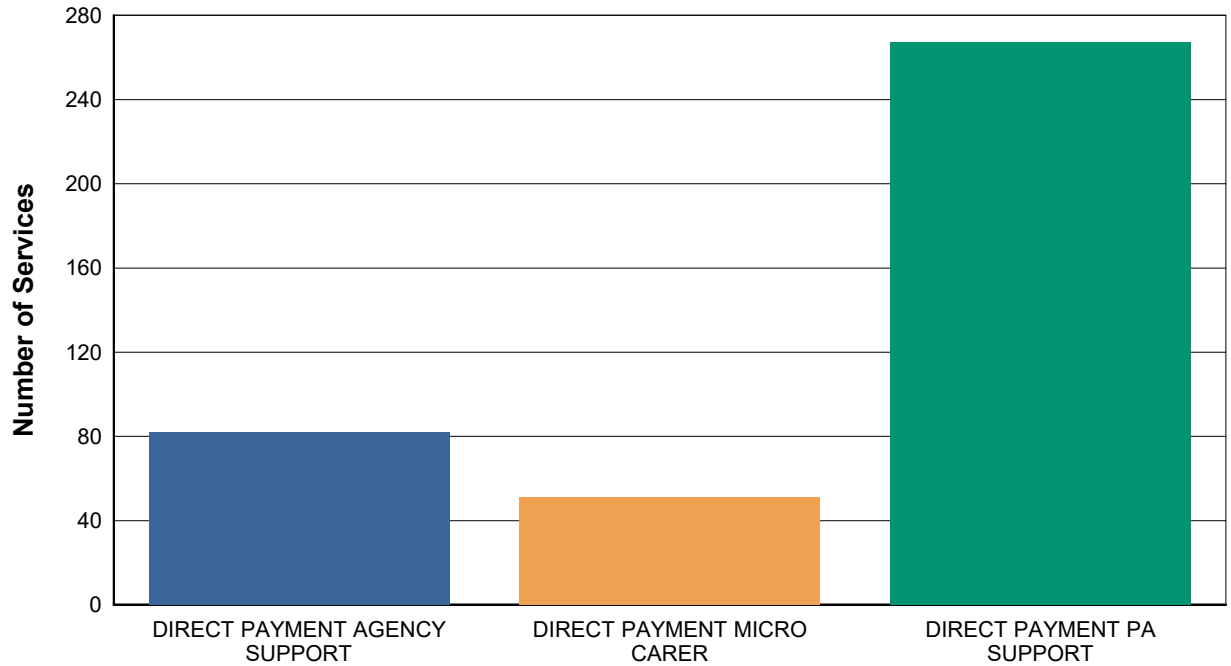
82 (21%)

Total number of Direct Payment Micro Care services during the period:

51 (13%)

Total number of Direct Payment PA Support services during the period:

267 (67%)



Current weekly cost for Direct Payments:

Agency Support

£25,469.02

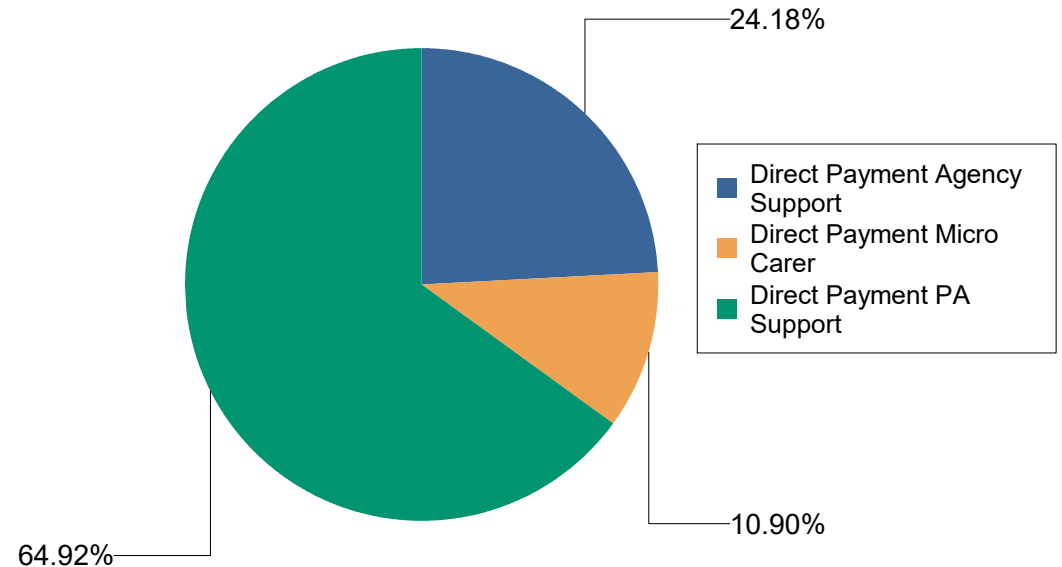
Micro Care

£11,474.58

PA Support

£68,372.64

Weekly Cost





Social and Health Care Overview and Scrutiny Committee

Date of Meeting	5th September 2024
Report Subject	Residential Care Sector Review 2024 – 2034 and Tŷ Croes Atti Progress Report
Cabinet Member	Cabinet Member for Social Services and Wellbeing
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

Flintshire has a growing population of people with complex needs and dementia and the pressure of demand on services and supply will continue as the population increase is not expected to level out until 2040. A whole systems approach is needed if we are to manage demand and meet our statutory duties and this is reflected in the range of innovative projects and investment in services seen by Flintshire over the last few years.

The estimated increase in the at-risk population between 2023 and 2034 is 35%. The estimated increase in demand for care home-based placements for the same period is 35%. Based on the current demand, it is predicted Flintshire will have a shortfall of 389 care home placements across the four main categories of care by 2034 (residential care, EMI residential care, general nursing care, EMI nursing care).

The introduction of the Regulation and Inspection of Social Care (Wales) Act 2016 has meant the type of services provided by Care Homes can be more varied and fluid, which allows placements to change category dependant on demand and ability of the service to meet the needs of the individual. For the purposes of market analysis and reporting, the information in this report has been split into the four traditional categories of care as detailed above. This change can allow for some innovation and creative care models to be developed.

The Welsh Government projection updates originally due summer 2024 have been delayed until summer 2025. Early indications however show a clear message and impact for the future. The care sector in Flintshire is working within an increasingly challenging environment as a result of a range of factors, including an increase in the complexity of need, an ageing population, rising costs, increasing expectations and regulation, as well as difficulties with recruitment and retention of high-quality workforce. As a result of these pressures there is limited resilience in the sector

and Flintshire is particularly challenged, with only a small number of independent providers who are part of a reducing and increasingly fragile market.

The market is changing and despite solid investment capacity is not aligned to current and future needs. As a Council, we are taking a positive approach to rebalancing care home provision, taking a lead as a local authority to develop care homes that value older people and provide good quality support that would place the Council in a good position for the future. We need to continue to explore innovative models of care and what the population want and need. This includes nursing care which is a particular challenge and will require detailed consideration jointly with health, housing, and integration colleagues.

Following on from the successes of the Marleyfield House extension, and with funding investment from both the Council and the Welsh Government the development of the new Croes Atti care home is actively underway. The positive progress in respect of the construction is clearly visible on the site.

The new building will have a 56-bedroom capacity and will enable the relocation and expansion of the existing 31-bedroom Croes Atti care home, also in Flint. A total of 12 of the 56 beds will be available to the D2RA Service (Discharge to recover and assess), and integrated social care and health care services will be delivered at the new home by social services in partnership with Betsi Cadwaladr University Health Board (BCUHB) teams.

The aimed completion date for the build is 29th May 2025.

This report is the starting point for discussion on how we continue to respond to the challenges and increasing demands of the sector.

RECOMMENDATIONS

1	That Members consider actions needed to mitigate the predicted shortfall in Flintshire.
2	That Members consider ways to influence the independent market to meet the growing demand, whilst taking into account the proposals within the Welsh Government's Rebalancing Care Agenda.
3	That Members recognise the progress made on the development of Tŷ Croes Atti.

REPORT DETAILS

1.00	Explaining Residential Care Sector Review 2024 – 2034 and Tŷ Croes Atti Progress Report
1.01	Flintshire has a growing population of people with complex needs and dementia and the pressure of demand on services and supply will continue as the population increase is not expected to level out until 2040.

	<p>A whole systems approach is needed if we are to manage demand and meet our statutory duties and this is reflected in the range of innovative projects and investment in services seen by Flintshire over the last few years. This ranges from developing effective carer support, domiciliary care including extra care developments, intermediate care including effective home and hospital interfaces and appropriate discharges from hospital and finally innovative care home models.</p> <p>Flintshire continually strive to improve and develop services to meet demand and changing challenges as is evidenced by a number of investments and developments locally including the Microcare project, Unpaid Carers Services, strengthening home care (domiciliary care) services, development of intermediate care models, the discharge to recover and assess (D2RA) model at Marleyfield House, and finally the investment in Tŷ Croes Atti to name a few.</p>
1.02	<p>EXPLAINING THE REVIEW</p> <p>In 2016 a report was produced to examine the changes that were facing the residential care sector, locally and nationally, by the year 2020.</p> <p>In December 2023 we updated this report, taking into account the changes since 2016, and using updated population projections and dementia prevalence statistics to forecast the likely situation for Flintshire by 2034.</p> <p>A copy of the Residential Care Review 2024-2034 is available in appendix 5.01.</p> <p>Residential Care in this context refers to all four categories of care - a service that provides residence alongside the specialist care that is needed to support an individual. The introduction of the Regulation and Inspection of Social Care (Wales) Act 2016 has meant the type of services provided by Care Homes can be more varied and fluid, which allows placements to change category dependant on demand and ability of the service to meet the needs of the individual. For the purposes of market analysis and reporting, the information in this report has been split into the four traditional categories of care, residential care, EMI residential care, general nursing care, and EMI nursing care. This change can allow for some innovation and creative care models to be developed.</p>
1.03	<p><u>Variations in market provision since 2016 review</u></p> <p>Capacity in Flintshire since 2016 has been affected in a number of areas.</p> <ul style="list-style-type: none"> • Three general nursing homes closed between 2019 and 2023, which has reduced available placements by 140 (107 general nursing placements and 33 residential placements). • A further home closed but reopened the following year, further evidencing the instability of the market. • Two independent homes have changed categories entirely, reducing general nursing care by 43 placements and EMI residential by 16 placements, but increasing general residential placements by 53.

- General residential and EMI residential provisions have increased with the opening and reopening of two independent residential homes, and the expansion of Marleyfield House in-house residential home.

Three independent homes have changed to providing both general residential and EMI residential, resulting in 65 placements which now have dual capacity.

1.04 **Projections for Flintshire from 2024 to 2034**

Using Welsh Government population projections, the figures below are the predicted increases for Flintshire by 2034:

- 18.11% (6,248) increase in the number of people aged 65 and over.
- 37.86% (3,405) increase in the number of people aged 80 and over.
- 33.71% (860) increase in the number of people aged 65 and over with dementia.

The projected increase in the number of older people with dementia in Wales by 2040 is 70%, with costs across the sectors predicted to increase on average by 157%.

The majority of the cost of dementia care in Wales lies with Social Care, which is predicted to see an increase of 176% to £2.1 billion.

1.05 **Capacity in Flintshire – comparison between 2015 and 2023**

2015

Total 26 homes
 3 x Local Authority owned offering in-house provision
 23 x Independently owned homes
 Total 822 placements

Flintshire have 127 less Nursing placements in 2023 compared to 2015, and despite the increase of in-house provision, the overall capacity across the county has decreased by 86 placements.

2023

Total 25 homes
 3 x Local Authority owned offering in-house provision
 22 x Independently owned homes
 Total 736 placements

Flintshire commissioned 38% of placements in independently owned homes in the county and funded 116 placements in other counties (as at 1st October 2023).

Total capacity	
2015	822
2023	736
Decrease	-86

Reduction in placements split by category

	Residential Care	Residential EMI	Nursing Care	Nursing EMI
Increase / Decrease	+55	-20	-127	+6

1.06 Demand Forecast for Flintshire by 2034

Using dementia prevalence rates and population estimates, we can calculate an at-risk population, the demographic most at risk of having significant health and social care needs and therefore will require residential based services. The increase in the at-risk population by 2034 is 35%.

Using this figure, we can predict demand for placements by 2034, and the results show there is predicted to be a shortfall of 389 placements.

Shortfall in placements	Residential Care	Residential EMI	Nursing General	Nursing EMI	Total
	149	130	50	60	389

This assumes that all Flintshire homes remain open with the same levels of capacity, and the placements Flintshire fund in other counties remain available.

Following on from the 2021 Census, the latest Welsh Government population projections are now due in summer 2025. These will be a complete rebasing of population statistics based on the Census results. Following the release of this data, more accurate predictions of future demand will be produced, and an updated report will be completed.

1.07 With a predicted shortfall of this number of placements, it is evident further action is needed for Flintshire to be able to meet the increasing demand and support its aging population, and consideration needs to be given in relation to how we might meet the predicted shortfall in placements for Flintshire as a whole as well as the potential budget issues.

Potential considerations could include further investment into Flintshire's in-house care homes. By increasing Flintshire's in house care home capacity, we can work with the independent sector homes, and safeguard Flintshire from any future external factors outside of our control. For example, market instability or home closures.

As a Council, we are taking a positive approach to rebalancing care home provision, taking a lead as a local authority to develop care homes that value older people and provide good quality support that would place the Council in a good position for the future. We need to continue to explore innovative models of care and what the population want and need. This includes nursing care which is a particular challenge and will require detailed consideration jointly with health, housing, and integration colleagues.

	Tŷ Croes Atti Update
1.08	<p>The new residential home, Tŷ Croes Atti, is currently being built in Flint, close to the town centre on a brownfield site formerly used as a Community Hospital by the local NHS health board.</p> <p>Following the approval of plans prepared during the 'design phase', prestart activities to prepare the site commenced in December 2023. The construction works started by construction firm Wilmott Dixon in January 2024. Despite some adverse weather, the project is progressing well and on track for completion at the end of May 2025. This will be followed by a period of transition, whereby the residents of the existing Croes Atti home will move to Tŷ Croes Atti in accordance with an agreed mobilisation plan and their individual needs.</p> <p>A considerable amount of work has been undertaken both pre-construction and since, to prepare the foundations for the build. Also, in ensuring that the practicalities and legalities of the relevant utilities are in place. Most recently, the construction work has included the erection of the steel works and lift shafts. Local residents were informed beforehand and have openly communicated any concerns or issues to the construction company or may do so to the Council.</p> <p>Alongside ongoing compliance with a detailed programme of works, inspections and planning conditions, various working groups have been established. In collaboration with stakeholders, the groups are moving forward with decisions on the interior, equipment, service model, and plans for recruitment of staff, with overall oversight by the Project Board.</p> <p>Recruitment in the Care Sector is a challenge nationally. A recruitment plan is in place and the team recognises the need to be innovative and creative in driving this forward.</p> <p>The Council is working closely with BCUHB to verify the health care model to be in place for residents supported in the D2RA Service. The preferred model for this medical oversight is a GP supported model, which would meet the residents' needs whilst maintaining their independence towards a return home.</p> <p>Time has been taken to keep the current staff, as well as residents of the existing Croes Atti home and their families updated on the development. A successful engagement event took place at the existing home in April. The staff, residents and their families learnt of the progress thus far in the development. They were shown images via display boards, print outs of the interior design choices and the design model of the building (internal and external) on a big screen, and were given the opportunity to ask questions and share ideas throughout. A follow-up session is taking place in early September.</p> <p>Wider communication and raising awareness of the recruitment opportunities at Tŷ Croes Atti has taken place in a variety of ways. These include a Ministerial visit in January, as reported in the press. Flintshire adult social care team members held a stall at the Flint Pride event in June and will also be attending the Future Healthcare Heroes Event 2024 in</p>

	<p>October. A roof topping ceremony is taking place on site in September, along with more targeted recruitment work.</p> <p>This ongoing work is further supported by the positive social value element of the project, and it's benefits to the local community. Most recently, the construction company Wilmott Dixon welcomed two new employment opportunities for Flintshire residents and invested 148 hours to support school and college engagements, litter picking in Flint to mark World Environmental day, and a donation of items of food to Flintshire Foodbank.</p>
1.09	<p><u>Benefits of In-House Care Home Investment (NPV)</u></p> <p>By calculating the Net Present Value (NPV) of the Tŷ Croes Atti project, we can determine how profitable the investment will be over the next 20 years. The NPV has been calculated by taking into account money that will be spent on the build, ongoing operating costs, cost efficiencies on telecare and Social Workers' time by having residents in one location, savings that Discharge to Recover and Assess (D2RA) will contribute, but also health benefits and the increase in wellbeing of permanent and temporary residents.</p> <p>Over the next 20 years, Tŷ Croes Atti will provide £36 million in benefits to the area, and in addition to this Flintshire will own a capital asset worth £18 million.</p>
1.10	<p>Other Benefits of In-House Care Home Investment</p> <ul style="list-style-type: none"> • In-house care homes provide a sustainable approach to the availability of care beds in Flintshire. • In-house care provisions make the market more resilient in the case of independent sector closures. • Maintaining an in-house care provision creates a market stability and gives the authority the ability to meet its duty of care. • The control we have over the provision gives us greater flexibility to use beds to meet demands. • Increasing in-house provision will ensure we have well trained and qualified staff with expertise in supporting people with dementia. • Increasing in-house capacity in Flintshire could reduce the number of out of county placements and provide services closer to home for individuals. • Increasing provision would help mitigate the predicted shortfall in placements and support local demand. • Provide an increase in Social Value. • There is a high level of confidence in our in-house care provision from individuals who use our services, families and the regulator. • The provision of in-house care is very popular with waiting lists at all three in-house care homes. • Currently our homes have achieved Gold or Silver Progress for Provider Awards.

1.11	<p><u>Benefits of Discharge to Recover and Assess (D2RA) programme being built as part of in-house care home development.</u></p> <p>The purpose-built Cyflawni unit was developed specifically as part of the expansion of Marleyfield House Care Home, to support independence and reablement and implementation of D2RA. The unit was developed with support from the Welsh Government's Regional Integration Fund Capital Programme. in addition to capital allocation from the Council.</p> <p>The benefits of the D2RA unit include:</p> <ul style="list-style-type: none"> • More cost effective than an alternative stay within an acute or community hospital setting, • Partnership working and pooled budgets. • Centralisation of people with high level of needs being managed in a community setting. • Reduction in the number of care home beds in independent homes being used on a short-term basis. <p>Examples of positive outcomes of D2RA can be found in appendix 5.02 and 5.03.</p> <p>The Tŷ Croes Atti development will also provide capacity to support more integrated service models, including D2RA and Step Up/Step Down, based on a home first approach.</p>
1.12	<p><u>National, Regional and County Level Strategies</u></p> <p>Investing and developing Flintshire's in house provisions, in partnership with BCUHB, would also align to national, regional, and county level strategies, programmes and plans such as.</p> <ul style="list-style-type: none"> • The local Flintshire County Council 'Council Plan' wellbeing objectives to support people in need to live as well as they can and to provide additional placements for step down care within in-house provision. • The commitment of the Regional Partnership Board (RPB) in North Wales, to drive health and social care integration and to facilitate the strategic partnership arrangements between Betsi Cadwaladr University Health Board and the local authorities. Specifically supporting the 'A Healthier Wales' 10-year plan. • The regional North Wales Population Needs Assessment refreshed in 2022 which identified an increasing older population, and a correlation to higher needs for care and support with the activities of daily life. The assessment proposed to fill gaps in support for older people, providing more support for people leaving hospital with care at home or closer to home. • Support the Home First principles and Discharge to Recover and Assess (D2RA) pathway model. This model of care provides funding and support for people to leave hospital, when safe and appropriate to do so, to continue their care and allow for a longer-term needs

	<p>assessment outside of hospital environment. This process will also ensure that people do not have to make decisions about long term residential or nursing care whilst they are in crisis.</p> <ul style="list-style-type: none"> • The national Programme for Government commitments of developing 50 integrated health and social care hubs and to support rebalancing the residential care market. • The objectives and principles of the Social Services and Wellbeing (Wales) Act 2014 (SSWBA). • The sustainable development principles set out in the Well-being of Future Generations (Wales) Act 2015. • The introduction of the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA) placing more stringent regulations regarding the quality of residential care accommodation. • The Welsh Government '<i>Town Centre First</i>' approach which aims to breathe new life into town centres. This means locating services and buildings in town centres wherever possible to prioritise the health and vibrancy of town centres.
1.13	<p><u>Welsh Government's Rebalancing Care Agenda Proposals</u></p> <p>The Welsh Government White Paper in 2021 defined 'rebalancing' broadly as a set of descriptions of the change they want to see:</p> <ul style="list-style-type: none"> • Away from complexity, towards simplification. • Away from price, towards quality and social value. • Away from reactive commissioning, towards managing the market. • Away from task-based practice, towards an outcome-based practice. • Away from an organisational focus, towards more effective partnership. <p>To co-produce better outcomes with people.</p> <p>From the case for change, three critical areas emerge where Welsh Government believe focused action is needed to deliver system-wide improvement to secure the vision for social care. These areas are:</p> <ul style="list-style-type: none"> • Refocusing the Fundamentals of the care market – away from price-orientation market structure and towards a value measure based upon service quality and overall cost. • Reorientation of commissioning practices – away from task management and towards managing the market and focusing on outcomes, and social based commissioning. Establishing a common framework to enable a greater degree of joint commissioning; progressing towards a diverse provider based and rebalancing the market by supporting alternative models of care; and encouraging small providers to work together.

