

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

DATE: **9 JANUARY 2014**

REPORT BY: **DIRECTOR OF COMMUNITY SERVICES**

SUBJECT: **COLLABORATIVE PROJECTS UPDATE**

1.00 PURPOSE OF REPORT

- 1.01 To receive a progress report on projects and services running collaboratively across North Wales including the development of a Statement of Intent on Integrated Care for Older People with Complex Needs.

2.00 BACKGROUND

Established collaborations

- 2.01 There are a significant number of social care projects and services that are well established and continue to run effectively across the North Wales region. These include:

Service	Focus
North Wales Commissioning Hub	The Hub has been fully operational for a year. Highlights include the delivery of savings of over £1m across North Wales including Health, sourcing placements, the development of a regional contract monitoring framework to improve quality assurance and a range of work emerging on commissioning new services.
Telecare /Telehealth and Assistive Technology	A 24-hour bilingual call and response service to support people using assistive technology in their own homes. Flintshire are now leading on this collaboration and will be looking at opportunities to expand the use of telecare and telehealth in 2014.
Supporting People – North Wales Supporting People Regional Collaborative Committee (RCC)	RCC have developed a Regional Commissioning Plan with shared approaches to improve consistency and assessing the quality of services and associated outcomes

North Wales Carers Strategy	The Project Board oversees the implementation of the Carers Measure and the allocation of regional Welsh Government funding. The project is led by Health.
Emergency Duty Team	A long established sub regional emergency response service between Flintshire, Wrexham and Denbighshire.
Regional Families Board	The Board works to bring synergy and co-ordination between initiatives to provide targeted preventative and early intervention services for vulnerable families.
Social Care in Partnership	SCiP promotes a collaborative approach to business development, education and training within the Social Care Sector
Area Partnership Board – Substance Misuse	Multi agency partnership led by Health to develop services for people who misuse drugs, alcohol or other substances.
North Wales Adoption Service	The Service is now in its fourth year of operation. The Region will be building on the existing service as part of the Welsh Government development of a National Adoption Service.
Mental Health Measure/Partnership	A multiagency collaboration responding to 'Together for Mental Health'. There is recognition that local authority representation on the Board needs to be strengthened with more effective links to local planning groups. Positively we now have a Flintshire Mental Health Champion.
Sustainable Social Services	There is a regional approach to responding to the key themes outlined in the Welsh Government Strategic Plan: Sustainable Social Services. The associated themes are Workforce, Safeguarding, Commissioning, Integrated services and Improvement.
Single Point Of Access	Transforming access to community based Health & Social Care Services through the development of a Community Single Point of Access in each local authority area. A Flintshire project manager has been appointed to take forward this initiative locally with FLVC taking the regional lead for the 3 rd sector.

New developments

- 2.02 The Region was recently successful in securing additional Welsh Government funding to develop the following collaborations:

Service	Focus
Commissioning New Services	To explore and develop approaches to commissioning new service models e.g. well-being services and integrated services and opportunities to evaluate and drive up service quality e.g. the development of the outcomes star as a performance measurement mechanism
Dementia	The project will develop the range and quality of dementia services by supporting current and new service models and up-skilling the workforce in person centred dementia care.
Safeguarding Systems and Workforce	There are 2 work streams for this project. One relates to the regional safeguarding agenda for both adults and children and the other will progress an options appraisal for a regional workforce service.

3.00 CONSIDERATIONS

Governance and performance

- 3.01 There are clear governance arrangements and management structures in place for the regional collaborations. At a senior level the regional agenda is managed through the North Wales Social Services Improvement Collaborative (NWSSIC). NWSSIC is made up of the 6 Directors of Social Services in North Wales plus representatives of the Heads of Children's, Adults and Business Services. NWSSIC reports to the Regional Partnership Board formed by lead Members of each authority chaired by the Chief Executive of Wrexham.
- 3.02 As a member of NWSSIC Flintshire, along with regional partners, is able to direct the development and focus of the collaborative projects/services and assess their effectiveness. Overall the projects/services are running well. There is good evidence of services developing greater resilience at a strategic and operational level through harnessing effort, skills and knowledge. Many initiatives have lead to cost avoidance with a modest number delivering cashable savings.
- 3.03 As with all services there are associated challenges and risks which are managed through a NWSSIC Programme Board and developing and sustaining regional approaches can take significant Officer time. Positively, there are no specific performance issues that need be

escalated to Cabinet arising from the regional collaborations and our assessment is that the investment in these services is worth sustaining.

