

**APPENDIX 1**

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

What we said we would do in 2013/14: -

**1. Build on the success of the reablement / recovery approach; agree the regional plan for telecare / telehealth; improve the timeliness of adaptations.**

Progress Status	Progress RAG	A	Outcome RAG	A
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- The Reablement and First Contact (Duty) teams are now fully established with the Reablement model embedded across Social Services for Adults. The percentage of referrals where no further support was needed at the end of reablement period was 57% at the end of quarter one (with a target of 55%) demonstrating continued success. Hospital Social Work processes have now been aligned to the Reablement model.
- Streamlined processes are in place to support the provision of assistive technology equipment.
- The timeliness of provision of DFGs has reduced and the targets have been met for both Children and Adults with an overall average of 210 days. The number of DFG's completed in the quarter has also reduced, a sign of the success of reablement and the alternative solutions being offered by Housing.
- DFG's are prioritised within the Housing Renewal Capital programme to ensure the demand can be met and the risk reduced. Additional limitations on adaptation work were introduced in 2010, which reduced the cost of each adaptation and also the eligibility for some adaptations.

**Achievement will be measured through:**

- agreeing the regional plan for telecare / telehealth
- meeting the all Wales average for adaptations
- meeting local improvement targets for reablement

**Achievement Milestones for strategy and action plans:** (Lead Officer – Head of Adult Social Services)

Agreeing the regional plan for telecare / telehealth – by March 2014

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
The average number of calendar days taken to deliver a Disabled Facilities Grant for adults (PSR/009b).	Head of Adult Social Services	283 days	300 days	250 days by 2018	<b>205 days</b>	<b>G</b>	<b>G</b>
The average number of calendar days taken to deliver a Disabled Facilities Grant for children (PSR/009a).	Head of Children's Social Services	482 days	300 days	250 days by 2016	<b>294 days</b>	<b>G</b>	<b>G</b>
Percentage of referrals where support was maintained or reduced or no further support was required at the end of a period of Reablement.	Head of Adult Social Services	72.7%	72%	70% by 2016	<b>78%</b>	<b>G</b>	<b>G</b>

Risk to be managed – Ensuring we have enough capital for disabled facilities grants.

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	DFG's are prioritised within the Housing Renewal Capital programme to ensure that demand can be met. Additional limitations on adaptations work were introduced in 2010.	M	M	A	Further reductions to the scope of work will be considered in 2013/14. Such reductions are limited by the requirements of the legislation.	Head of Housing		L	L	G

**2. Develop Commissioning Plans for specific service areas to ensure service provision meets need**

Progress Status	Progress RAG	A	Outcome RAG	A
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Commissioning plans for Learning Disability and Mental Health are at the final stages of their development. A commissioning plan for older people with Dementia is under development.  
 The next step will be to develop market position statements and to meet with providers to discuss meeting identified gaps and the refocus of models of service for the future,  
 Joint commissioning of dementia services with BCUHB continues to be a challenge.  
 The risk will remain amber until plans are signed off and implementation can begin.

**Achievement will be measured through:**

- Commissioning plans for dementia, learning disability and mental health services

**Achievement Milestones for strategy and action plans:** (Lead Officer – Head of Adult Social Services)

Commissioning plans for Learning Disability in place – September 2013  
 Commissioning plans for Mental Health Services in place – September 2013  
 Commissioning plans for Dementia in place – October 2013

Risk to be managed – Keeping up with specialist demand such as the specific residential needs of those with dementia.

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)	
H	H	R	Developing the commissioning plan to fully understand the longterm needs for residential placements for people with dementia.	M	M	A	Develop a market position statement.  Work with partners to develop an agreed model of dementia service with an investment plan for the future	Head of Adult Social Services		L	L	G

### 3. Use a whole family approach by implementing the Integrated Family Support Service

**Progress Status**

**Progress RAG**

**G**

**Outcome RAG**

**G**

The joint team across Flintshire and Wrexham was approved and implemented on 1<sup>st</sup> August 2013 with Flintshire taking the lead.

**Achievement will be measured through:**

- approval from Welsh Government for the sub regional team between Wrexham and Flintshire
- launch of the Integrated Family Support Service

**Achievement Milestones for strategy and action plans:** (Lead Officer – Head of Children’s Social Services)

Approval from Welsh Government for the sub regional team between Wrexham and Flintshire – August 2013

**Achievement Milestones for strategy and action plans:** (Lead Officer – Head of Adult Social Services)

Launch of the Integrated family Support Service – August 2013

### 4. Prevent homelessness for people who are alcohol and drug dependent, victims of domestic violence, ex offenders and young people including care leavers

**Progress Status**

**Progress RAG**

**A**

**Outcome RAG**

**G**

In 2012/13 the housing options service were successful in preventing 83% of all households who access that service requesting housing assistance from accessing the homelessness route. By undertaking proactive and effective homeless prevention work the housing options team are minimising the financial pressures on the council through the fulfilment of its statutory homeless duties. The target is 90%

The percentage of young people formerly looked after with whom the authority is in contact at the age of 19 and know to be in suitable accommodation is currently 50% (compared to 100% at the end of year). However the cohort consisted of 2 young people in the quarter.

The Homesafe Service is a target hardening service providing free security to victims of domestic abuse. Last year the Service received 170+ referrals. Effectively, by assisting victims of domestic abuse to remain safe in their own homes, we are preventing them becoming homeless.

**Achievement will be measured through:**

- Homeless prevention for at least 6 months for households and individuals including care leavers

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Homeless prevention for at least 6 months for households and individuals (including care leavers). Measured annually (HHA/013)	Head of Housing	83.41%	90%	90%	N/A (annual)	N/A	G
Referrals to the Homesafe Service.	Interim Head of Public Protection	170	170	170	63 (Q1) 55 (Q2)	G	G

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

<b>Progress Status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
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The Transition Team is operational and fully staffed and cases of young people aged 16+ are being transferred from the Children’s Integrated Disability Service (CIDS). A review of the Transition Team will take place in July 2013, to analyse the successes of the first year and to consider some plans for the coming year.  
The risk below is identified as amber, until we have analysed the success of the team through consultation with young people with disabilities and their families.

**Achievement will be measured through:**

- children with disabilities are better supported to become young adults

**Achievement Milestones for strategy and action plans:** (Lead Officer – Head of Children’s Social Services)

Consultation with children with disabilities and their families to ensure they are better supported to become young adults – March 2014

**Risk to be managed – How we encourage service users and carers to embrace greater independence.**

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
M	M	A	Annual Transition event Promotion of Direct Payments	M	M	A	Implement Action Plan from Transition Review	Head of Children’s Social Services		L	L	G