	<ul style="list-style-type: none"> • Evolution of integrating mechanisms – simplifying joint planning and delivery by reducing barriers. Strengthening the current design of Regional Partnership Board functions to enable them to better facilitate integrated working. <p>The rebalancing care and support programme falls within three main areas:</p> <ul style="list-style-type: none"> • The creation of a National Framework for commissioned care and support which commissioners would be bound by at local, regional and national level. This framework will set standards for commissioning practice, reduce complexity and rebalance commissioning to focus on quality and outcomes. • The creation of a National Office for Care and Support which will oversee the implementation of the National Framework. • Strengthening the Regional Partnership Board arrangements so joint working delivers for local populations; supporting stronger partnership working and integration of services and better prepare a path for future development of these key partnerships in future. <p>Going forward, these proposals may affect the independent market, and should be taken into account when considering ways to meet growing demand.</p>
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2.00	RESOURCE IMPLICATIONS
2.01	Resource implications for the wider review report have not been worked through at this stage, as it will depend on which actions are taken to mitigate the shortfall of placements in Flintshire. The need to understand the financial implications of options is critical in mapping out the impacts on the councils future financial resources.
2.02	Resource implications for Tŷ Croes Atti were detailed in the Cabinet report for approval in September 2023.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	Impact assessment and risk management for the wider review report have not been worked through at this stage, as it will depend on which actions are taken to mitigate the shortfall of placements in Flintshire.
3.02	There is a risk if no action is taken, as this will result in Flintshire being unable to meet the increasing demand and support its aging population.
3.03	The Tŷ Croes Atti home and the operational model within will have a positive impact on residents and the wider community. There will also be a positive impact on acute hospital settings which will be able to discharge individuals who no longer require acute clinical input but would benefit from a period of assessment and rehabilitation in an environment that will

	<p>actively support these aims. A risk assessment has been prepared and is continually being reviewed as the project progresses. The areas presently identified as high risk include:</p> <ul style="list-style-type: none"> • recruitment of additional staff; • delay in agreeing a medical oversight model impacting on CIW registration and thus not being permitted to open the 12 beds to the D2RA service; and • delay in completing the legal work impacting the programme of works including electricity to the site and project costs.
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4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	The wider review report has been considered and will be presented at Social and Health Overview and Scrutiny Committee and Cabinet.
4.02	Tŷ Croes Atti – Range of consultations throughout the design and development phase including those required for planning approval. Events held with wider Flint community and with residents, their family and workforce have also been carried out.

5.00	APPENDICES
5.01	Residential Care Sector Review 2024-2034
5.02	D2RA Case Study 1
5.03	D2RA Case Study 2
5.04	Tŷ Croes Atti design image and progress photos

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.02	Cabinet approval for Ty Croes Atti – 5 th September 2023

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Dawn Holt, Commissioning Manager Telephone: 01352 702128 E-mail: dawn.holt@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	<p>D2RA Discharge to Recover and Assess - D2RA supports patients on discharge from hospital to receive intensive therapy led support to allow them to maximize their independence before returning home.</p> <p>Housing with Care Fund (HCF) - Capital funding available to provide housing and accommodation for people with care and support needs.</p> <p>IRCF - Health and Social Care Integration and Rebalancing Capital Fund - The Health and Social Care Integration and Rebalancing Capital Fund (IRCF) is a new programme set up to directly support the Programme for Government (PfG) commitments of developing 50 integrated health and social care hubs and to support rebalancing the residential care market.</p>



FLINTSHIRE'S RESIDENTIAL CARE SECTOR REVIEW 2024-2034

Contemporary and Projected Challenges, and Options Going Forward



*Preliminary Report – Pending Welsh Government projection updates
due summer 2025*

June 2024



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Summary

The purpose of this report is to review and update the residential care review completed in 2016, and to examine the changes the residential care sector, locally and nationally, is projected to experience by the year 2034. It will assess the current state of Flintshire's market as well as predict the likely situation in 2034 and offer recommendations to manage and mitigate the forecasted risks.

Following on from the 2021 Census, the latest Welsh Government population projections are due **in summer 2025**. These will be a complete rebasing of population statistics based on the Census results. Following the release of this data, more accurate predictions of future demand will be produced, and an updated report will be completed.

Updates since last review

Home Closures

There have been three general nursing home closures between 2019 and 2023, which has reduced available placements by 140 (107 general nursing placements and 33 residential placements). Another home closed but reopened the following year, further evidencing the instability of the market.

- Coed Duon, Holywell, closed in 2019 reducing capacity by a total of 34 beds (23 nursing and 11 residential)
- The Cottage, Mold, closed in 2022 reducing capacity by a total of 52 beds (42 nursing and 10 residential)
- Morfa Newydd, Greenfield, closed in 2023 reducing capacity by a total of 54 beds (42 nursing and 12 residential)
- Allerton Lodge, Holywell, closed in 2017 but reopened in 2018, which led to a reduction of 19 residential placements during the period of closure.

Capital Builds and New Services

There has been an overall increase in general residential and EMI residential provision since 2019 due to the following developments.

- Re-opening of Aston Hall Residential Home in 2018 which has provided an additional 29 residential placements.
- Opening of the Oaks Care Home in 2020 which has provided an additional 25 EMI residential placements.
- Expansion of Marleyfield House in 2021 (in-house care home) which has increased the number of placements available to 64, including 16 short-term discharge to recover and assess placements.



- Ty Treffynnon was opened in 2020 at the site of Coed Duon as step down facility to support during the COVID pandemic. This has since been closed.

Variations in Market Provisions

Rhiwlas Care Home has changed from providing both general nursing and general residential care, to solely providing general residential care. This has resulted in Flintshire’s overall capacity receiving a further decrease of 43 general nursing placements, but an increase of 37 general residential placements.

Sycamore Lodge Residential Home has changed from solely providing EMI residential to solely providing general residential, simultaneously reducing EMI residential and increasing general residential by 16 placements.

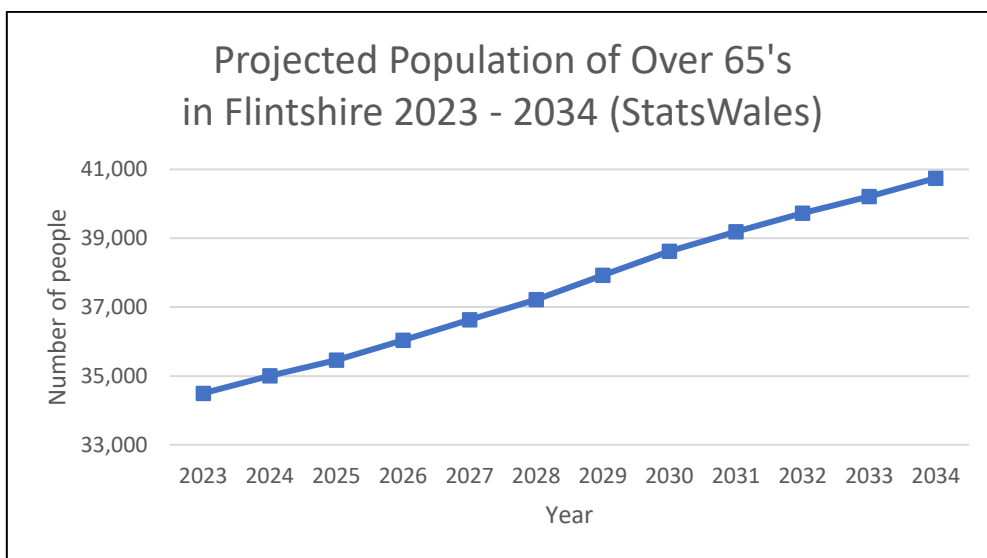
Ty Cerrig, The Glynne and Haulfyn have also changed from solely providing EMI residential care to providing both general residential and EMI residential, resulting in 65 placements now have dual capacity.

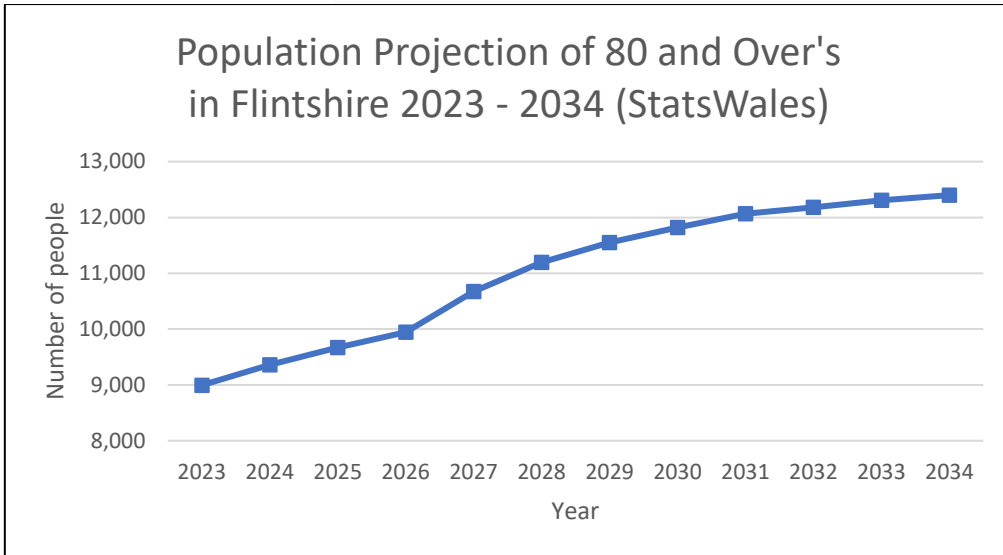
Population Projections

Population Projections in Flintshire

According to the 2021 Census, as of 21 March 2021 the total population in Flintshire aged 65 and over was 33,229 and total population aged 80 and over was 8,309.

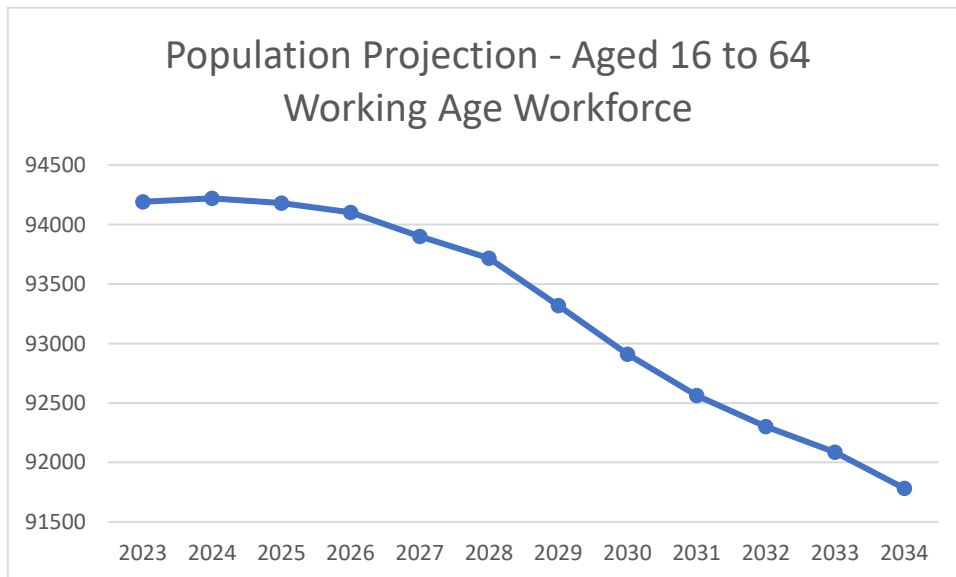
Using Welsh Government population projections, we can report the number of people aged 65 and over in Flintshire is expected to increase by 18.11% (6,248) between 2023 and 2034, whilst the number of people aged 80 and over is expected to increase by 37.86% (3,405).





The proportion of older people in the population is projected to continue to increase until 2040. The changes are then predicted to begin levelling off as can be seen in [Appendix A](#).

In contrast, during the same period, the working age population is due to decrease by 2,407, which is another factor to be taken into consideration.



Source StatsWales, 2023, 2018-based local authority population projections for Wales, 2018 to 2043. Welsh Government: Cardiff.

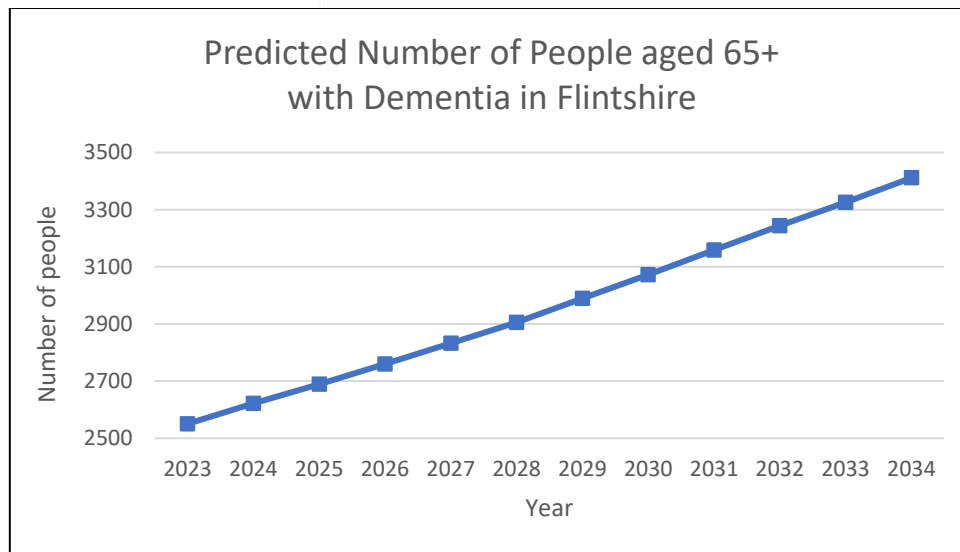
Dementia Projections

Projected increase in the number of people living with dementia in Flintshire

As people live longer, it is estimated that the number of cases of dementia will increase, as age is the biggest known risk factor.



The chart below shows the projected increase in the number of older people with dementia in Flintshire between 2023 and 2034. There is predicted to be a 33.71% increase by 2034 (860 people).



Projected number of people aged 65+ years in Flintshire, 2023 to 2034
Source: Social Care Data Wales.

The Regional Partnership Board have advised the Welsh Government's new sub-national projections are due in summer 2024 and the RPB will be able to provide an update on projections of dementia following the publication of this data. However, we do know that as the number of people in the older age groups is likely to continue to increase, then the number of people with dementia within the population is also likely to increase.

Cost Projections for Wales

The projected increase in the number of older people with dementia in Wales by 2040 is 70% ([Appendix B](#)), with costs across the sectors predicted to increase on average by 157%. ([Appendix C](#)).

The majority of the cost of dementia care in Wales lies with Social Care, which is predicted to see an increase of 176% to £2.1 billion ([Appendix C](#))

Current Capacity in Flintshire

Historically there has been a shortage of placements in Flintshire which has led to placements out of county.

There has been an overall increase in residential provision since the last report, however Flintshire continues to have a shortage of Nursing and Nursing EMI placements for Older People.



The introduction of the Regulation and Inspection of Social Care (Wales) Act 2016 has meant the type of services provided by Care Homes can be more varied and fluid, which allows placements to change category dependant on demand.

For the purposes of market analysis and reporting, the information in this report has been split into the four traditional categories of care.

Capacity in Flintshire to support older people (65+) in long term care (2023)

Total 25 homes
 3 Local Authority owned offering in-house provision
 22 Independently owned homes
 Total 736 placements

The table below illustrates an estimate of the market, dual category beds have been split evenly for the purpose of reporting.

Flintshire Placements	Residential Care	Residential EMI	Nursing Care	Nursing EMI
	371	218	103	44

Flintshire currently commission 38% of placements in independently owned homes in the county and fund 116 placements in other counties (as at 01 October 2023).

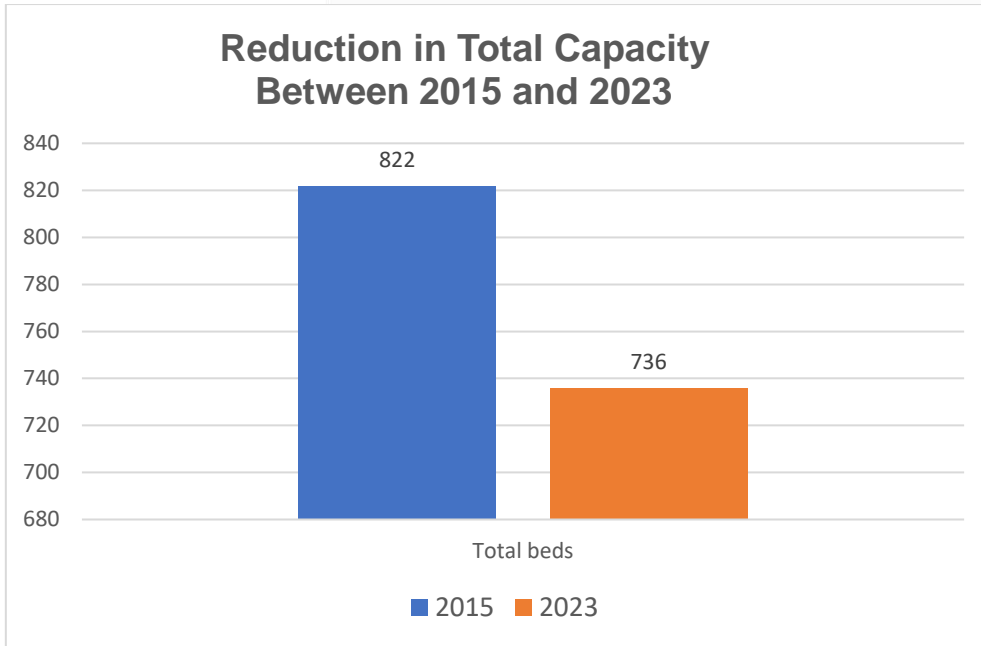
Out of County Placements	Residential Care	Residential EMI	Nursing Care	Nursing EMI
	29	43	11	33

Comparison with 2015

Capacity in Flintshire to support older people (65+) in long term care (2015)

Total 26 homes
 3 Local Authority owned offering in-house provision
 23 Independently owned homes
 Total 822 placements

Comparison	Total Capacity
2015	822
2023	736
Decrease	-86



Split by Category	Residential Care	Residential EMI	Nursing Care	Nursing EMI
2015	316	238	230	38
2023	371	218	103	44
Increase / Decrease	+55	-20	-127	+6

The figures above show a reduction in EMI residential placements in 2023, however 65 placements are dual category and can provide both residential or EMI residential care, based on demand. The 65 placements have been split evenly for the purpose of reporting.

As you can see, Flintshire have 127 less Nursing placements in 2023 compared to 2015, and despite the increase of in-house provision, the overall capacity across the county has decreased by 86 placements.

Demand

With population forecasts predicting Flintshire’s older population will continue to increase over the next 10+ years, together with the increasing number of people with dementia, it is safe to assume the number of people with significant health and social care needs will increase.

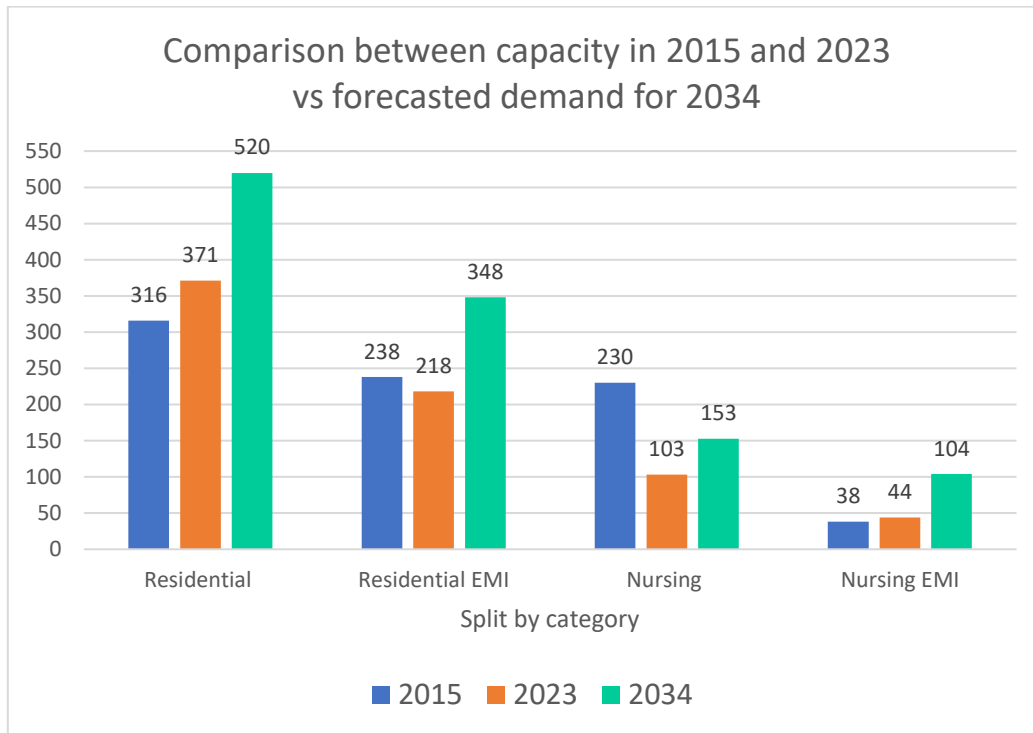
Forecast for Flintshire

By using the population projections for Flintshire and dementia prevalence figures from Dementia UK update 2014, Alzheimer’s Society, we can calculate an at-risk population, the demographic most at risk of having significant health and social care needs and therefore will require residential based services.