- 3.04 Locally we have established a Strategic Partnership Board with Betsi Cadwaladr University Health Board (BCU). The Board is chaired by the Leader of the Council and membership includes the Chief Executive and the Cabinet Member for Social Services. The Board has proven to be a useful vehicle in cementing a joint commitment to improving and progressing partnership working between health and social care in Flintshire. The implementation of Enhanced Care Service and recent co-location of social care staff at Holywell hospital provide real examples of this progression in joint working at a local level. We hope to build on this in 2014 through the principles contained within the Statement of Intent.
- 3.05 All currently established collaborations comply with the Council's Protocol on Collaboration.

Statement of Intent

- 3.06 The Statement of Intent provides a single regional statement on Integrated Care for Older People with Complex Needs between the North Wales Local Authorities and BCU.
- 3.07 Feedback received from Council Members, Health Board Directors, Older People and from Welsh Government will all contribute to a final Statement to be accompanied by an Action Plan to be produced by 31/3/14.
- 3.08 The Statement is predicated on the understanding that health, social care, third sector and independent services should be designed and delivered to promote and maximise well-being, enabling people to live independently in their community for as long as possible. This means services being provided in a person's own home or within community settings to avoid the need for ongoing, acute or institutional care.
- 3.09 The Statement is designed to be responsive to local need and historical service developments whilst developing an ambitious agenda to develop new innovative services. The Statement recognises that integrated care is not about structures, organisations or pathways per se, nor about the way services are commissioned and funded. Its primary purpose is to ensure that citizens have a better experience of care and support, experience less inequality and achieve better outcomes. However, within the current financial climate, it is also essential to recognise the imperative for any change to be at least cost neutral in the long term and that systems are designed to maximise efficiencies.

Appendix 1 provides the most recent iteration of the Statement of

Intent. The Statement is designed to reflect both regional and local perspectives with a view to agreement by the end of January 2014 for submission to Welsh Government.

- 3.10 The Framework document requires the Statement of Intent to be focused on Older People with Complex Needs. The approach noted will be considered for all other service user groups in the future.
- 3.11 In considering the range of issues for Older People with complex needs, the statement addresses both physical and mental health needs which is reflected in the reference to Adult Mental Health Services.
- 3.12 Partners recognise that in order for the vision to succeed, there will need to be a shift of resources from acute / critical services to primary / community services and that this poses considerable challenge at the current time.

4.00 RECOMMENDATIONS

- 4.01 Scrutiny are asked to:
 - i) note the continued success in managing and developing regional project/service collaboration
 - ii) support the content of the Statement on Intent

5.00 FINANCIAL IMPLICATIONS

- 5.01 A number of the collaborative projects noted have supported Flintshire County Council to manage the overall cost of running services. Specifically the North Wales Commissioning Hub has supported regional and local savings allowing the authority to continue to respond to demand for specialist placements.

Progress and increases in the use of telecare and telehealth equipment regionally contributes to the authority's goal of assisting people to remain in their own homes. As a result the number of people requiring residential placements within Flintshire and associated costs remain at comparably low levels.

- 5.02 The three new projects noted under section 2.02 of this report are supported through the Welsh Governments Regional Collaboration Fund. These projects will be subject to ongoing evaluation.

The projects are expected to support improved outcomes for residents across the region, as well as contributing to the management of current and future costs of service delivery across partners.

6.00 ANTI POVERTY IMPACT

6.01 NA

7.00 ENVIRONMENTAL IMPACT

7.01 NA

8.00 EQUALITIES IMPACT

8.01 NA

9.00 PERSONNEL IMPLICATIONS

9.01 NA

10.00 CONSULTATION REQUIRED

10.01 The development of the Statement of Intent has involved all 6 North Wales local authorities and BCU

11.00 CONSULTATION UNDERTAKEN

11.01 As 10 above

12.00 APPENDICES

12.01 Appendix 1 – Statement of Intent

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

None

Contact Officer: Alwyn Jones/Craig Macleod
Telephone: 01824 702502/ 01824 701313
Email: alwyn.jones@flintshire.gov.uk
craig.macleod@flintshire.gov.uk