

**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.**

<b>Progress Status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
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The Telecare Regional Group is submitting bids against the Welsh Government Telecare & Technology Fund to support further roll out of the scheme.

27 major adaptations were completed in owner occupied properties between October and December 2013, taking an average of 264 days per adaptation. This is better than the All Wales average of 271 days. These were all for adults with a disability – there were no children's adaptations completed in the Quarter.

Self assessment to identify the need for small pieces of equipment and minor adaptations such as grab rails and stair rails to help with everyday activities was introduced in April 2013. It offers a fast track service for people who have low level needs which could be met without the need for a face to face assessment. In the first six months, 97 referrals were received for self assessment. Of those that resulted in an intervention, 72% were provided with equipment or a minor adaptation without the need for a home visit.

**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	Q3 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	7136 total days 27 completions <b>264 days average</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	No DFGs were completed in Q3	<b>N/A</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>79%</b> at the end of Q2	<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

G

Outcome RAG

G

Commissioning plans for dementia, learning disability and mental health services are in place.  
Collaboration money is being used to fund a mentor to help us develop our market position statements and consult with the market in the development of new services.

### 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.	L	L	G	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
<p>The joint team across Flintshire and Wrexham was approved and implemented on 1 August 2013 with Flintshire taking the lead. A report on progress was delivered to Health &amp; Social Care Overview and Scrutiny Committee in January 2014.</p>			
<p><b>Achievement will be measured through:</b></p> <ul style="list-style-type: none"> <li>approval from Welsh Government for the sub regional team between Wrexham and Flintshire</li> <li>launch of the Integrated Family Support Service</li> </ul>			
<p><b>Achievement Milestones for strategy and action plans:</b> (Lead Officer – Head of Children’s Social Services) Approval from Welsh Government for the sub regional team between Wrexham and Flintshire – August 2013</p>			
<p><b>Achievement Milestones for strategy and action plans:</b> (Lead Officer – Head of Adult Social Services) Launch of the Integrated family Support Service – August 2013</p>			

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

<b>Progress Status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
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Housing Options Officers have been given specialist areas to focus on i.e. care leavers/ domestic abuse so that a range of early interventions and relevant expertise can be employed to prevent homelessness.

The Supporting People Support Gateway has been developed to ensure more timely support is targeted to these groups.

**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%	Reported Annually	N/A	N/A
Referrals to the Homesafe Service.	Interim Head of Public Protection	170	170	170	55	G	G

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

<b>Progress Status</b>	<b>Progress RAG</b>	<b>G</b>	<b>Outcome RAG</b>	<b>G</b>
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In September 2013, an external reviewer was commissioned to lead on a review of the Transition Team, 1 year from commencing the service. This took place and involved the team, Managers and Partners. An Action Plan was produced and monitored.

In November 2013, the team led on a consultation event with representatives from young people using the service. 33 attended with parents, carers and teachers. Quotes received include:

"It helped my confidence, when you take me out"

"As a parent, transition has provided me with a key worker who can be contacted quickly and always comes back with information".

"Transition Team gives us reassurances that our students needs will be cared for whilst giving them confidence to share new experiences" (teacher)

"Team have helped me by talking to my mum"

"A booklet to explain the process and key stages of each Transition/Education and Careers Wales" parent.

**Overall Judgement:**

Evidence shows we have made a positive difference to young people as they grow into adults. However, we recognise that further work can be done to make it even better and for more people. We have a plan to do this and can measure our success.

The 16+ service implemented in Year 1 is now in its second year and has been rolled out to 15+ as agreed. The plan is to extend this to the 14+ age group in Year 3.

The usage of direct payments continues to increase, with 296 adults and children in total receiving a direct payment between October and December 2013. 138 of these are adults and children receiving services from the Learning Disability Service, Children's Integrated Disability Service, and those going through Transition.

**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)	
<b>M</b>	<b>M</b>	<b>A</b>	Annual Transition event Promotion of Direct Payments	<b>L</b>	<b>L</b>	<b>G</b>	Implement Action Plan from Transition Review	Head of Children's Social Services	↔	<b>L</b>	<b>L</b>	<b>G</b>