The estimated increase in the at-risk population between 2023 and 2024 is 35%. ([Appendix D](#)). Therefore, the estimated increase in demand for residential based placements for the same period is 35%.

The graph below shows a comparison of capacity in Flintshire between 2015 and 2023, compared to the forecasted demand for care in 2034.



Based on the increase in forecasted demand, it is predicted Flintshire will have a shortfall of 389 placements by 2034 ([Appendix E](#)).

Shortfall in placements	Residential Care	Residential EMI	Nursing - General	Nursing EMI	Total
	149	130	50	60	389

This is based on the assumption that all Flintshire homes remain open with the same levels of capacity, and the placements Flintshire fund in other counties remain available.

Future Proposals

Plans in Progress

- Plans are currently in place for an additional 25 residential placements in the proposed Croes Atti Newydd development in Flint (in-house care home). This will be an increase of 13 long term residential/EMI residential placements, as



12 placements are due to be designated to support the discharge to assess and recover programme developed with the Health Board.

- An additional 47 placements (27 nursing and 20 EMI nursing) will be made available when The Cottage in Mold reopens (independent care home). This is anticipated July 2024 subject to completion of building works and CIW registration.

Potential Options Under Consideration

- Expansion of the in-house care home Llys Gwenffrwd in Holywell.
- Development of a fourth in-house care home within Flintshire.

Additional information

Extra Care Schemes

To date, Flintshire County Council have developed 4 Extra Care Schemes offering enhanced housing and support services, to enable individuals to remain in the community for longer.

The current provisions are 239 apartments, including 30 specially adapted for people living with dementia (the actual number of people supported in extra care will be greater than this as some apartments are 2 bedroom).

- Llys Eleanor (Shotton) – 50 apartments for individuals aged 60 years and over with an assessed support need.
- Llys Jasmine (Mold) – 61 apartments for individuals aged 65 years and over with an assessed support need, including 15 specially adapted for people living with dementia.
- Llys Raddington (Flint) – 73 apartments for individuals aged 60 years and over with an assessed support need, including 15 specially adapted for people living with dementia.
- Plas Yr Ywen (Holywell) – 55 apartments for individuals aged 50 years and over with an assessed support need.

Extra Care Schemes	July 2015	August 2023	Total increase
Number of apartments	111	239	128

Although these are not care home placements, the additional support Extra Care can provide individuals in the community may delay the need for residential based services, which will influence Flintshire’s capacity.



At the point where residential based services may be required, the length of time a placement is needed is likely to be shortened, however, the needs of the individual are likely to be higher and require more specialist support.

Residential and Nursing Fee Rates / Increases

Over recent years Flintshire County Council have worked closely with providers and have applied significant increases to their fee rates to help the market become more sustainable and with the intention to reduce further home closures. The fee increases take into consideration the Welsh Government’s policy around real living wage, the cost of care, and the standard inflationary increases all businesses face.

Category	2015/16 rate	2023/24 rate	% increase
Residential Care	£ 465.90	£ 727.55	56.16 %
Residential EMI	£ 509.72	£ 821.58	61.18 %
Nursing	£ 523.83	£ 852.94	62.83 %
Nursing EMI	£ 549.00	£ 915.61	66.78 %

Conclusion

Flintshire’s older population continues to rise significantly, and it is reasonable to assume the number of people with significant health and social care needs will also increase. The projections identified in this report support the need for Flintshire’s current plans for future developments, and the potential options under consideration.

However, with a predicted shortfall of 389 placements by 2034, it is evident further action is needed for Flintshire to be able to meet the increasing demand and support its aging population, and considerations need to be taken into how we might meet the predicted shortfall in placements for Flintshire as a whole.

We need to consider what services we can develop to enable people to remain in the community as long as possible, whilst considering ways to influence the independent market to meet the growing demand and finding ways to address the predicted shortfall.

We also need to be conscious of the stability of the market, as the predicted shortfall is based on the current capacity continuing to be available with no further home closures.

Potential considerations could include.

- In addition to the Croes Atti Newydd development, expansion of the third in-house care home in Holywell, to support Flintshire in meeting the shortfall in residential and residential EMI placements.
- Development of a fourth in-house care home within Flintshire, to support in meeting the predicted shortfall in residential based placements.
- Encouraging market development in the sector for the areas we have a shortfall, for example considering changes in category of care to meet demand.



- Partnership working and cross sector collaboration with the Local Health Board for the delivery of additional nursing placements.
- Additional Extra Care facilities to assist in supporting people to live longer in the community.
- Other community based social enterprises and/or in house developments to delay the need for residential based services.

There has been a particular reduction in nursing placements since 2015 and Flintshire cannot afford for this pattern to continue. Gwynedd Council are in a similar position to Flintshire as there is also an under-provision of nursing home placements in the county. Gwynedd Council are proposing to develop an in-house nursing home, in partnership with Betsi Cadwalader University Health Board, and this is potentially an option Flintshire could also consider.

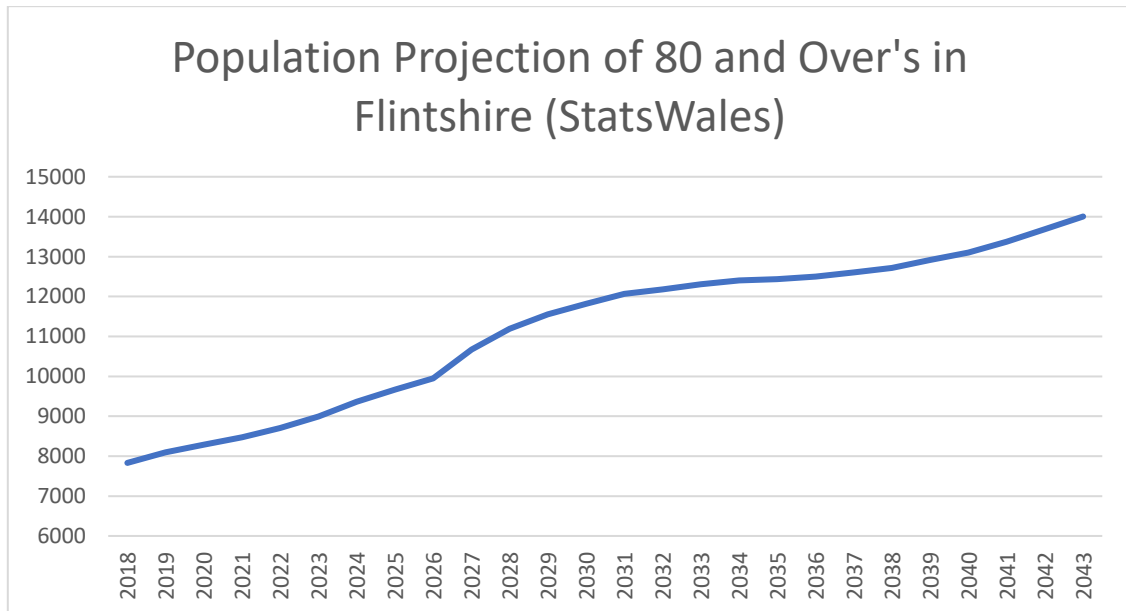
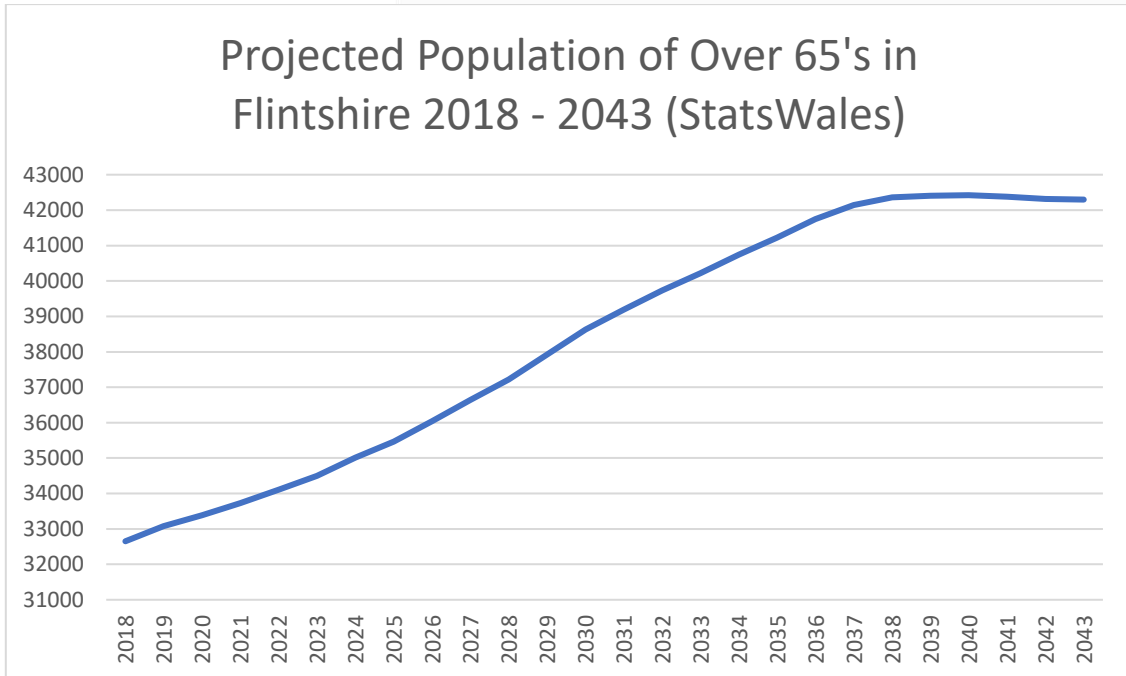
Welsh Government are in the process of consulting on the legislative changes being proposed by the Rebalancing Care and Support Programme. Once agreed, Flintshire will need to work with any changes the legislation introduces.



Appendices

Appendix A

Population Projections in Flintshire



Source StatsWales, 2023, 2018-based local authority population projections for Wales, 2018 to 2043. Welsh Government: Cardiff.



Appendix B

Projected number of older people in Wales with dementia 2019–2040

2019	2020	2025	2030	2040	% Change
46,800	48,100	55,700	64,200	79,700	70%

Source: CARE POLICY AND EVALUATION CENTRE CPEC. Research at LSE, 2019, Projections of older people with dementia and costs of dementia care in the United Kingdom, 2019–2040.

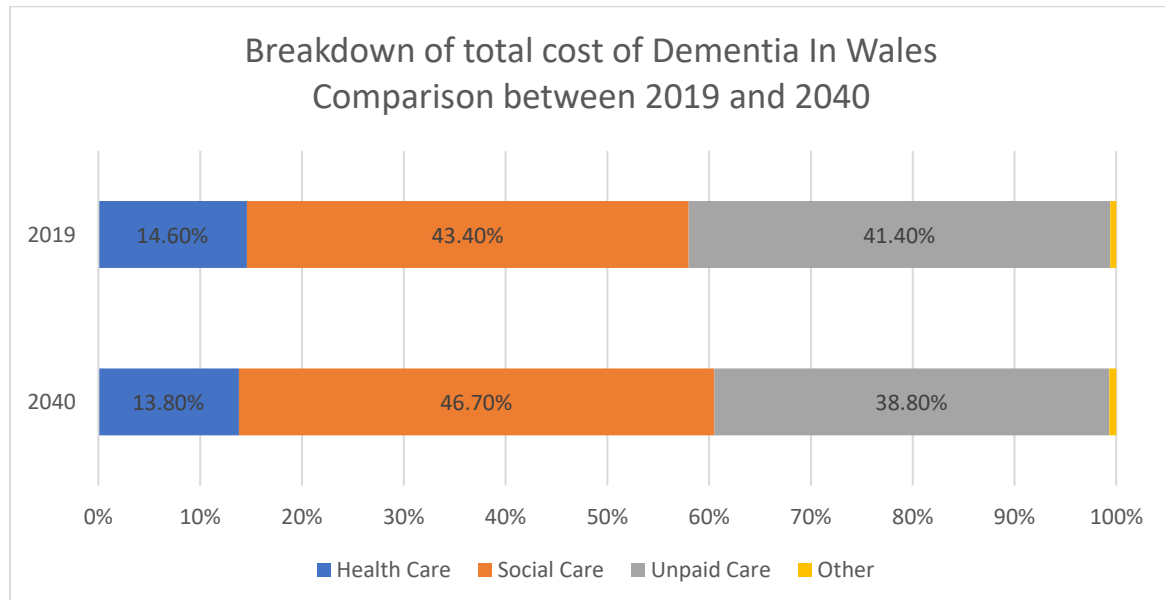
Appendix C

Cost Projections for Wales

	2019 £million	2020 £million	2025 £million	2030 £million	2040 £million	% Change
Healthcare	260	270	330	410	630	143%
Social Care	770	830	1060	1350	2130	176%
Unpaid Care	740	770	950	1190	1770	141%
Other	9	12	16	20	30	221%
Total	1780	1880	2350	2980	4560	157%

Source: CARE POLICY AND EVALUATION CENTRE CPEC. Research at LSE, 2019, Projections of older people with dementia and costs of dementia care in the United Kingdom, 2019–2040.

Cost comparison between 2019 and 2040



Source: CARE POLICY AND EVALUATION CENTRE CPEC. Research at LSE, 2019, Projections of older people with dementia and costs of dementia care in the United Kingdom, 2019–2040.



Appendix D

Demand forecasts for Flintshire (Calculations)

Dementia Prevalence rates - consensus estimates of prevalence of dementia (Prince, 2014), (Alzheimer's Society, Dementia UK Update 2014).

Age Group	Prevalence Rates
65-69	1.7%
70-74	3.0%
75-79	6.0%
80-84	11.1%
85-89	18.3%
90-94	29.9%
95+	41.1%

Age Group	2023 Population Estimates	Number of people with Dementia	2034 Population Estimates	Number of people with Dementia
65-69	8,859	151	11,059	188
70-74	8,676	260	9,841	295
75-79	7,967	478	7,445	447
Total		889		930

Calculation of at-risk population

Number of people with of dementia aged 65-79 (population estimates x prevalence rates) + population aged 80 and over

	Numbers of people	2023	2034	Change number	% increase of at risk population
Aged 65-79 with Dementia		889	930	41	
Aged 80+		8,995	12,400	3,405	
Total		9,884	13,330	3,446	35%

Therefore the increase in the at risk population by 2034 is 35%

*Numbers rounded to the nearest whole number



Appendix E

Forecast of demand for placements by 2034

	Total Res	Total Res EMI	Total Nurs	Total Nurs EMI	Totals
Flintshire Capacity 2023	371	218	103	44	736
Less Vacancies	-15	-3	-1	0	-19
Plus FCC Funded Placements Out of County	29	43	11	33	116
Demand in 2023	385	258	113	77	833
x 35% increase in at risk population	135	90	40	27	292
Forecasted Demand for 2034	520	348	153	104	1125
Less Flintshire Capacity at in 2023	371	218	103	44	736
Shortfall in placements by 2034	149	130	50	60	389

In order to accurately reflect the current market provisions, we have calculated the average number of vacancies for a 5 week period from 30 August 2023 to 02 October 2023, rounded to the nearest whole number, and used these figures in our calculations.

Case Study – Resident Supported in the D2RA Cyflawni Service at Marleyfield House, Buckley. Summer 2023.

Mrs X was admitted into an acute hospital setting due to her experiencing severe weakness in her legs affecting her mobility and causing a high risk of falls. She was unable to safely remain at home in the care of her husband who is her main carer. Once in hospital, Mrs X was diagnosed with an exacerbation of her MS condition, and assessed by the medical and therapy team to confirm her treatment needs and ongoing rehabilitation/reablement plan.

As a result of her needing further reablement, a ‘what matters’ conversation and referral to Social Services was made by the ward which identified that her main expressed outcome was to return home with care and support and the care of her husband, and to regain her independence.

The hospital recommendation was that Mrs X would need four double handled care calls (Pathway 1) but preferably a consideration for further reablement within Cyflawni at Marleyfield House¹, under Pathway 2 of Discharge to Recover then Assess (D2RA) process, with the objective of increasing her level of functional and emotional independence to the reduce the level of support she would need in the community.

To promote Mrs X’ voice and control to ensure her needs and perspective were actively listened to, the Cyflawni D2RA SW/ Admissions Co-ordinator contacted her to inform her of the reablement ethos within the unit and services provided within it, to enable her to make an informed choice. At this point she declined the placement offer but did explain that she wanted to reflect and speak with her husband and daughter for their advice.

Following Mrs X’s discussions with her family, she agreed for them to visit Cyflawni to provide her with further information and gain their advice and support in making a final decision. As a result of this she then accepted the placement and her transfer from hospital was carried out. The approach taken enabled her discharge planning to be timely and her assessment to commence in a more appropriate setting to enable her ongoing rehabilitation to be carried out, and outcomes to be achieved. This also promoted prevention and early intervention reducing the risk of an extended hospital stay and further hospital institutionalisation, deconditioning and other harms associated with a prolonged hospital stay.

During Mrs X’s stay in Cyflawni for a period of just under 6 weeks, she was supported by the multidisciplinary team, (SW, Occupational Therapist, Physiotherapist, Technical Instructor, Care of the Elderly Consultant, Advanced Nurse Practitioner and the Reablement trained care and support team). During that period, her needs, feelings and outcomes were discussed frequently by the Social Worker, to ensure her wellbeing needs were being met, and that there was effective co production with her and her family to ensure that they were involved in ongoing care planning design. Under the Social Services and Wellbeing Act 2014’, a Carers Assessment was offered to her family, but was

¹ The purpose-built Cyflawni unit was developed specifically as part of the expansion of Marleyfield House Care Home to support independence and reablement and implementation of D2RA with the support of the Welsh Governments Regional Integration Fund Capital Programme in addition to a significant capital allocation from the council.

declined. Advice and support was provided throughout Mrs X's stay to both her and her family to ensure an holistic assessment of needs and outcomes were identified.

During her stay, Mrs W also benefitted from 12 inputs from the Occupational Therapist, including assessments, interventions and a Home Visit to support discharge planning and 16 Technical Instructor/Physiotherapist sessions.

The combination of environment, therapeutic input, culture of promoting independence and of course Mrs X's commitment to achieve what mattered most to her, meant that she was able to return home. From a physiotherapy perspective, Mrs W was back to baseline. Having optimised independence, an assessment of ongoing needed then identified that one morning, single handed call was needed.

A follow up visit was made to the home of Mrs W by the Admissions Coordinator around a month after discharge confirmed that Mrs W was doing very well and other than the scheduling of a routine review, that her case could be closed.

This case study is one which provides an example of how the Service is operated in line with legislation, guidance and good practice.

The voice of Mrs W had been clear throughout her journey from discharge planning from hospital, through the Service provision and in directing the outcomes to be achieved on discharge back home.

"I want to get home but I want to have some help for my husband as I do worry about him caring for me. I want to be as independent as possible."

The initial choice was not to be supported in the Service but to go home. The information provided during the initial discussion was informative and supportive but not directive or persuasive meaning that Mrs W and her family were empowered initially to decline but then also to reflect and change their mind.

During Service Provision, Mrs W was able to play a full and active role in setting goals and in line with her wishes, how her husband could be helped to support her was also an ongoing part of discussions and planning.

The words of Mrs W on leaving the Service provided sum up this case study better than anything we can describe.....

"It has been excellent here {Marleyfield House}. I can't fault it. It helped me tremendously."

