CYNGOR
Sir y Fflint
Flintshire
COUNTY COUNCIL

APPENDIX 1

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

What we said we would do in 2014/15: -

1. Maintain the success of the reablement / recovery approach, engaging in regional working for the further roll out of telecare / telehealth and improve the timeliness of adaptations.

Progress Status		Progress RAG	A	Outcome RAG	G

Reablement/Recovery:
Intermediate Care Fund money has enabled us to recruit 1.5 occupational therapists and 1 social worker in the Reablement team. 74.5% of people referred in the Quarter completed a period of reablement with their support package being maintained or reduced, or not requiring further support.

Telecare:
We are continuing with the regional work for the further roll out of telecare and telehealth. Regional guidance has been produced on the use of certain pieces of equipment. Through the Health grant we have purchased four multi-room censors which are being piloted for people with learning disabilities with a view to increasing their independence.

Adaptations:
The measures below (PSR/009a and PSR/009b) are the national indicators for the timeliness of the delivery of major adaptations which go through the Disabled Facilities Grant (DFG) process. This applies to adaptations in owner/occupier dwellings only. In Quarter 1, 26 adaptations for adults were completed through the DFG process, in an average of 369 days. The increase in average time taken was due to a reduction in staffing in Housing, causing a delay in the post-inspection of works. We have now obtained clearance to recruit to this post, but it is expected that a similar impact on adaptation delays will be seen in Quarter 2. It is also the case that since more works are going through the minor adaptation route, the remaining DFGs are more complex and are likely to take longer on average.

In contrast, major adaptations completed in local authority dwellings, which do not go through the DFG process, are being completed in an average of 120 days.

There was only one DFG completed for children in Quarter 1; this was a complex case where the needs of the child changed several times throughout the course of the grant works; the adaptation was completed in 767 days.

Achievements will be measured through
- Extended local use of telecare / telehealth technologies consistent with regional plans
- Exceed the all Wales average for adaptations
- Meet local improvement targets for reablement

Achievement Milestones for strategy and action plans:
- Extended local use of telecare / telehealth technologies consistent with regional plans by March 2015

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
PSR/009a - The average number of calendar days taken to deliver a Disabled Facilities Grant for children and young people.	Chief Officer – Social Services	257 days	257 days	231 days	**767 days**	R	A
PSR/009b - The average number of calendar days taken to deliver a Disabled Facilities Grant for adults.		247 days	247 days	231 days	**369 days**	R	A
SCAM2L - Percentage of referrals where support was maintained or reduced or no further support was required at the end of a period of Reablement.		77%	71 – 75%	80%	74.5%	G	G

Risk to be managed – Service user/ family resistance to using new technologies e.g. telecare.

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	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
M	M	A	Regional guidance has been produced on the use of certain pieces of equipment.

6 week pilot of multi-room censors. | L | M | A | Evaluation of multi-room censor pilot. | Chief Officer – Social Services | ↔ | L | L | G | Mar 2015 |

Improvement Plan Progress
August 2014

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Risk to be managed – Ensuring we have enough capital funding for disabled facilities grants alongside other competing demands for capital resources

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	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
H	H	R	DFG's are prioritised within the Private Sector Housing Regeneration & Strategy Capital programme to ensure that demand can be met.

Reductions to non DFG spend by the council have taken place and monies for key priorities in those areas secured through external sources | L | H | A | There has been a reduction to the capital budget in 2013/14 and a further reduction in 2014/15. This risk has been managed through a combination of more competitive pricing, achieved through tendering.

The Council's move to a reablement model also appears to have had a positive on the number of referrals for major adaptations. However, this will need to be closely monitored to assess whether this process is simply delaying the need for a major adaptation, or whether this will be an ongoing trend. | Chief Officer – Community & Enterprise | ↔ | L | L | G | |

2. Implement a series of actions to support greater independence for individuals with a frailty and/or disability including completion of rightsizing exercises for all supported living projects provided and commissioned. Implement a night support service.