Cyflawni Positive Cases Studies

- Mrs A came to the Cyflawni Unit following a fall resulting in reduced mobility and after spending a period in hospital agreed to be discharged to the unit with a view to take part in reablement and assessment. Mrs A has been able to return home after four weeks of reablement to regain her independence and skills and returned home with no care and support. Mrs A has been promoted to re learn skills such as self-medicating and stair and mobility practice to enable her to return home safely and thus not requiring the need for care and support.
- Mrs B came to the Cyflawni Unit following a fall at home, in hospital she had given up and not fully participating in reablement. Mrs B came to Cyflawni and the first week was difficult for her – not engaging, would not leave her bed, lacked self-confidence. We scheduled Mrs B an appointment with the hairdresser in the hope that this would give her a boost, it did, and she then progressed from using a sara steady and assistance of two to independently walking with a zimmer frame which took her package of care down from four calls a day with two carers to going home with reablement twice a day which ended within the week.
- Mr C came to the Cyflawni Unit again following a fall ended up in a fractured hip, he underwent surgery and ended up in ICU very poorly following his operation. Mr C spent some time in hospital participating in reablement and was engaging and eager to progress. Mr C agreed to come to Cyflawni for further reablement and assessment to determine his long term needs, goals, and outcomes. Mr C went from assistance of two and a sara steady to returning home with reablement four times a day and being able to step around transfer and mobilising short distances. Mr C was able to continue his reablement journey.

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SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday, 5 th September 2024
Report Subject	Annual Performance Report 2023/24 (combined with the Council Plan End of Year Performance Report 2023/4)
Cabinet Member	Deputy Leader and Cabinet Member for Social Services
Report Author	Chief Officer (Social Services)
Type of Report	Strategic

EXECUTIVE SUMMARY

The Annual Performance Report sets out an analysis and summary of how well the Council has performed against our Well-being Objectives, Priorities and Sub-priorities at the end of the financial year 2023/24 of our Council Plan (2023-28). The Annual Performance Report also provides a summary of performance regarding other key areas of focus within the Council, i.e., Partnership and Collaboration Activity, Strategic Equality Plan.

The Council Plan (2023-28) sets out our deliverable organisational priorities and outcomes to align with the Well-being of Future Generations (Wales) Act 2015, seven well-being goals and five ways of working to create a sustainable Wales.

Performance against the Council Plan (2023-28) Well-being Objectives and Priorities was positive overall for 2023/24 with 74% of the actions and 64% of the performance measures meeting or exceeding target for the year.

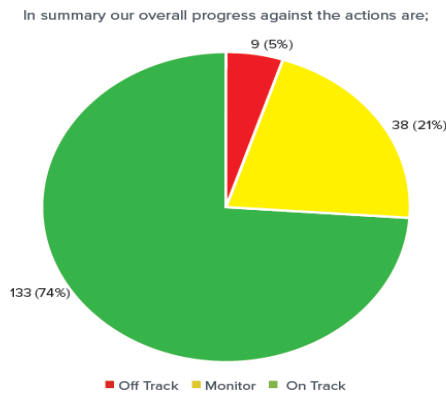
RECOMMENDATIONS

1	Committee to approve the 2023/24 Annual Performance Report, combined with the Council Plan End of Year 2023/24 Performance Report, noting the performance achieved.
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REPORT DETAILS

1.00	ANNUAL PERFORMANCE REPORT 2023/24
1.01	<p>The Annual Performance Report (the Report) is produced in accordance with two key legislations;</p> <p><u>Well-being of Future Generations (Wales) Act 2015</u></p> <p>The performance and governance provisions in the Act are framed within the context of the well-being duty in the Well-being of Future Generations (Wales) Act 2015 which sets out a legally binding common purpose for the public bodies subject to that Act to improve the social, economic, environmental, and cultural well-being of Wales. It sets out seven well-being goals which these public bodies must work towards and five ways of working to guide how public bodies should deliver.</p> <p><u>Local Government and Elections (Wales) Act 2021</u></p> <p>Councils are democratically accountable for the performance of their services, including their governance arrangements. They are supported through external audit, inspection and regulatory bodies who have a key role in assuring the quality of our public services in Wales</p>
1.02	<p>The Annual Performance Report must be approved by the full Council prior to publication.</p>
1.03	<p>Last year, feedback was received from Members and Chief Officers that the Annual Performance Report 2022/23 and the Council Plan 2022/23, End of Year Performance Report provided similar information and therefore, would it be possible to merge the two reports to reduce duplication and provide more consistency.</p> <p>The Annual Performance Report 2023/24 now provides a high level summary of the Council Plan (2023-28) end of year performance, with the full analysis available as an appendix on progress against our Well-being Objectives and Priorities (Appendix B).</p> <p>The Annual Performance 2023/24 also takes into consideration assessment of our performance regarding:</p> <ul style="list-style-type: none">• Regulatory, audit and inspection activity• Annual Governance Statement• Corporate Self-assessment• Welsh Language• Budget Monitoring• Risk Management• Climate Change
1.04	<u>Council Plan 2023/24 Performance</u>

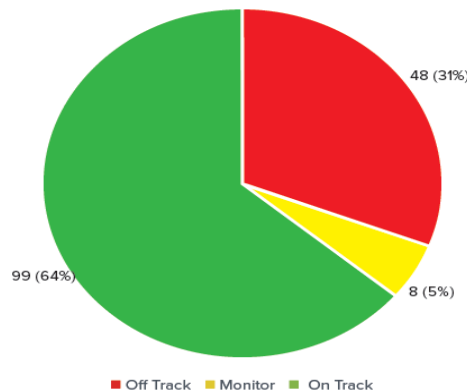
Performance for 2023/24 against our Council Plan Actions is summarised in the chart below.



In summary:

- 133 (74%) actions achieved the target (Green RAG Status - on track)
- 38 (21%) actions are being monitored (Amber RAG status - monitor)
- 9 (5%) actions missed target (Red RAG status - off track)

Performance for 2023/24 against our Council Plan Measures is summarised in the chart below.



In summary:

- 99 (64%) actions achieved the target (Green RAG Status - on track)
- 8 (5%) actions are being monitored (Amber RAG status - monitor)
- 48 (31%) actions missed target (Red RAG status - off track)

For detailed analysis regarding the:

- Priority – Personal Community and Well-being

of the Council Plan (2023-28) end of year performance report, please see Appendix B.

1.05 The Annual Performance Report 2023/24 will be made available via the Council’s website once published.

1.06 As part of performance monitoring both Cabinet and Corporate Resources Overview and Scrutiny Committee have considered performance areas which under-perform (downward trend and/or low quartile benchmark

	position) throughout 2023/24 (and will continue to do so in the next financial year) in regard to the Council Plan (2023-28) but also other key areas of performance i.e., Corporate Self-assessment.
--	---

2.00	RESOURCE IMPLICATIONS
2.01	There are no specific resource implications as part of this report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	<p>Ways of Working (Sustainable Development) Principles</p> <p>In regard to the impact on the Ways of Working (Sustainable Development) Principles, the Council Plan (2023-28) continues to be aligned to these Principles;</p> <ul style="list-style-type: none"> • Long-term • Prevention • Integration • Collaboration • Involvement <p>By completing a high-level IIA for the Council Plan (2023-28), it enabled the Council to have an overview of the various additional IIA's that will be carried out to support the Council Plan (2023-28) priorities.</p> <p>Well-being Goals Impact</p> <p>The Council Plan (2023-28) continues to provide evidence of alignment with the seven Well-being Goals (part of the Well-being of Future Generations (Wales) Act 2015 and Five Ways of Working (Sustainable Development Principle). To do this effectively the Council ensures that specific strategic and policy reports include impact and risk assessments and considers the Well-being Goals.</p> <p>The Well-being Goals are;</p> <ul style="list-style-type: none"> • Prosperous Wales • Resilient Wales • Healthier Wales • More Equal Wales • Cohesive Wales • Vibrant Wales • Globally Responsible Wales <p>Council's Well-being Objectives</p> <p>The information detailed within the Annual Performance Report 2023/24 and Council Plan End of Year Performance Report 2023/24 demonstrates the progress made against the Well-being Objectives.</p>

	Risks are identified as part of the annual review of the Council Plan and are detailed within Council Plan (Part 2 Document). In accordance with the Risk Management Framework, risks are reviewed monthly and reported upon.
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4.00	CONSULTATIONS REQUIRED/CARRIED OUT
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4.01	<p>Consultation with Senior Managers and Chief Officers was undertaken on setting the actions and measures to support performance for 2023/24 of the Council Plan (2023-28).</p> <p>Consultation is undertaken throughout the year by Cabinet and Overview and Scrutiny Committees to review the Council Plan (2023-28) performance reports.</p>
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5.00	APPENDICES
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5.01	<p>Appendix A - Draft Annual Performance Report 2023/24.</p> <p>Appendix B - Council Plan (2023-28) End of Year Performance Report for 2023/24.</p>
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6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
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6.01	<p>Previous Annual Performance Reports Annual Governance Statement 2023/24 Annual Audit Wales Summary 2023 Council Plan (2023-28) Corporate Self-assessment Climate Change information Public Services Board Risk Management Framework Strategic Equality Plan Statement of Accounts Welsh Language</p>
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7.00	CONTACT OFFICER DETAILS
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7.01	<p>Contact Officer: Emma Heath, Strategic Performance Advisor Telephone: 01352 702744 E-mail: emma.heath@flintshire.gov.uk</p>
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8.00	GLOSSARY OF TERMS
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8.01	<p>Council Plan (2023-28): the document which sets out the priorities for Flintshire County Council and the big things that the Council aims to achieve over the duration of the Plan.</p>
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Annual Performance Report 2023/24

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Welcome to Flintshire’s Annual Performance Report (APR). This document gives an overview of the performance of the Council during 2023/24 against the priorities set within our Council Plan (2023-28) and progress against our Well-being Objectives;

- Protecting people from poverty by supporting them to meet their basic needs
- Housing in Flintshire meeting the needs of our residents and supporting safer communities
- Limiting the impact of the Council’s services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint
- Enabling a sustainable economic recovery and growth
- Supporting people in need to live as well as they can
- Enabling and Supporting Learning Communities

The Annual Performance Report also provides an overview of performance of the Council in relation to other key areas, including climate change and monitoring budget.

Flintshire County Council continues to pride itself on being a Council which performs highly for its local communities and one which is guided and motivated by a set of strong social values.

The past year has been another challenging year for many, especially in light of the current economic situation and the continued cost of living pressures. However, as a Council we have continued to deliver good quality services; development of sustainable housing, supporting residents of Flintshire, delivering high quality education and learning opportunities, and a continued commitment to being a green Council.

Next year we will be mid-way through of five-year Council Plan and as a Council this provides us with the perfect opportunity to review progress achieved so far against our existing priorities and Well-being Objectives and also inform planning for the Council’s future direction to support with making a positive and lasting difference.



Neal Cockerton
Chief Executive



Ian Roberts
Leader of the Council

2

Priority Setting

The report has amended slightly from last year’s Annual Performance Report and now includes analysis of our end of year performance in relation to the Council Plan (2023-28), whereas previously this report used to focus on performance within each Portfolio.

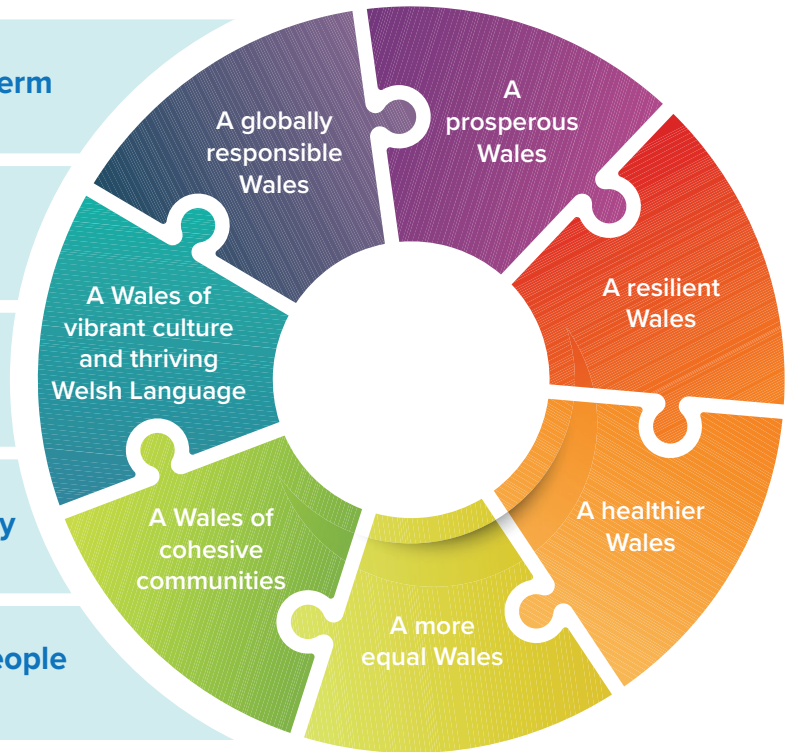
The Council Plan (2023-28) sets out the Council’s seven priorities and Well-being Objectives and what we aim to achieve. These priorities and Well-being Objectives have been chosen as the areas where the Council can add the most value and also help us to identify how we are working towards the [Well-being of Future Generations \(Wales\) Act 2015](#).

Designated public bodies are required to work individually and collectively to improve well-being in Wales. The seven well-being goals and the five ways of working (Sustainable Development Principle) set a general purpose for public bodies.

Sustainable Development (Five Ways of Working)



Seven Well-being Goals





Section 5 of the report will provide a high level overview of our performance against the Council Plan (2023-28) under the following headings.

- Priority
- Key Achievements and More
- What We Said We Will Do
- Future Improvements

Full details of the Council Plan (2023-28) End of Year Performance for 2023-24 can be found [here](#)

Alignment of Council Plan 2023-28 Priorities and Well-Being Objectives

The Annual Performance Report as advised in Section 2, aligns closely with the Council Plan (2023-28) priorities and the Well-being Objectives, as detailed below:

PRIORITY	WELL-BEING OBJECTIVES
 POVERTY	<ul style="list-style-type: none"> Protecting people from poverty by supporting them to meet their basic needs and be resilient.
 AFFORDABLE AND ACCESSIBLE HOUSING	<ul style="list-style-type: none"> Housing in Flintshire meeting the needs of our residents and supporting safer communities.
 GREEN SOCIETY AND ENVIRONMENT	<ul style="list-style-type: none"> Limiting the impact of the Council’s services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint.
 ECONOMY	<ul style="list-style-type: none"> Connecting communities and enabling sustainable economic recovery and growth.
 PERSONAL & COMMUNITY WELL-BEING	<ul style="list-style-type: none"> Supporting people in need to live as well as they can.
 EDUCATION AND SKILLS	<ul style="list-style-type: none"> Enabling and Supporting Learning Communities.
 A WELL-MANAGED COUNCIL	<ul style="list-style-type: none"> A responsible, resourceful and trusted Council operating as efficiently as possible.

4

Council Plan (2023-28) Summary of Performance

Overall, 2023/24 performance has been a positive start to the Council Plan (2023-28) with 74% of actions that have either met or exceeded their targets for the year, achieving a green RAG (Red, Amber, Green) status and 65% of measures also have either met or exceeded their targets, achieving green RAG status.

The Council recognises that not all outcomes (actions and measures) have been achieved, but there is a need to be mindful of the number of competing priorities as a Council we have responsibility for, and the

increased economic and financial constraints; however, performance and improvement remain a high priority for the Council with many positive outcomes achieved this financial year.


With the Council Plan being a five-year plan and the aim of thinking longer term (Sustainable Development Principle) there are outcomes which are continuing next year and others that will continue through the duration of the Plan. Thus, allowing performance to be analysed over a period of time.

4.1 Assessment of Our Performance


The table below provides an overview of how progress against the Council Plan (2023-28) is measured. Please see attached Appendix 1 for full analysis of the 2023/24 End of Year Performance Monitoring Report.

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Performance Indicators for Actions



Limited Progress -
delay in
scheduled activity;
not on track.




Satisfactory Progress -
some delay in
scheduled activity,
but broadly
on track.

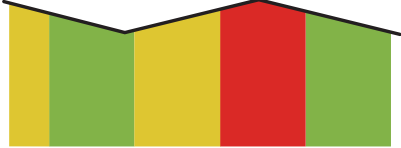


Good Progress -
activities
completed
on schedule,
on track.

Performance Indicators for Measures



Speed dial will provide an analysis of how a measures has performed in that year, using a RAG (Red, Amber, Green) status to highlight the achievement.



Will provide further analysis of the trend of a measure and how it has performed over a period of time.

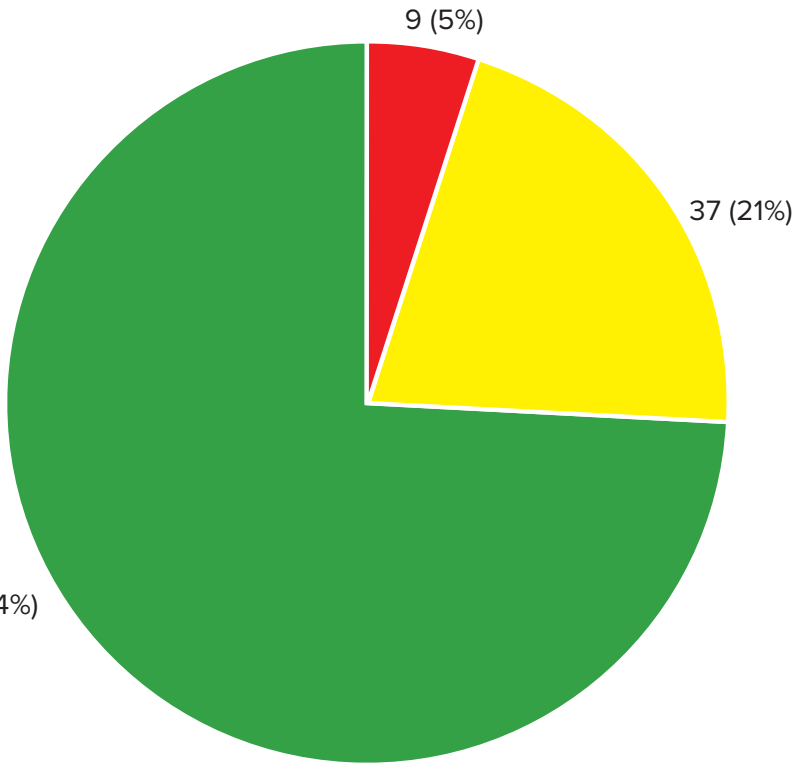
Council Plan (2023-28) Summary of Performance

4.2 Summary of Performance for Actions

Performance for 2023/24 against our Council Plan (2023-28) actions is summarised in the chart below.

Chart 1a: Council Plan Performance - Actions 2023/24

In summary our overall progress against the actions are;



In summary our overall progress against the actions are;

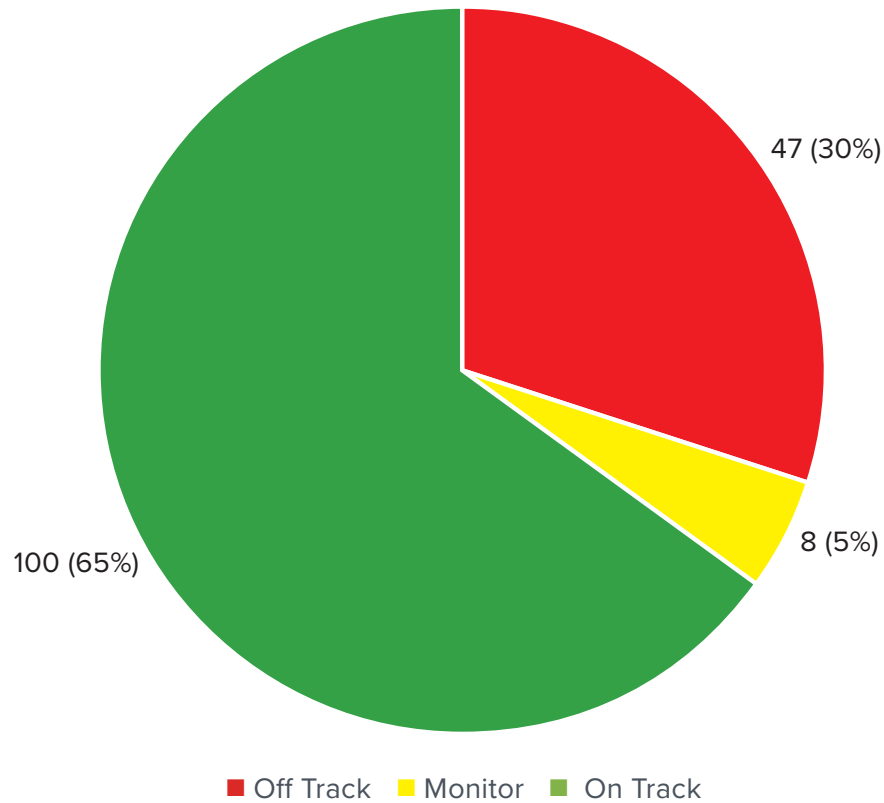
- 134 (74%) actions met or exceeded the target (green RAG)
- 37 (21%) actions are being monitored (amber RAG)
- 9 (5%) actions missed target (red RAG)

■ Off Track ■ Monitor ■ On Track

4.2 Summary of Performance for Measures

Performance for 2023/24 against our Council Plan (2023-28) measures is summarised in the chart below.

Chart 2a: Council Plan Performance - Measures 2023/24



Analysis of the end of year performance against the targets set for 2023-24 shows:

■ 100 (65%) measures have a green RAG status

■ 8 (5%) measures have an amber RAG status

■ 47 (30%) measures have a red RAG status

Assessment of our Seven Priorities and Well-being Objectives



Priority:

Well-being Objective:
Protecting people from poverty by supporting them to meet their basic needs and be resilient.



Poverty

What We Said We Will Do:

- Deliver Welsh Government support schemes linked to the cost-of-living crisis.
- Maximise the number of people signposted for support to facilitate longer term change.
- Explore development of support schemes to mitigate in work poverty.
- Ensure children and young people have access to transitional play/youth activity to support succession from play opportunities into youth clubs to further support young people’s development.
- Provide free physical activity and well-being sessions within the summer School Holiday Enrichment Programme.
- Provide free access to Fit, Fed and Read sessions during summer holidays providing activities, sport, reading, crafts and meals.



- Introduce and develop a “Well Fed at Home Service”.
- Engage, support and refer vulnerable households to reduce fuel poverty and improve health and Well-being.
- Continue to provide free of charge public access to the internet at Flintshire Connects Centres.
- Support people to use digital technology through Digital Workforce Volunteers.

Assessment of our Seven Priorities and Well-being Objectives

Key Achievements and More for 2023/24

- A hardship scheme has been implemented to support Local Authority households to mitigate effects of in-work poverty by promoting Discretionary Housing Payments and budgeting advice.
- The cost-of-living crisis continues to increase, impacting residents, and referrals to the Council continue to be received. Ongoing advice and support still form part of the Discretionary Housing Payments application process and advice is also provided around options for support, even if an application is unsuccessful.
- Automatic payments for School Essential Grants resulted in 3085 children receiving payments, reducing the pressure on families and allowing them to order and purchase school uniforms. Automatic payments also enabled the team to prioritise new applications.
- The 2023 Fit, Fed and Read community programme took place across the county during a five-week period in July and August 2023, with a wide range of public sector partners tackling issues such as health inequalities, food poverty, literacy levels, and physical and mental well-being. 5,040 families and young people attended the 39 sessions. The scheme made a significant contribution in supporting 3,000 children to sign up to the annual Summer Reading Challenge. 110 volunteering hours were recorded by our young ambassadors.
- The Youth Service continues to deliver a range of open access and targeted provision in a range of settings, including open access youth clubs, schools, forest school, community centres and street-based work. Flintshire Youth Service delivered 1928 sessions between April 23 - March 24 with 14,743 registered attendees.
- 150 Christmas dinner boxes were provided to vulnerable residents.
- The 'Well Fed at Home' service launched in April 2023 and the service is proving popular. In Quarter Four, Well Fed had over 200 customers ordering meals from the Well Fed food hubs within the community led hubs and mobile shop. Well Fed mobile shop visits 45 locations across Flintshire including schools, churches, community groups and sheltered accommodation schemes with residents purchasing 16,533 subsidised meals.



Assessment of our Seven Priorities and Well-being Objectives

- Provided advice and sign posting support to 508 households against a target of 200.
- 1,203 households received energy efficiency improvements against a target of 1,200.
- Supported by workforce volunteers, Digital Surgeries launched in March 2024. A schedule of surgeries are planned throughout 2024 in different towns across the county.
- Free of charge access to the internet is available at all Flintshire Connects Centres.
- National Data Bank - free SIM cards and data vouchers are available from our Connects Centres to eligible residents. The free data has been provided by Virgin Media O2, Vodafone and Three. Connects work with the Good Things Foundation, a charity helping people improve their lives through digital.



Future Improvements

- Increase campaigns to raise awareness and take-up of Free School Meals, School Essential Grants, Housing Benefit and Council Tax Reduction.
- Support community led hubs to open their own food pantries, reducing food waste from local supermarkets and increasing access to seasonal food. This will include to hold a 'Good Food Flintshire' event in Autumn, working corroboratively with other key agencies.
- Low subscribers to My Account by Contract Holders (tenants). Promotion will help increase awareness and Housing Officers should aim to offer digital by default whenever a new contract is issued.



Priority:

Well-being Objective:
Housing in Flintshire meeting the needs of our residents and supporting safer communities.



Affordable and Accessible Housing

What We Said We Will Do:

- Commission a wide range of housing related support that meets the needs of the people of Flintshire.
- Ensure a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is “everyone’s business”.
- Develop self-service approaches that enable people to identify their own housing options through on line support.
- Create a Single Point of Access service for housing help and advice.
- Work with housing association partners to build new social housing properties and additional affordable properties.
- Ensure the Council’s housing stock maintains the current Welsh Housing Quality Standards.
- Support our tenants to access technology and create sustainable digital communities.
- Finalise the plan for the decarbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised.
- Ensure increase in stock capacity meets the identified needs and demands.
- Implement the initial recommendations of the sheltered housing review to ensure that it continues to meet the needs of current and prospective tenants.
- Work with residents to ensure our communities are well managed, safe, and sustainable places to live.
- Engage with private sector tenants, giving them a voice, and responding to their needs.
- Work in partnership with landlords and private sector agents to better understand their needs.

Assessment of our Seven Priorities and Well-being Objectives

Key Achievements and More for 2023/24

- Housing Support and Homelessness services continue to explore every opportunity to prevent homelessness and reduce escalations in housing hardships that may lead to risk of homelessness. There has been an increase in homeless households rehoused by the Council and Housing Partners through the 50% homeless nominations process.
- Work continues to promote Housing Support and Homelessness services through the development of website content and active engagement with residents electronically, which for many is a preferred method of sourcing information. Additionally, officers regularly attend local activities to promote services and support offers through groups such as local Community Hubs, Children’s Services Forum and Citizen Advice Bureau frontline worker events and the Flintshire Support Network (FSN).
- Community Based Accommodation Support Services Team (CBASS) received over 500 out of hours calls with 156 residents requiring attendance. The CBASS teams support residents have a range of needs including substance misuse and mental health problems. The team work closely with Social Services and other services to support residents to stay safe and well and maintain their tenancy.
- Housing Supply Map and availability data has been included as part of the Housing Hub webpages on the Council’s website.

This allows residents to be better informed about local social housing supply.

- There has been an increase in homeless households rehoused by the Council and Housing Partners through the 50% homeless nominations process.
- The Council continues to target properties that do not meet the Standard Assessment Procedure (SAP) 65 rating through various improvement works. This includes, installation of efficient central heating systems, renewable technology (Solar Panels and Air Source Heating) and extensive external refurbishment contracts comprising of new windows, doors, loft insulation and roof coverings, the energy performance and thermal efficiency of our properties is addressed and improved. Our current average SAP rating for our entire stock is 73.5. The Council are currently moving towards incorporating our decarbonisation measures into our investment programmes of refurbishment works to our tenanted homes.



Key Achievements and More for 2023/24

- Staff service improvement groups are working through priorities as identified through the last Survey of Tenants and Residents (STAR) to see where improvements can be made.
- Work continues with regards to housing support and advice for landlords when they have issues with residents. This is positive prevention activity to avoid housing problems and risks of homelessness. Where landlords are selling properties we now have a purchase offer and an established process in partnership with Housing Strategy and Empty Homes Teams. This is in direct response to landlords telling us they are selling up and leaving the market.
- Positive joint work with the Empty Homes Team to identify properties that are long term empty and can be secured for long term leasing to ease the pressures on homeless accommodation. Ongoing work with Regional Partners and TPAS Cymru to engage with Private Sector Contract Holders.
- Utilised 96% of the allocated £13.3m Social Housing Grant (SHG) in 2023/24.



Future Improvements

- Scope the potential merger of the Telecare (Social Services) and Carelink teams to create a more efficient service for both the Council and the customer.
- Undertake the STAR survey again in 2024/25 and assess response to areas identified previously for improvement, including tenants views and these are taken into account to inform service provision and delivering of services.
- Ensure the sheltered housing review continues to assess and identifies the needs of current and prospective tenants and the council implements solutions to achieve them.
- Deliver the agreed restructure of the Housing and Prevention Service increasing resources to engage with Private Sector Landlords.

Assessment of our Seven Priorities and Well-being Objectives

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Priority:

Well-being Objective:
Limiting and enhancing the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint.



Green Society and Environment

What We Said We Will Do:

- Produce guidance on viable and deliverable options to mitigate the impact of phosphates from new development on Special Areas of Conservation (SAC) protected rivers.
- Work with Flintshire's leisure and culture trust partners to reduce carbon emissions.
- Develop plans towards net zero carbon for our assets in line with Welsh Government guidance.
- Review the procurement policy to reduce greenhouse gas emissions from suppliers.
- Ensure climate change and biodiversity are considered a priority in key decision making across all Council services.
- Assess the feasibility of schemes within land assets for resisting flood and drought while enhancing biodiversity and increasing carbon storage.
- Identify projects to further support climate adaptation ambitions following Welsh Government guidance.
- Reduce the environmental impact of our fleet by transitioning to ultra-low emission vehicles (ULEV).
- Deliver an increase in canopy cover as part of the Urban Tree and Woodland Plan.
- Enhance the natural environment through the delivery of the Section 6 Environment (Wales) Act 2016 biodiversity duty.
- Explore opportunities to develop the Flintshire Coast Park through the production of a scoping study.
- Support the development of public electric vehicle charging network.
- Promote active travel and further develop the County's walking and cycleway network.
- Implement formalised crossing facilities at existing school crossing patrol sites.
- Work in partnership, actively support and engage with community led groups by developing recycling initiatives.

Key Achievements and More

- The adoption of the Local Development Plan (LDP) was premised on the basis of certain allocated housing sites having to demonstrate nutrient neutrality in terms of not harming the Bala Lake and River Dee (Special Area of Conservation) through the release of phosphates from waste water treatment works into the River Alyn. Work commenced on the feasibility of developing wetlands alongside the waste water treatment works at Mold, Buckley and Hope, which would have required developer financial contributions as part of a process to have been set out in Supplementary Planning Guidance (SPG). However, the release of updated and unchanged permits for the three waste water treatment works by Natural Resources Wales and the availability of 'headroom' (difference between the level of phosphate permitted by the permit and the actual level of phosphate being released by the treatment works) evidenced by Dwr Cymru/Welsh Water has provided a window within which to deliver LDP allocations.
- The revised Procurement Strategy for 2024/2027, has a key theme centred around 'Climate Emergency' - ensuring procurement exercises have a reduced impact on CO2 emissions, and that our suppliers embrace our Net Zero Carbon ambitions too.
- The Council's investment in the RE:fit Framework for 2024/25 and 2025/26 will see energy efficiency and renewable energy works worth £1.5 million invested in our building assets. The framework has been awarded and project work will commence post - April 2024.
- The programme of activities to decarbonise the Council's assets and services continues to work to plan by meeting interim targets. This is a long term target regarding the Council's carbon footprint taking us to 2030, and we are currently on target at 10%, giving us a green RAG status.
- The following strategies and plans have been reviewed and now incorporate the Council's Net Zero Carbon ambitions: Asset Management Plan, Procurement Strategy, Biodiversity Plan, Waste Strategy, and Housing Strategy and action plan.
- A working draft of the Flood Risk Management Strategy has been drafted with consultants and the next stage is to complete the draft action plan in order to carry out stakeholder consultation with Members and key stakeholders. This will then lead to a public consultation exercise on the strategy before review of comments made, sign off by the Council, and submission to Welsh Government.
- Bee friendly status: Bee friendly status obtained in recognition of our work for pollinators, we are the fourth Local Authority in Wales to receive the status.
- Small Grants for Nature: The Council have delivered our first small community nature grant which allocated over £13,000 to

Assessment of our Seven Priorities and Well-being Objectives

Key Achievements and More

small community groups and schools to support local features for nature.

- Ponds for Schools project successfully obtained funding from the Airbus Community Impact Fund to restore ponds in two schools, the projects included preparatory educational visits, pond works, and volunteering sessions with Airbus corporate staff.
- Significant natural environment enhancement through changes in estate management, tree planting and green infrastructure projects.
- Assessment of over 180 Flintshire owned sites for suitability for tree planting is to become part of the Flintshire Forest.
- Successful Countryside and Greenfield Valley events programme with 7537 event participants.
- Shared Prosperity Funding secured to further progress establishing the Flintshire Coast Park.
- Social media promotional and awareness content reached 54,000, which is a 10% increase of social followers.
- Active Travelschemes including; Holywell Urban Area and Flint Six Schools have been delivered

as part of Safer Routes in Communities initiatives enabling pupils to walk and cycle to school safely, as well as benefitting the wider local communities.

- All civil engineering works associated with the formalised crossing facilities has been completed and will be operational in May 2024.
- Electric Vehicle (EV) charging feasibility study and associated Delivery Plan completed in February 2024. The aim of the study is to identify the next phase of EV charge-points within public car parks in Flintshire.

- The Waste Strategy Team have been actively engaging with communities in Flintshire to promote our recycling and reuse services. This has taken place with housing associations, at community group meetings and on the doorstep. A six week consultation took place with Flintshire residents and stakeholders to gain their input into developing a future Resource and Waste Strategy. Five engagement events took place in January 2024, where team members met and discussed recycling with Flintshire residents. Work has also begun with Repair Café Wales to introduce more repair centres.



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Assessment of our Seven Priorities and Well-being Objectives

Key Achievements and More

- A new Resource and Waste Strategy was adopted in March 2024 which identifies measures to maximise the amount of waste reused, recycled and composted.
- Service Delivery waste and recycling crews continue to visit approximately 11,624 per day and this year have maintained a successful collection rate of 99.72%.



Future Improvements

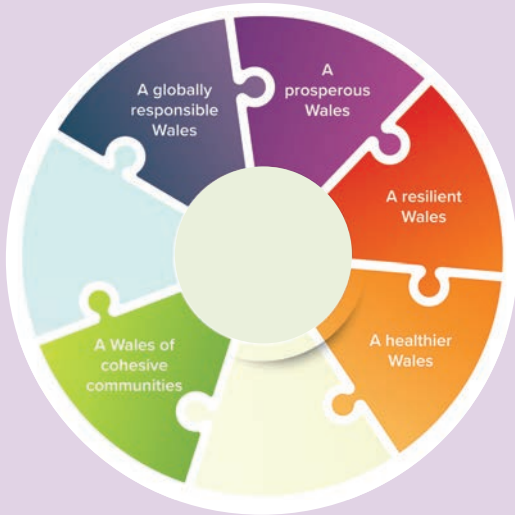
- The roll out of the Climate Essentials e-learn to the wider workforce was delayed to coincide with the roll out of the new Learning portal. Once this module is available it will vastly increase the number of employees and Members receiving carbon related training.
- To improve on recycling targets. In 2023/24 the Council missed the statutory recycling target for the fourth year in succession, resulting in potential infraction charges.
- Work has been underway this year to identify Flintshire Council land assets with the potential for planting schemes in order to provide natural flood mitigation, and improved biodiversity and carbon sequestration of our land. This work is nearing completion and will help to inform sites that can be considered for planting in the coming years.

Assessment of our Seven Priorities and Well-being Objectives



Priority:

Well-being Objective:
Connecting communities and enabling a sustainable economic recovery and growth.



Economy

What We Said We Will Do:

- Ensure that Economy interventions consider and meet the needs of rural businesses and individuals.
- Commission a data review for rural Flintshire and hold community consultation to better understand rural community needs.
- Monitor the health and vitality of town centres to support effective management and business investment decisions.
- Encourage and supporting investment in town centre properties specially to facilitate more sustainable uses and including improvements to the environment.
- Understand the needs of and supporting community enterprises in town centre locations.
- Libraries and leisure centres are community well-being hubs with social objectives underpinning their operation.
- Engage town centre small businesses and promote support packages available to them.
- Support small and/or local businesses to engage with public sector procurement opportunities.
- Support recovery of the County’s Street and indoor markets.
- Support growth of the local and regional food and drink business sector through marketing and collaborative projects.
- Support recovery of the tourism and hospitality sectors and rebuild confidence in the industry.
- Increase the scale and impact of the social business sector.
- Support local businesses in their efforts to reduce their carbon footprint and become more resource efficient.
- Improve digital connectivity across the County for businesses and residents.
- Make decisions at Planning Committee in line with the adopted Local Development Plan.
- Co-ordinate a multi-agency approach to support businesses to recruit people from disadvantaged groups.
- Deliver mentoring and wider support programmes to assist disadvantaged people to re-engage with the labour market.

Assessment of our Seven Priorities and Well-being Objectives

Key Achievements and More

- All current interventions (outside of specific town centre projects) supporting individuals and businesses are targeting all of the County.
- Discussions are underway with Wrexham University about how the needs of rural Flintshire residents can be most effectively assessed and supported.
- The Council processed over £30m of Shared Prosperity Fund project proposals in conjunction with similar processes across the other North Wales Councils. £11m of funding was awarded to projects in Flintshire supporting businesses, supporting places and communities and improving skills and employability. The majority of projects cover all of the County including rural areas, especially those focused on the visitor economy, which will bring a disproportionate benefit to rural businesses.
- Work has continued during Quarter Four (January - March 2024) to monitor and respond to the health, vibrancy and needs of town centres across Flintshire. This has included planning and delivering an online consultation for four towns across Flintshire, which 3,356 local people responded to, and also reviewing data related to the town centres to develop up-to-date profiles of the current strengths and focus for future improvement / investment. The focus during quarter four has been on initiating work in four of the seven towns (Connah's Quay, Flint, Mold and Queensferry). The place making plan for Shotton has been developed and identifies 10 key themes and priorities responding to local needs. The place making plans for both Holywell and Buckley have also been commissioned and work has progressed on these also.
- 'Save The High Street' has been engaged by the Council's Regeneration Team to deliver tailored business support for town centre businesses across the seven town centres of Flintshire, to support their growth, development and diversification through the delivery of an intensive eight week support programme. Flintshire was the first local authority in Wales to partner with 'Save The High Street' using funding secured from the Shared Prosperity Fund. Fourteen town centre businesses participated in the 'Save The High Street' eight week intensive programme. Due to the success of the pilot project, a further 30 businesses will benefit from this provision between April and November 2024. Excellent feedback has been received from local businesses who participated and has been featured in the local press. Work has continued to roll-out grant schemes and encourage take-up amongst local businesses as take-up has been excellent.
- The Regeneration Team secured £1.178million from UK Government to deliver Town Centre Investment Programme across seven towns in Flintshire (Buckley, Connah's Quay, Flint, Holywell, Mold, Shotton, Queensferry) in 2023/24 and 2024/25. The programme comprises of nine projects in total - a mix of capital and revenue initiatives aimed at supporting our Flintshire's high streets.

Assessment of our Seven Priorities and Well-being Objectives

Key Achievements and More

- During January - March 2024, 42 support sessions have been delivered by the Council’s Social Enterprise Officer to social enterprises in the towns of Buckley, Connah’s Quay, Mold and Shotton. These sessions have involved understanding their needs and tailoring support provided to these in addition to encouraging the social enterprises to utilise the Flintshire Social Impact toolkit to calculate their overall social value. Of the organisations supported during January - March 2024, this has involved a total of £807,269 social value being recorded.
- £466,458 secured from Welsh Government’s ‘Transforming Towns’ and UK Government’s Shared Prosperity Funding £180,000 of this total being contributed to businesses towards improving their premises.
- £63,130 has been awarded to local communities to deliver activities and events in towns across Flintshire to improve footfall and the vibrancy of towns.
- The development of the Flintshire Social Impact toolkit and increase of numbers of social enterprises using it, continues to demonstrate the impact of social enterprise activity in Flintshire. During this reporting period (2023/24) the

- fourteen participating social enterprises reported the generation of a combined social value of £2,119,680.98 through the 18 activities being measured.
- The Business Development Team have delivered two Net Zero Carbon Workshops and in partnership with Deeside Decarbonisation Forum have delivered four network events, engaging with 271 business delegates throughout the year.
- Mold Street Market continues to thrive with an average of 66 traders attending each market day and 24 new traders have been accommodated since April 2023, (including the replacement of retired stallholders). Mold Indoor Market is currently 87% occupied with interest shown in the two remaining vacant units.
- 143 business support sessions were delivered to 43 social enterprises.
- Engagement with over 90 commercial investors to support new businesses moving into Flintshire or expanding current operations.
- Fibre connectivity has improved significantly in Flintshire recently. A number of regional projects to improve connectivity are approaching delivery phase. Locally, work is underway to encourage network operators to fill gaps in mobile phone coverage and capacity.
- A successful joint partnership between Communities For Work Plus, Jobcentre Plus and Careers Wales through the Jobs, Skills and Training Events group has delivered a number of successful

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Assessment of our Seven Priorities and Well-being Objectives

Key Achievements and More

projects throughout the year highlighting opportunities available locally in Flintshire.

- £160,000 Brilliant Basics Fund Grant was secured to develop and improve regionally recognised trails across Flintshire and associated infrastructure.
- The Flintshire Tourism Association supported with securing and the delivery of £64,000 funding from Cadwyn Clwyd to support wider business and marketing activities over the summer.
- The Flintshire Tourism Ambassador Course was delivered in July 2023. Seventy ambassadors have completed and achieved the Bronze and Silver Award during 2023/24.

<https://www.ambassador.wales>

Future Improvements

- The Council will be working closely with Welsh Government and communities in order to increase patronage on public transport through the delivery of education and infrastructure improvements.



Assessment of our Seven Priorities and Well-being Objectives



Priority:

Well-being Objective:
Supporting people in need to live as well as they can.



Personal and Community Well-being

What We Said We Will Do:

- Continue to grow the Microcare market, including access to commissioned care packages.
- Develop a national, regional, and local approach to Early Years Transformation so that all our children ages 0-7 have the best possible start in life and are able to reach their full potential.
- 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.
- Work 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.
- Utilise the progression model as a way of promoting people's independence skills.
- Provide additional placements for step down care within our in-house provision (Croes Atti 2).
- Work with Housing to fund a small team of people to support individuals with low level Mental health problems to improve their housing.
- Plan for the relocation of Tri Ffordd supported employment project to Maes Gwern in Mold.
- Prepare for the implementation of the new Liberty Protect Safeguard procedures.
- Deliver a programme of registered Children's Homes to help avoid the need for residential placements outside Flintshire.
- Explore the recommissioning of advocacy services on a regional basis.
- Develop childcare expansion and seamless childcare provision across programmes.
- Continue to grow our in-house fostering service to support more looked after children.
- 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.

Assessment of our Seven Priorities and Well-being Objectives

Key Achievements and More

- 46 Microcare businesses were operational at the end of March 2024. The intention is to increase this by another 10 providers over the next 12 months.
- The Wellbeing and Recovery Team is now fully operational and delivering excellent outcomes. The service focusses on those residents who have housing problems, or are homeless, or at risk of homelessness and require additional support due to their mental health. The service is part funded through Social Care and Housing Support Grant and consideration will be given to increasing capacity during 2024-2025.
- In order to provide additional capacity for step down care within our in-house provision, twelve step down Discharge to Recover and Assess beds have been agreed for Croes Atti Newydd Net Zero Carbon operation (planned for completion in May 2025). This will increase the step down provision from its current level of 16 to a total of 28 across Flintshire.
- The design concept for the Maes Gwern hub has evolved to incorporate areas to enable health services and therapies to be



delivered at the site. This is in addition to the learning disability, mental health, and autism support services to create an integrated social services and health hub. The construction start date to commence April 2024.

- Continue to support individuals to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership, with 66 courses available. Courses have been well attended throughout the financial year.
- The North East Wales Community Equipment service continue to deliver a level of service exceeding Welsh Government standards for equipment requests. 93% of equipment has been reused this year; this equates to £2,185,980 cost avoidance (average £42,076 a week). Without this level of re-use of equipment, the North East Wales Community Equipment Service budget would only cover 12.5 weeks of operation.
- The Children's Safeguarding Unit continue to maintain consistency in holding case conferences within statutory timescales, working with increasing numbers on the child protection register.

Assessment of our Seven Priorities and Well-being Objectives

Key Achievements and More



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- Between April 2023 and March 2024, 1109 safeguarding reports for adults were received, representing a 23% increase on last year. 667 of these reports met the threshold for an enquiry under Section 126, representing a significant increase in demand, however, the Safeguarding Unit continue to prioritise safeguarding reports on an individual basis.

- The children’s residential homes are now fully operational. Ty Nyth is a tri-party partnership collaboration between Flintshire County Council (FCC), Wrexham County Borough Council (WCBC) and Betsi Cadwaladr University Health Board (BCUHB), offering up to four places

for children and young people aged 8-18 years. Park Avenue provides care and support including accommodation, for up to four children and young people between the ages of 8-18 years old who are supported by Flintshire County Council. Bromfield Park and Chevrons Road offers care and support including accommodation for one young person aged 8-18 years as a solo placement or two siblings aged 8-18 years. Mesen Fach is an emergency crisis flat on the site of Ty Nyth.

- Foster carer recruitment has been active this year, with four new general foster carers approved and a further eight connected person carers.
- Flying Start two year olds part time childcare expansion Phase 2 is currently being rolled out across Flintshire with an additional 23 children for 2024/25.
- The Adults Advocacy Contract has been successfully commissioned in collaboration with Wrexham County Borough Council. This has been awarded to ASNEW or Independent Professional Advocacy and Community Advocacy, and Advance Brighter Futures have been awarded Self Advocacy.

- The Flintshire Dementia Strategy supports around 850 people living with dementia, and carers, receiving care and support or engaging in community activities in Flintshire.

- Throughout 2023 over thirty community events were attended to engage with Flintshire residents to drive environment initiatives and behavioural change.



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Assessment of our Seven Priorities and Well-being Objectives



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- Fourteen sessions offering a range of activities and sport for young people around Flintshire are available. The Youth Services work with Community Councils and sit on the contextual safeguarding meetings to ensure they are in the right areas.



Future Improvements

- Recruitment for in-house home carers continues to be challenging, however the service has developed a recruitment plan to help increase the workforce and grow the share of the market.
- Increase the number of community champions to deliver environmental initiatives.

Assessment of our Seven Priorities and Well-being Objectives



Priority:

**Well-being Objective:
Enabling and supporting
learning communities.**



Education and Skills

What We Said We Will Do:

- Support the implementation of the revised curriculum for secondary pupils in years 7 and 8.
- Continue to deliver Alternative Provision (Education) and to increase the number of young people on the programme gaining qualifications and achieving their full potential (subject to external grant funding).
- Provide bespoke support for schools through training and development to improve the level of speech language and communication skills for pupils.
- Explore and develop options for in house provision in response to the increasing number of pupils struggling to engage with education due to mental health difficulties.
- Embed the delivery plan for Integrated Youth Services by maintaining focus on digital, school and community engagement.
- Provide Duke of Edinburgh Award training opportunities for young people in Alternative Provision, schools, and community groups (subject to external grant funding).
- Schedule Council approval to progress Wales Government’s Band B Sustainable Communities projects within the Learning Investment Programme.
- Continue construction of the 3-16 campus at Mynydd Isa.
- Deliver the Adult Community Learning (ACL) programme.
- Complete the annual strategic actions within the Welsh Education Strategic Plan 5-year action plan.
- Run a referral programme for children and young people with ACEs or a disability and their families to provide low cost / no cost physical activity opportunities to improve overall health and well-being.
- Embed a Whole School Approach to Emotional Health and Wellbeing in all Flintshire schools.

Key Achievements and More

- Informal Qualifications delivered by Flintshire Youth Service and eight young people were recruited for the Youth Work Young Leaders Award.
- Anti-Racism: 'Leaders of Now' is a pilot project that has seen young people from four secondary schools in Flintshire lead the way in challenging racism in their own settings.
- The model of intervention for the Community Focused Schools Team has been established and further developed to focus on transition.
- All secondary schools in Flintshire have implemented the revised curriculum for secondary pupils in Years 7 and 8 from September 2023. Each school continues to work with their supporting improvement adviser to embed this work.
- Over the past six months, from October 2023 to March 2024, the PlayPals project has been successfully implemented across eight schools in different areas of Flintshire.
- Substance Education by Flintshire Sorted: This was undertaken in twelve schools and PPRUs through assemblies, lunchtime walkaround sessions and input into lessons, engaging a total of 2,152 children and young people. 75 sessions also took place in the community.
- Over 70 Young People enrolled on the Bronze and Silver Duke of Edinburgh.
- £6.23m of capital investment was injected across the school network to improve facilities for learners.
- Construction of new 3-16 campus continues and is progressing well, following the site start in November 2022 on the Argoed High School site Net Zero Carbon in operation.
- Sixty young people successfully completed the John Muir Award through the Forest School programme.
- The Council's contribution to the Adult Community Learning Partnership continues to grow, with over 1,036 learners and 246 sessions being delivered during this reporting year. Examples of the courses that we provided include - First Aid for Parents, Pre and Post-natal Fitness, Employability Skills, Autism Awareness, Safeguarding, Social Media workshops, Food Safety qualifications.
- Secured funding through the Shared Prosperity Fund to improve responses and support to children and young people at risk of exploitation by enabling Action for Children to deliver their SideStep Programme until December 2025.
- Welsh Language Music Club - 35 young people took part in a 4 week programme across two schools.
- 56 young people from secondary schools competed in the Eisteddfod in a variety of different competitions, including Cogurdd, Dance, Singing and Reciting.

Assessment of our Seven Priorities and Well-being Objectives

Key Achievements and More

- A review has been undertaken to consider the current provision and engage with Welsh medium settings to determine need. The findings are being collated and will be presented to the Welsh Education Strategic Plan Forum.
- Flintshire schools are positively engaged with developing their work around the whole school approach to emotional health and well-being. This work will be ongoing as schools continue to embed effective practice.
- 24 candidates from schools and Education and Youth successfully completed the local Trauma Informed Schools UK diploma training.
- The Council has successfully achieved the Integrated Youth Services delivery plan by maintaining a strong digital presence, ensuring school and community immersion workers and play team are active in schools, and sustaining ongoing community engagement.
- All schools have now formally adopted their own digital strategy. This gives all schools a standard to work from to develop their digital progression in a structured manner.



Future Improvements

- The level of exclusion remains high across secondary schools, and this remains a targeted priority. The focus on Trauma Informed practice will continue with the aim of supporting a reduction in the need for exclusion by encouraging schools to adopt a different approach to managing serious behaviour incidents.
- There has been a 12 month gap in the position of the Welsh Language Youth Worker. The new post holder was successfully recruited at the end of 2023 and starts their position in May 2024. The sustaining of the current projects has been a success and focus will be placed on growth for 2024/25, including the Welsh language skills across the play and youth team.



Priority:

Well-being Objective:
Responsible, resourceful, and trusted Council operating efficiently as possible.



A Well Managed Council

What We Said We Will Do:

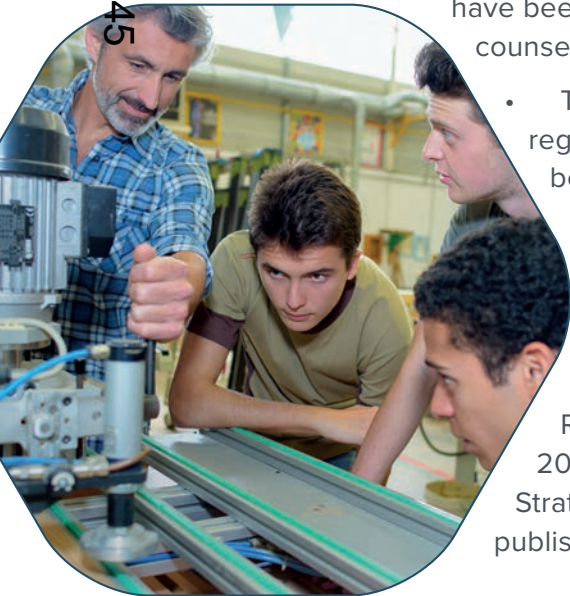
- Maintain competitive pay and reward, and terms and conditions of employment.
- Recruit sufficient permanent high quality staff with suitable qualifications and experience.
- Retain existing employees by supporting them to carry out their roles effectively, and by ensuring that our total offer for new and existing employees is competitive within the market place.
- Increase the level of Welsh Language across the organisation.
- Develop and implement an Action Plan to meet Welsh Government’s Anti-racist Wales Action Plan.
- Complete an annual self-assessment against the Welsh Language Standards and implement an action plan for improvement across all Portfolios.
- Publish the Strategic Equality Plan Annual Report to meet our statutory public sector equality duties.
- Ensure the funding needs of the Council cover the medium term are met through financial planning.
- Ensure robust processes exist for the management and recovery of debt including Council Tax and rent.
- Monitor Council Progress against the Corporate Asset Management Plan.
- Continue to provide a corporate Contact Centre for handling telephone calls to the Council.
- Provide access to Council services on the internet in a responsive way (information can be accessed using different devices).
- Work with public sector partners, develop and publish a local Well-being Plan for 2023-28 setting out the local well-being objectives and how the Public Services Board, including the Council, aims to achieve them.
- Deliver three engagement events to encourage other organisations to sign up to the Armed Forces Covenant, which contribute to Flintshire County Council being re-accredited with the Defence Employers Recognition Scheme Gold Award in 2024.

Assessment of our Seven Priorities and Well-being Objectives

Key Achievements and More

- During the year 754 positions were filled, which is positive and indicates that we are able to recruit to a large number of positions, all of which will have been assessed as meeting the essential criteria for the post (including qualifications and experience), (percentage determined after deducting those who commenced employment but left during the first 12 months).
- A range of Welsh language courses have been accessed by a number of learners and by offering different levels/methods of learning makes it more accessible.
- There have been 2,403 portal accesses to Vivup from September 2023 up until the end of February 2024. 500 self-help downloads have been recorded and 63 employees have accessed counselling.
- The annual self-assessment for all Portfolios regarding Welsh Language Standards has been completed, with actions being identified and implemented. Regular reviews and reminders of Welsh Language Standards continue to be shared across the Portfolios.
- The Strategic Equality Plan Annual Report was approved and published in March 2024. The action plan is now included within the Strategic Equality Plan 2024/28 which has now been published.
- The Council was able to set a legal and balanced budget for 2024/25 in February 2024. Work is underway to update the Medium Term Financial Strategy for 2025/26 onwards and an update report is scheduled for June/July 2024.
- The Council continues to apply robust, but fair, debt recovery processes to maximise collection levels across all areas. At the same time, the Revenues service engages constructively with residents who struggle to meet their payment obligations by entering into affordable payment plans. The approach to debt recovery is set out in the Councils Corporate Debt Recovery Policy.
- The Corporate Asset Management Plan informs the Capital Programme, which is reviewed annually, and progress is monitored throughout the year. The Corporate Asset Management Plan will be refreshed 2024/25.
- Work has commenced on the Office Strategy; draft principles have been prepared and further work is required to firm up principles.
- The corporate Contact Centre is open Monday-Friday between 08:30 - 17:00. The team continues to handle a wide range of telephone calls for services in Housing, Streetscene, Planning, Elections and Blue Badges. In addition, the team answer calls to the Council’s main telephone number.
- The Digital Flintshire Hub continues to promote a range of initiatives to help people to use digital technology now and in the future. The Hub includes resources to keep people safe

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Assessment of our Seven Priorities and Well-being Objectives

Key Achievements and More

online, training, health and wellbeing resources, digital events and activities. The Hub also provides information about the Council's ambitious plans contained in the Digital Strategy.

- The joint Flintshire and Wrexham Public Services Board (PSB) have been working on the first year of the Well-being Plan 2023-28. Three Outcome Boards and an Integration Team have been established and partnership project working is ongoing.
- Engagement events have been delivered by the Business Team. The Engagement Officer for the Armed Forces Employers Recognition Scheme is also invited to attend the Flintshire Armed Forces Forum. A significant number of employees have attended the Armed Forces Covenant training.



Future Improvements

- Although the use of agency workers has increased in 2023/24, reducing the use of agency workers still remains a key priority for the Council.
- Low subscribers to My Account by Contract Holders (tenants). Promotion will help increase awareness and Housing Officers should aim to offer digital by default whenever a new contract is issued.
- We need to encourage more organisations to sign up to the Armed Forces Covenant. Two organisations signed up to the Covenant during 2023/24.

Strategic Equality Plan



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During the past 12 months, the new Strategic Equality Plan, (SEP) 2024-28 has been developed and published. The new Plan includes actions from Welsh Government’s Anti-racist Wales action plan and the Lesbian, Gay, Bisexual, Transgender, Questioning, Plus (LGBTQ+) Action Plan for Wales. The Council’s Housing Team is working with Tai Pawb to develop specific actions and training to embed an anti-racist approach within the Service. A new LGBTQ+ e-learning module has been developed to support the implementation of the new SEP and meet the commitments of the LGBTQ+ Action Plan for Wales.

Vision Support reviewed the Council website to ensure it is fully accessible for people who are blind or have visual impairments. The results of their review were positive and no issues with accessibility were identified.

We have continued to work with the University of Manchester on developing a new approach for Integrated Impact Assessments (IIA). The new IIA Tool has been piloted by several officers across the Council, this takes into account recommendations made by Audit Wales in their report “Equality Impact Assessments: more than a tick box exercise”. An evaluation of the new Tool will be completed by the University during 2024/25 which will involve interviews with both IIA authors and decision makers. This will help understand how the outcomes of IIAs influence decisions made by the Council.

Welsh Language

There has been an increased number of initiatives to increase the use of Welsh by employees. In addition to providing Welsh language skills training and offering informal chat sessions. Several teams are participating in Bangor University's ARFer project which aims to increase the use of incidental Welsh amongst employees, whatever their level of skill. We have developed video recordings with phonics to support employees use more Cymraeg in meetings and on the telephone. This means that employees can hear and see words and phrases to support pronunciation.

laith, the Welsh Centre for language planning, delivered a series of courses- "Welsh Matters for Everyone" and "Welsh Matters for Managers".

The aim of these courses was to look at:

- **Influences on language use** - reflect upon personal experience and knowledge, understand changes to the status of the Welsh Language and what influences language attitudes and behaviours.
- **Why Use Welsh** - understand National Policy and legislation and the Language Standards in Flintshire
- **Facts and figures about the Welsh Language** - linguistic demography of Wales and Flintshire
- **Working Bilingually** - importance of bilingual services

We have experienced difficulties recruiting Welsh speaking job applicants, as have other public bodies. To tackle this we worked with Wrexham County Borough Council and partners, including Menter Iaith Fflint a Wrecsam, Mudiad Meithrin and Coleg Cambria, to look at solutions to attracting and recruiting more Welsh speakers to our organisations. This has involved two employees being involved in promotional videos to show how we support employees to use Welsh at work. The North Wales Regional Public Services Board also commissioned Iaith to look at issues and solutions to recruiting and retaining Welsh speaking employees. This work will be completed during 2024/25.

During 2023/24, we asked employees to complete a Welsh language attitude survey the results will be used to develop more initiatives to promote the Welsh language during 2024/25.



Partnership and Collaboration Activity

Flintshire has a longstanding and proud track record of partnership working. The communities it serves rightly expect the statutory and third sector partners to work together to manage shared priorities through collaboration. The Flintshire Public Services Board is at the heart of promoting a positive culture of working together, setting shared priorities, and combining resources for the benefit of Flintshire, with an overall aim of improving local well-being.

The Flintshire Public Services Board was formally established in April 2016 following the Well-being of Future Generations (Wales) Act 2015 coming into effect. The Flintshire Public Services Board and Wrexham Public Services Board formally merged in January 2023.

Membership of the Flintshire and Wrexham Public Services Board includes Natural Resources Wales, Betsi Cadwaladr University Health Board, North Wales Fire and Rescue Service, Flintshire County Council, Wrexham County Borough Council, Association of Voluntary Organisations Wrexham, Flintshire Local Voluntary Council, Coleg Cambria, DWP, North Wales Police, Wrexham Glyndwr University and Welsh Government.

The Flintshire and Wrexham Public Services Board is working with its communities to change how we do things, to make sure we will be able to face the challenges ahead such as the climate and nature emergency, and how we ensure good mental health and wellbeing for all.

A key focus for the Flintshire and Wrexham Public Service Board has been the development of a new five-year Well-being Plan, drawing

on the findings of the Well-being Assessments produced in 2022. The Flintshire and Wrexham Public Services Board Well-Being Plan 2023-2028 contains two well-being objectives for the Public Services Board over the coming five years:

- 1. **Building flourishing communities by reducing inequalities across environment, education, employment, income, and housing.**
- 2. **Improve community well-being by enabling people of all ages to live safe, healthy, and independent lives.**

Under these objectives are several outcomes, which fall under three themes: Children and Young People, Our Communities, and Where We Work.

The Well-being Plan 2023 - 2028 will shape the work of the Public Services Board over coming years and there will be close working with other Public Services Boards across North Wales, along with local communities.



Risk Management




All Council Plans, business as usual and emerging risks are identified, assessed, treated, and monitored using the Council's Risk Management Framework.

Risks are identified using qualitative (milestones & actions) and quantitative (performance indicators, financial) data. Risk identification remains a key priority for the Council.

It is a continuous process which is embedded in not only in our day to day (business as usual) but embedded within our Council Planning, Portfolio Business Planning, Project Management, and Partnerships (short term, medium term and long term).

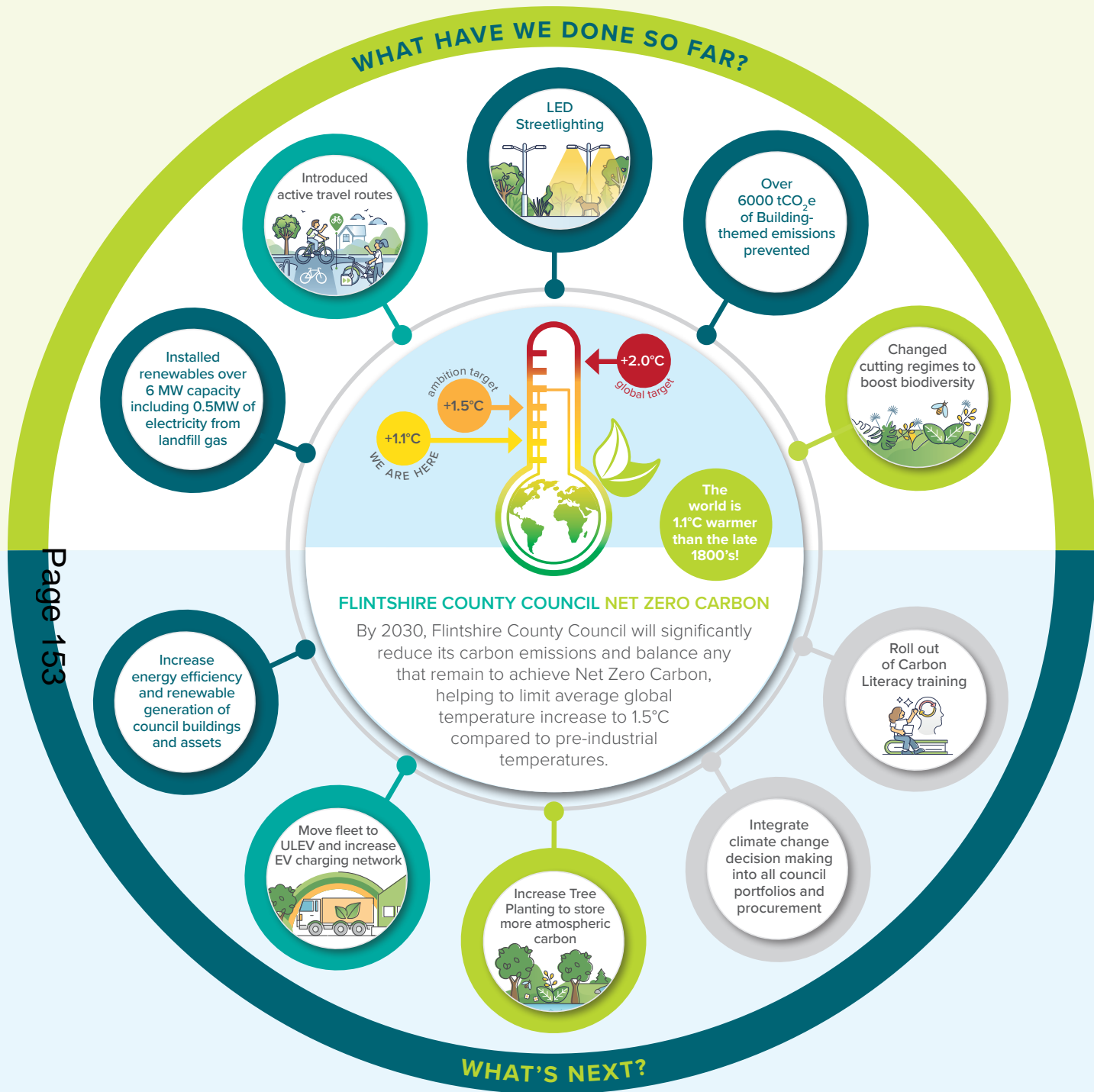


TAKING ACTION ON CLIMATE CHANGE

	 BUILDINGS	 MOBILITY & TRANSPORT	 PROCUREMENT	
2018/19	10,747 tCO ₂ e	6,716 tCO ₂ e	28,970 tCO ₂ e	Baseline tCO ₂ e
2024/25	35%	50%	30%	REDUCTION
2029/30	60%	80%	60%	



WHAT HAVE WE DONE SO FAR?



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LEARN MORE



CONTACT US

climatechange@flintshire.gov.uk



Flintshire County Council
Climate Change Strategy



What's your
carbon footprint?



Take our questionnaire

Mae'r ddogfen hon hefyd ar gael yn Gymraeg. Gweler y dudalen Gymraeg ar ein gwefan.

This document is also available in Welsh. See Welsh page on our website.



Our Flintshire, Our Future 2023 - 2024

The budget, your Council Tax and local services

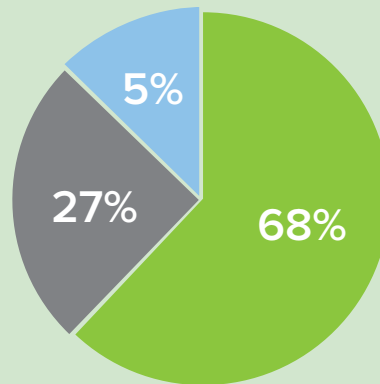
Every year councils have to set a budget which balances their resources with their spending needs. Between 2008 and 2020 all councils received reduced funding from government. As a low funded council - ranked 20 out of 22 councils in Wales - Flintshire was particularly exposed to the effects of this period of austerity.

Over the last 14 years, Flintshire County Council has reduced its spending by **£100M**. Every year it's been harder and harder to make more savings and protect services. At times hard budget choices have been needed.



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Where the Council's money comes from



- Comes from the Welsh Government
- Comes from Council Tax
- Comes from the fees we charge for some services e.g. planning fees, garden waste charges, Register Office fees

Budget Monitoring 2023/24

What your Council Tax pays for

The Council Tax you pay goes up every year, but not all the money collected goes to pay for council services. It also supports 34 Town and Community Councils, the North Wales Police and Crime Commissioner and contributes to increases in funding for other regional services.

How Council Tax is shared between the Council and other public services

£125.5M is the total the Council expects to collect in Council Tax in 2023/24, of which:

80% is retained by the Council as a contribution to run local services

17% is collected on behalf of North Wales Police and the Police and Crime Commissioner

3% is collected on behalf of our Town and Community Councils

Flintshire County Council is committed to keeping its annual increase at 5% or less and has applied a 3.99% increase to pay for council services.

All six North Wales councils also contribute to the costs of the North Wales Fire and Rescue Authority, The North Wales Coroners Service and GWE - the Regional Education Improvement Service. Flintshire has added an extra 0.96% to cover annual increases in these contributions.

This brings the total increase of Flintshire County Council's portion of Council Tax to 4.95%.



What this means in monetary terms for Council Tax for 2023/24

Using an average Band D property example:

	2023/24	2022/23	Increased Cost	Percentage increase
Flintshire County Council	£1,521.33	£1,449.58	£71.75	4.95%
North Wales Police & Crime Commissioner	£333.09	£316.80	£16.29	5.14%
Town and Community Councils*	£51.98*	£49.02*	£2.96*	6.04%*
TOTAL COST	£1,906.40	£1,815.40	£91.00	5.01%

* average cost across all 34 Town and Community Councils, the cost on individual bills will differ from Council to Council



The Council was successful in balancing the budget for 2023/2024

What is the Annual Governance Statement?

The Accounts and Audit (Wales) Regulations 2018 require us to prepare a statement on internal control.

Like many authorities in Wales, this is referred to as the 'Annual Governance Statement'. This is a public document that reports on the extent to which we as the Council comply with our own code of governance.



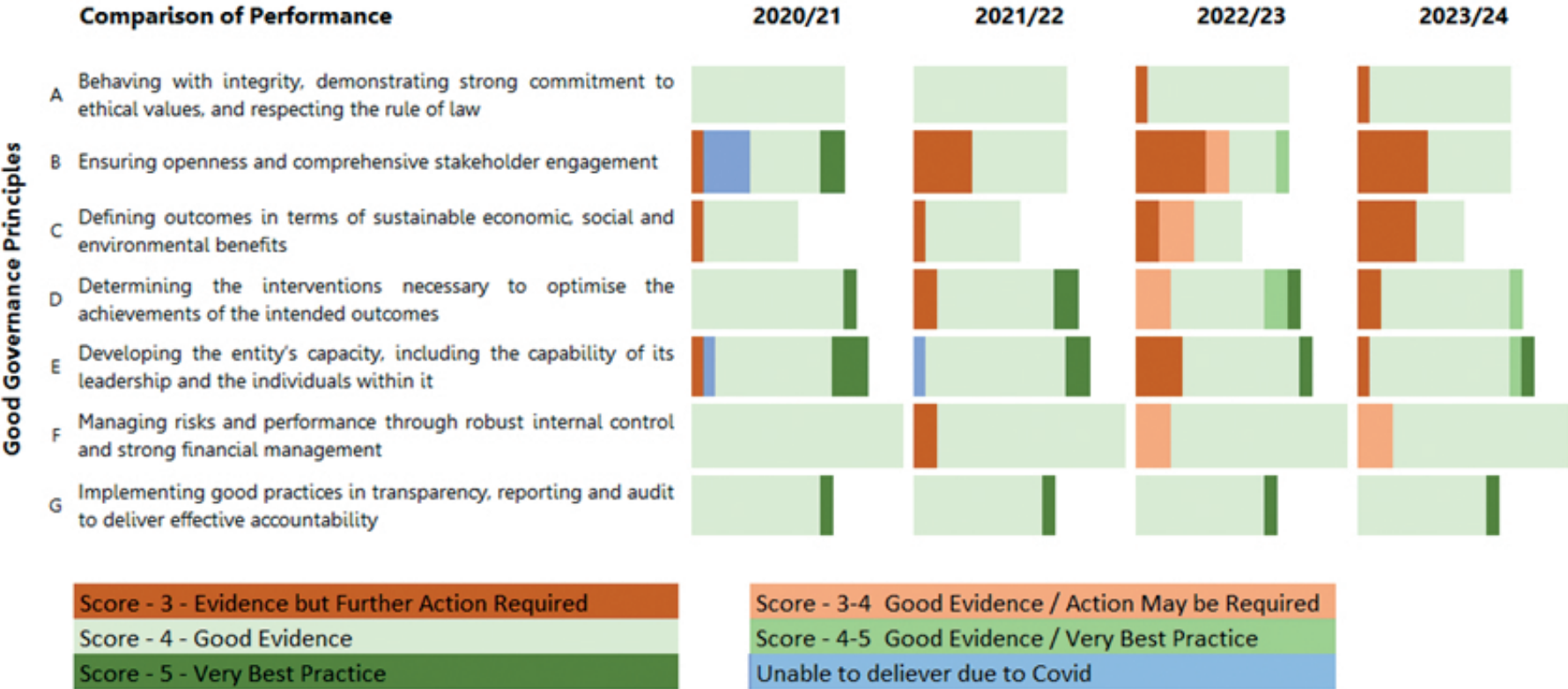
In the Annual Governance Statement, we, the Council:

- Acknowledge our responsibility for ensuring that there is a sound system of governance;
- Summarise the key elements of that governance framework and the roles of those responsible for the development and maintenance of the governance environment;
- Describe how we have monitored and evaluated the effectiveness of our governance arrangements in year, and any planned changes in the coming period;
- Provide details of how we have responded to any issue(s) identified in last year's governance statement;
- Report on any governance issues identified from this review and provide a commitment to addressing them; and
- In referring to the Council, this includes its group relationship with other entities such as New Homes and Newydd

The Annual Governance Statement reports on the governance arrangements that has been in place at Flintshire County Council during the financial year 2023/24 and up to the date of approval of the Statement of Accounts.

Annual Governance Statement

Comparison of the Effectiveness of the Council's Governance Arrangement



There will not be a separate action for those scored 3-4 if the issue has already been covered by actions to address those scored a 3

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Corporate Self-assessment

The Corporate Self-Assessment is a comprehensive assessment of the corporate organisation and not a detailed assessment of the performance of each service portfolio, the assessment themes are designed in this way. The Corporate Self-assessment is meant to provide a platform for assurance and self-improvement and would lead to an improvement plan for the organisation.

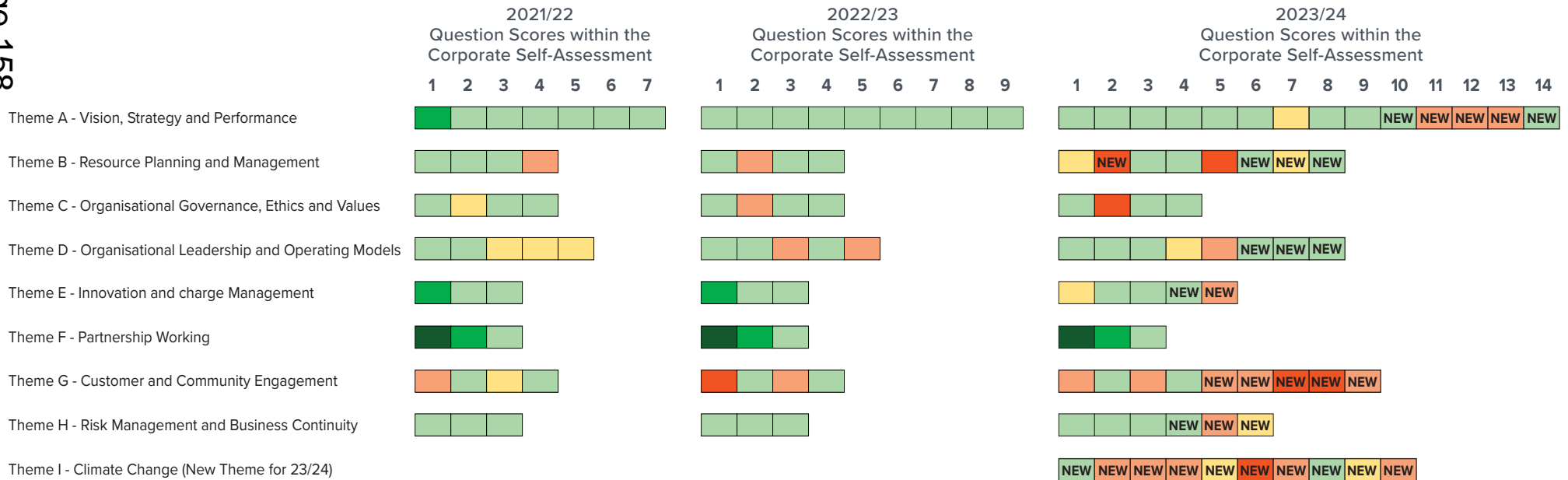
The Corporate Self-Assessment model focuses on a number of themes and considers a number of core questions within each of these themes. As with all models there will inevitably be overlaps across themes, however, the themes are sufficiently defined and demarked

to avoid too much overlapping or duplication. This year, the Corporate Self-Assessment also incorporates a number of additional questions and a new theme to cover areas that will be considered within the Panel Performance Assessment.

Building on the approach in 2021 the Corporate Self-assessment has a stronger focus on i) a more proportionate and targeted collection of evidence and ii) the analysis of evidence, focusing on the strengths, areas for development and the impact that is being achieved. This approach will help the formulation of the action plan.

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Comparison between 2021/22, 2022/23 and 2023/24 Corporate Self Assessments



■ Score 5 - Very Best Practice (1% ■ Score 4/5 (1% ■ Score 4 - Good Evidence (58%) ■ Score 3/4 (16%) ■ Score 3 - Evidence but Further Action Required (19%)
 ■ Score 2/3 - Some Evidence but Lacking in Key Areas (4%) ■ Score 2 - Some Evidence but Lacking in Key Areas (1%)

Note: Two additional questions were added to the 22/23 Corporate Self-assessment within Theme A

Note: A total of 32 new questions and a new theme (Theme I) were added to the 23/24 Corporate Self-assessment

Additional Background Information

There are a number of related documents which support the Annual Performance Report and are available on Flintshire County Council’s website.

- Council Plan 2023-28
- Social Services Annual Performance Report
- Welsh Language Standards
- Strategic Equality Plan
- Risk Management Framework
- Corporate Self-assessment
- Previous Annual Performance Reports



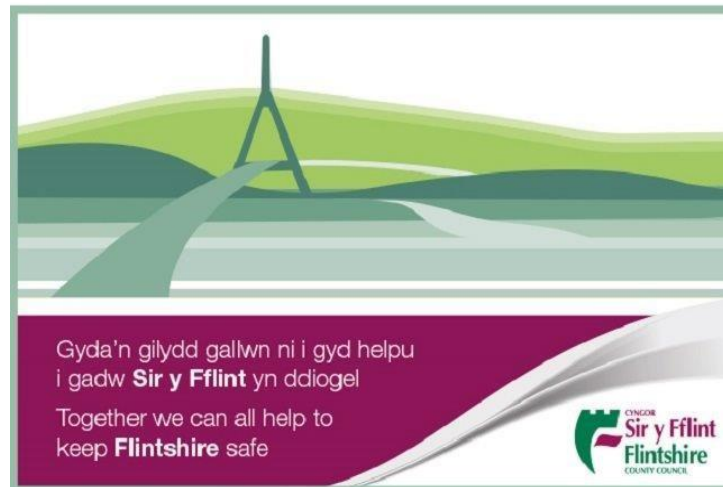
Thank you for reading our Annual Performance Report for 2023/24.

Your views and suggestions about how we might improve the content and layout of the Annual Performance Report for future years are welcome.

Please contact the Performance and Risk Management Team:
Email: PRM@flintshire.gov.uk

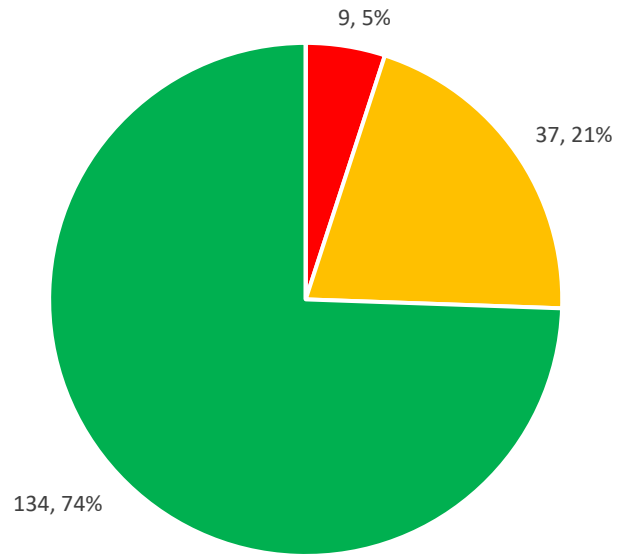
Council Plan End of Year Performance Monitoring Report 2023/24

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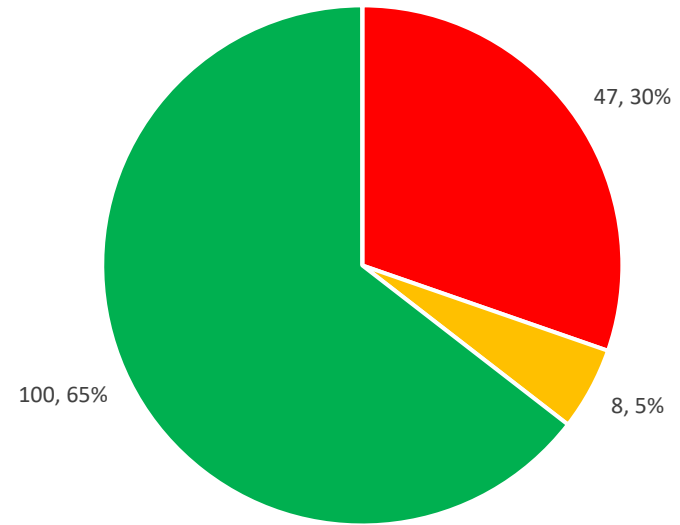
Analysis

Council Plan - Action RAG Status



■ Off Track ■ Monitor ■ On Track

Council Plan - Measure RAG Status



■ Off Track ■ Monitor ■ On Track

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- Key**
- ▲ Red: Limited Progress – delay in scheduled activity and, not on track.
 - Amber: Satisfactory Progress – some delay in scheduled activity, but broadly on track.
 - ★ Green: Good Progress – activities completed on schedule and on track.

Actions Off Track

Priority	Sub-Priority	Action	RAG
Affordable and Accessible Housing	Social Housing	Increase the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes	▲
		Support our tenants to access technology and create sustainable digital communities	▲
Green Society and Environment	Active and Sustainable Travel Options	Declassification of hazardous routes across the county where appropriate through the implementation of engineering initiatives	▲
	Circular Economy	Achieve Welsh Government recycling targets	▲
		Promote the option to reuse and repair unwanted items at Household Recycling Centres by partnering with local Charities or social enterprises	▲
Economy	Rural Regeneration	Recruit a Digital Connectivity Officer to support rural communities to access better quality connectivity options	▲
	Reducing Worklessness	Deliver mentoring and wider support programmes to assist disadvantaged people to re-engage with the labour market	▲
A Well Managed Council	People	Reduce the use of agency workers	▲
	Flintshire Assets	Review of Industrial Estate Strategy (Area by Area)	▲

Measures Off Track

Priority	Sub-Priority	Measure	RAG
Poverty	Food Poverty	Number of residents supported by the “Hospital to Home” meals service	▲
Affordable and Accessible Housing	Housing Support and Homeless Prevention	Number of presentations to the homeless service	▲
		Percentage of successful prevention outcomes for homelessness under Housing (Wales) Act 2014	▲
		Percentage of successful relief outcomes for homelessness under Housing (Wales) Act 2014	▲
		Number of households accommodated by the Council under Housing (Wales) Act 2014 homeless duties	▲
		Average length of stay (days) for those households in interim homeless accommodation under Housing (Wales) Act 2014	▲
	Housing Needs and Housing Options	Number of applicants rehoused via SARTH by All Housing Partners	▲
		Number of households rehoused with significant adaptations requirements	▲
	Social Housing	Number of Council Homes under construction	▲
		Number of Affordable Homes completed via NEW Homes	▲

Priority	Sub-Priority	Measure	RAG
		Increase in stock capacity correlates with demand profile	▲
		Total number of Medium Disabled Adaptations completed	▲
		Average number of days to complete a Medium Disabled adaptation	▲
		Average number of days to complete a Large Disabled adaptation	▲
	Private Rented Sector	Landlords engaged through Flintshire Landlord Forum	▲
Green Society and Environment	Net Zero Carbon Council	Percentage of Councillors received carbon related training	▲
		Percentage of employees received carbon related training	▲
		Number of contracts with carbon impact assessed	▲
	Climate Change and Adaptation	Increase in carbon sequestered (Kg/tCO2e)	▲
	Flood Risk Management Strategy	Completion of the Flood Risk Management Strategy by the revised Welsh Government due date (March 2024)	▲
	Fleet Strategy	Number of Ultra Low Emission Vehicles on Fleet	▲
	Active and Sustainable Travel Options	Number of hazardous routes declassified through the Implementation of Active Travel infrastructure to provide safe routes to schools	▲

Priority	Sub-Priority	Measure	RAG
	Circular Economy	Percentage of waste reused, recycled or composted	▲
		Reduce the tonnage of residual waste collected from residential properties	▲
		Increase the tonnage of food waste collected from residential properties	▲
		Obtain Welsh Government funding to implement a reuse initiative at the household recycling centres	▲
		Implement a trial for the delivery of local benefits/local recycling targets initiative	▲
Economy	Rural Regeneration	Digital Connectivity Officer appointed - June 2023	▲
		Rural needs report completed by March 2024	▲
	Town Centre Regeneration	Completion of initial 3 (of 7) Place Making Plans in partnership with a range of stakeholders	▲
	Local Development Plan (LDP) Targets	Completion of first LDP Annual Monitoring Report and submission to Welsh Government (January 2024)	▲
		Completion of annual review of LDP housing trajectory	▲
		Contribution to the scoping of the form and content of the North Wales Strategic Development Plan	▲

Priority	Sub-Priority	Measure	RAG
	Reducing Worklessness	Number of individuals receiving support	▲
Personal and Community Well-being	Safeguarding	Percentage of Pre-birth assessments completed within timescales	▲
	A Well Connected, Safe and Clean Local Environment	Number of targeted environmental educational campaigns undertaken promote improved Local Environmental Quality	▲
Education and Skills	Educational Engagement and Achievement	Reduction in the number of permanent exclusions	▲
		Reduction in the number of fixed term exclusions	▲
	Digital Learning Opportunities	Number of Youth Work Sessions Delivered - Digital	▲
	Welsh Education Strategic Plan (WESP)	Number of Year 11 pupils studying Welsh	▲
A Well Managed Council	People	The number of working days lost per full time equivalent (FTE) local authority employees lost due to sickness absence	▲
		Percentage of permanent employees who leave within first year of employment	▲
		Percentage of employees who have completed all of mandatory modules	▲

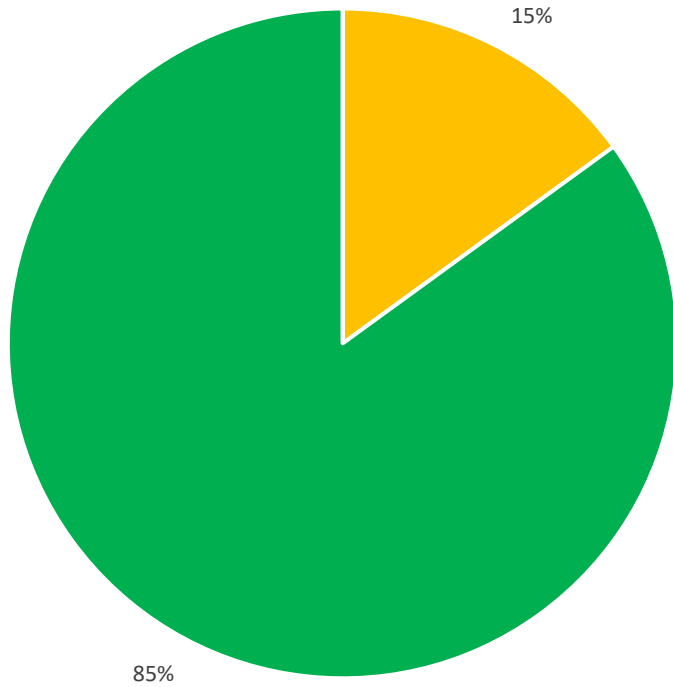
Priority	Sub-Priority	Measure	RAG
	Flintshire Assets	Commercial rent review completed: To increase rental income in line with prevailing market rents to make sure that rental income is optimised. To ensure rental consistency within estates	▲
		County Hall Master Plan options appraisal/strategy: To develop a plan which will provide the blueprint for the redevelopment of County Hall site.	▲
	Digital	80% of telephone calls to the corporate Contact Centre answered	▲
	Partnerships	Number of organisations who sign up to the Armed Forces Covenant	▲

Personal and Community Well-being

Page 169 **Well-being Objective:** Supporting people in need to live as well as they can.

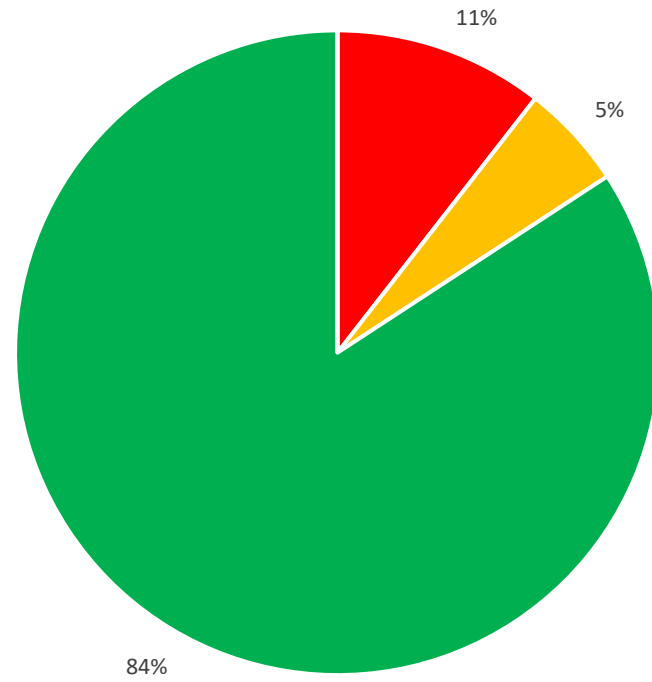
Personal and Community Well-being Overall Performance

Personal and Community Wellbeing - Action RAG Status








Monitor On Track





Personal and Community Wellbeing - Measure RAG Status



Off Track Monitor On Track

Independent Living

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CSS001T	Develop a national, regional and local approach to Early Years Transformation so that all our children ages 0-7 have the best possible start in life and are able to reach their full potential	100%		The work programme for 2023/24 has been completed, with some projects continuing into 2024/25. There has been significant benefit and system change due to partnership collaboration locally, regionally and nationally benefiting families. The transformation to date, and piloting and testing should support Welsh Government in making further policy decisions across the sectors and spectrum of need to ensure effective outcomes for all children and longer-term health and wellbeing outcomes. Key areas of work are being independently evaluated which will be shared with key partners and Welsh Government, to enable the work to be prioritised going forward. A draft Early Years Strategy has been completed, however, as Welsh Government notified closure of the Early Years Pathfinder funding late December, 12 months earlier than anticipated, a decision is to be made by the Flintshire Early Years Board (June 2024) and Regional Partnership (April 2024) to agree the way forward including the prioritisation of exiting projects e.g. parent and infant relationships, Brain Story and resilience. A letter has been sent to Welsh Government from the Regional Partnership and a meeting is arranged (April 2024) to discuss future plans with the Welsh Government Deputy Director for Childcare, Early Years and Play Division.
<input checked="" type="checkbox"/> CSS002T	Plan for the relocation of Tri Ffordd supported employment project to Maes Gwern in Mold	100%		The design concept for the Maes Gwern hub has evolved to incorporate areas to enable health services and therapies to be delivered at the site in addition to the learning disability, mental health, and autism support services to create an integrated social services and health hub. The construction contract was signed in March and the construction start date on site was 8th April. Work undertaken on the site primarily include clearance of the area where the main build will be situated. The construction phase is scheduled to be for a 12-month period therefore, the operational date is projected to be April 2025. The external contractors are working with the client design team which includes the local authority and partner organisations who will deliver services from the Maes Gwern site to coordinate Stage 5 design meetings which are scheduled to commence in June 2024.
<input checked="" type="checkbox"/> CSS003T	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	100%		There are currently 66 courses available. Courses are well attended and some courses are now being delivered as weekly community groups by the Learning Partnership.
<input checked="" type="checkbox"/> CSS011T	Provide additional placements for step down care within our in-house provision (Croes Atti 2)	100%		12 step down Discharge to recover and assess beds have been agreed for Croes Atti Newydd which is planned for completion in May 2025. This will increase the step down provision from its current level of 16 to a total of 28 across Flintshire.
<input checked="" type="checkbox"/> CSS013T	Work 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	90%		Visits to other areas have taken place and further discussions with staff are taking place. A decision will be made in May 2024.



	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CSS014T	Utilise the progression model as a way of promoting people's independence skills	100%		The Progression Service continues to develop across Adult Disability Services, embedding the progression model of support across both Learning and Physical Disability teams. The approach to support is based on the strengths of the individual and as a result has enabled a reduction in the provision of paid support, using creative support systems, third sector and building on natural support within local communities. The Progression Service consists of the additional resource of a social worker specialising in Neurodiverse individuals aged 16-18 years. The Social Worker is working as part of a multi agency approach to ensure these young people have the support in place to focus on a future which is not dependent on agency support, promoting their independence at all levels. The Progression Service has also secured an Employability Coordinator via LD transformation service who will work across Flintshire County Council and Wrexham County Borough Council with individuals with a Learning Disability whose aim is to work in paid employment.
<input checked="" type="checkbox"/> CSS015T	Work with Housing to fund a small team of people to support individuals with low level Mental Health problems to improve their housing	100%		The Well-being and Recovery Team is now fully operational and is delivering excellent outcomes. This is a small team of a Social Worker and two Support Workers. The service focusses on those residents who have housing problems or are homeless or at risk of homelessness and require additional support due to their mental health. The service is proving incredibly successful and currently has a full caseload and a waiting list. The service is part funded through Social Care and Housing Support Grant and consideration will be given to increasing capacity during 2024/25.
<input checked="" type="checkbox"/> CSS019T	Continue to grow the Microcare market, including access to commissioned care packages	100%		46 Microcare providers are currently working with the Council. We hope to be able to increase this number by a further 10 next year.
<input checked="" type="checkbox"/> CSS020T	Complete a review of Community Mental Health provision and define a model for the future	90%		Visits to other areas have taken place and further discussions with staff are taking place. A decision will be made in May 2024.

Independent Living

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS003M	Direct Payments as a % of home-based services	43.00%	40.00%	41.00%	<p>43.00%</p>	
<p>The Council consistently delivers around 40% of our home based services through a direct payment and have met our target for the year.</p>						
CSS004M	Percentage of urgent requests for equipment that meet or exceed the national 1 Day response standards	100.00%	98.00%	100.00%	<p>100.00%</p>	
<p>The North East Wales Community Equipment Service has been able to maintain a 100% completion for 2023/24.</p>						
CSS005M	Percentage of requests for equipment that meet or exceed the national 7 Day standard	100.00%	80.00%	100.00%	<p>100.00%</p>	
<p>The standard of 7 day delivery for community equipment continues to be upheld.</p>						
CSS006M	Percentage of equipment that is re-used	93.00%	70.00%	93.00%	<p>93.00%</p>	
<p>The North East Wales Community Equipment Service continue to exceed the re-use of equipment standard with 93% of equipment being re-used in 2023/24. This equates to £2,1857,980 cost avoidance throughout the year, a cost avoidance of £42,076 a week. Without this level of re-use of equipment the North East Wales Community Equipment Service budget would only last 12.5 weeks.</p>						



Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS007M	Number of courses delivered by the Learning Partnership	53.00	50.00	70.00		
Six courses were cancelled due to facilitator ill health or weather conditions (59 would have been delivered).						
CSS008M	Number of attendees for courses delivered by the Learning Partnership	281.00	180.00	300.00		
394 individuals booked onto the course, but only 281 attended.						
CSS007M	Number of Microcare business established	46.00	34.00			
This figure represents the number of Microcare businesses operational at the end of March 2024. Our intention is to increase this by another 10 providers over the next 12 months.						

Safeguarding

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CSS005T	Promote the corporate e-learning package	100%		The e-learning module continues to be advertised corporately and via our Social Services Training Directory. Due to the volume of staff turnover there will be a continual need for this training to be undertaken. We are currently running with a completion rate of 80.01% for Social Services staff. In addition to the e-learning module we have delivered quarterly virtual sessions for staff unable to access the corporate platform. This figure is not captured within the data provided.
<input checked="" type="checkbox"/> CSS006T	Prepare for the implementation of the new Liberty Protect Safeguard procedures	100%		The UK Government have announced that they do not intend to bring forward the necessary legislation to implement the Liberty Protection Safeguards (the LPS) within this Parliament. This means that Welsh Government cannot bring forward its own regulations to implement the LPS in Wales. Despite this decision, the Welsh Government has confirmed that it remains committed to providing funding to protect the rights of those who lack mental capacity under the current Deprivation of Liberty Safeguards (DoLS) system to ensure that that these rights are protected ahead of any future implementation of the LPS.

Safeguarding



Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS009M	Percentage of adult safeguarding enquiries that met the 7 day timescale	96.00%	92.00%	87.00%	<p>96.00%</p>	
<p>Between April 2023 and March 2024, 1109 safeguarding reports for adults were received, representing a 23% increase on last year. 667 of these reports met the threshold for an enquiry under Section 126. This is a significant increase in demand, which has resulted in our target for the year not being met. The Safeguarding Unit continue to prioritise safeguarding reports on an individual basis.</p>						
CSS010M	Percentage of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales	98.00%	99.00%	98.00%	<p>98.00%</p>	
<p>The Children's Safeguarding Unit continue to maintain consistency in holding case conferences within statutory timescales, working with increasing numbers on the child protection register. The main theme in the few reviews which have fallen out of timescale for Quarter 4 is linked to tracking of younger family members, and ensuring their reviews are completed relative to the time of their birth rather than in collaboration with other older siblings.</p>						
CSS011M	Percentage of Pre-birth assessments completed within timescales	80.00%	96.00%	100.00%	<p>80.00%</p>	
<p>We have achieved our annual target with 96% of pre-birth assessments, due in the year, being completed within timescales. Quarter 4 of the year was challenging with eight of the ten pre-birth assessments completed within timescales and two outside. During this time there was a significant volume of referrals. All work is screened and risk rated to inform prioritisation.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS012M	Percentage of children who were reported as having run away or gone missing from home who were offered a return interview	100.00%	100.00%	100.00%	 100.00%	

We have a missing children coordinator who offers return interviews to all children and young people who go missing however, these are not always taken up. 75% of the children who go missing are looked after by the Local Authority.

Direct Provision to Support People Closer to Home



	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CSS007T	Deliver a programme of registered Children's Homes to help avoid the need for residential placements outside Flintshire	100%	★	Ty Nyth Children's Residential Home is a tri-party partnership collaboration between Flintshire County Council (FCC), Wrexham County Borough Council (WCBC) and Betsi Cadwaladr University Health Board (BCUHB), offering up to four places for children and young people aged 8-18 years. Park Avenue provides care and support; including accommodation, for up to four children and young people between the ages of 8-18 years old who are supported by Flintshire County Council. Bromfield Park offers care and support including accommodation for one young person aged 8-18 years as a solo placement or two siblings aged 8-18 years who are supported by Flintshire County Council. Chevrons Road offers care and support including accommodation for one young person aged 8-18 years as a solo placement or two siblings aged 8-18 years who are supported by Flintshire County Council. Mesen Fach is an emergency crisis flat on the site of Ty Nyth, currently going through the registration process.
<input checked="" type="checkbox"/> CSS008T	Continue to grow our in-house homecare service to support more people to live at home, utilising a rolling scheme of recruitment	100%	★	Recruitment continues to be challenging however, the service has developed a recruitment plan to help increase the workforce and grow the share of the market.
<input checked="" type="checkbox"/> CSS009T	Continue to grow our in-house fostering service to support more looked after children	100%	★	Recruitment has been active this year, with four new general foster carers approved and a further eight connected person carers. Connected person assessments have been busy this year but unfortunately these do not always result in approvals. To support the healthy interest in general fostering we have arranged 'Skills to Foster' training which will translate to an increase in applications.
<input checked="" type="checkbox"/> CSS016T	Explore the recommissioning of advocacy services on a regional basis	100%	✔	The Adults Advocacy Contract has been successfully commissioned in collaboration with Wrexham County Borough Council. This has been awarded to ASNEW for Independent Professional Advocacy and Community Advocacy, and Advance Brighter Futures have been awarded Self Advocacy. The contract starts in January 2024 with an end date of January 2027, and a possible 1 year extension.
<input checked="" type="checkbox"/> CSS017T	Increase skills around autism with respect to advocacy	100%	✔	ASNEW staff have completed their training. This action has been completed.

	Action	Percentage Complete	RAG	Comment
 CSS018T	Develop childcare expansion and seamless childcare provision across programs	100%		<p>Flying Start two-year-olds part time childcare expansion Phase 2 is currently being rolled out across Flintshire with an additional 23 children for 2024/25.</p> <p>Four Business Justification Cases (BJCs) that were submitted to the Welsh Government Early Years and Childcare Capital Programme 2022/25, two have now begun their feasibility survey. These suitability surveys will allow us to determine if the site is suitable to have a building project undertaken on it and will also inform us as to where we can consider building the modular building. The other two BJCs are to remain with the Welsh Government for consideration. Once the new modular buildings have been completed then there will be an additional 50-60 additional childcare places available in Flintshire that will offer a seamless pathway for early years children's childcare and learning pathways.</p> <p>Flintshire have also received confirmation from the Welsh Government that the funding for the Small Capital Grant 2024/25 has also been authorised. It is anticipated the Small Capital Panel will be re-established by June 2024, to consider the new applications that will come across.</p> <p>The final modular for the Phase 1 of the 2021/24 programme has been completed. This has increased childcare capacity and provided more seamless early years pathways between childcare and education in nine areas. Phase 2 2023/25 programme is underway, including the Croes Atti build in Oakenhalt.</p>

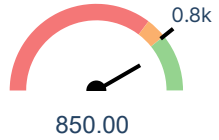

Direct Provision to Support People Closer to Home

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS013M	Rate of people over 65 helped to live at home per 1,000 population	30.50	34.00	32.50		
<p>This measure includes individuals who are supported within their community through reablement services, domiciliary care, day services and occupational therapy and therefore, are not requiring a residential care placement.</p>						
CSS014M	Number of new foster carer approvals in the year	12.00	9.00	14.00		
<p>Recruitment has been active this year, with four new general foster carers approved and a further eight connected person carers. Connected person assessments have been busy this year but unfortunately, these do not always result in approvals. To support the healthy interest in general fostering we have arranged 'Skills to Foster' training which will translate to an increase in applications.</p>						
CSS015M	Number of People with a learning disability accessing Project Search to improve their employability skills	14.00	12.00	16.00		
<p>The local authority continues to support two Project SEARCH programmes operating within Flintshire, co-hosting one of the programmes with Betsi Cadwaladr University Health Board (BCUHB). Across the two schemes, a total of 14 individuals are currently accessing the programme.</p>						

Local Dementia Strategy

	Action	Percentage Complete	RAG	Comment
 CSS010T	Establish a Dementia Strategy Implementation Group, to include representation from people with lived experience	100%		A Dementia Project Board has been established to oversee all strategic developments to support people living with dementia, and their carers, in Flintshire.

Local Dementia Strategy

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS016M	Number of people supported through the Dementia Strategy	850.00	800.00	810.00	 <p>850.00</p>	

Estimated number of people living with dementia, and carers, receiving care and support or engaging in community activities in Flintshire.