Progress Status		Progress RAG	A	Outcome RAG	G

Rightsizing
Half of our in-house Supported Living houses have been rightsized with a focus on quality of life for the service user and the structure of the package of care provided. We need to complete this process with the remaining in-house provision and roll out to Health provision and houses in the independent sector.

Night Support Service
We are in the process of developing a business case and potential model for a night support service. Negotiations are currently taking place with a provider to deliver a pilot service. Through the Project Board, further work is being undertaken as to how we will ensure that this service is affordable and sustainable, with a view to rolling the preferred model out to the whole of Flintshire.

Achievements will be measured through:
- Improved quality of life for service users with a disability
- Reduction in care hours in supported living
- Reduction in one to one care needed in supported living

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Number of minor adaptations (under £1000) completed for service users with a disability.	Chief Officer – Social Services	377 *	TBC	TBC	**197**	N/A	N/A
Number of people receiving Direct Payments / Citizen Directed Support.		302	320	350	335 people	G	G
Maintain the percentage of clients who are supported in the community in the top quartile for Wales. (SCA/020)		86%	90%	90%	Data not available	N/A	N/A

Note: Baseline data for measure 1 is based on minor adaptations (under £500) in private dwellings – we are collecting data on all minors under £1,000 from 01/04/2014. Targets to be agreed based on Q2 data in October 2014.

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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	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
H	H	R	Development of a joint action plan with Health to develop an integrated and coherent approach to support people with dementia. Development of a regional specification for enhanced dementia care in residential and nursing care homes. Reassignment of ordinary nursing beds in Independent Sector provision to provide specialist dementia care, and new models of support.	M	M	A	Launch of regional specification for enhanced dementia care in residential and nursing care homes across NW. Development of dementia provision within 2 new Extra Care developments.	Chief Officer – Social Services	↔	M	M	A	March 2015 2018

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

Progress Status		Progress RAG	G	Outcome RAG	G

Policies and procedures have been aligned with Wrexham.
Six new families were referred to IFSS in the Quarter; two were closed after consultation with the families and the other four were taken forward for services, alongside the five families already working with IFSS.

Achievements will be measured through:
- o Number of families receiving a service
- o Average "distance travelled" score at 12 month review
- o Maintain level of repeat referrals to Children's Social Services
- o Alignment of Flintshire's policies and procedures with those of Wrexham

Achievement Milestones for strategy and action plans:
- ▪ Alignment of Flintshire's policies and procedures with those of Wrexham by December 2014 – Achieved.

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Number of families referred to IFSS (Flintshire County Council only)	Chief Officer – Social Services	13	Maintain 13	Maintain 13	6	G	G
Average "distance travelled" score at 12 month review		1.4	Maintain 1.4	TBC	Report March 2015	N/A	N/A
SCC/010a – The percentage of referrals that are re-referrals within 12 months		13%	Below 15%	Below 15%	13.9%	G	G

4. Examine the Children's Services structure with a view to remodelling the teams to create capacity to do more preventative work.

Progress Status		Progress RAG	G	Outcome RAG	G

We have agreed a new operating structure for Social Services which incorporates enhanced arrangements for safeguarding and operational and strategic links between Children's and Adult Services. The remodelling of services for children has been proposed as an opportunity to achieve efficiencies through the business planning process. Some alternative models have been discussed and a planning day has been held. Further discussions are being channelled through the corporate business planning process.

Achievements will be measured through:
- Implementation of the new model by March 2015
- Maintain level of repeat referrals to Children's Social Services

Achievement Milestones for strategy and action plans:
- Implementation of the new model by March 2015

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
SCC/016 - The percentage of reviews of child in need plans carried out in accordance with the statutory timetable	Chief Officer – Social Services	53%	82%	100%	**79%**	A	A
SCC/010a – The percentage of referrals that are re-referrals within 12 months		13%	Below 15%	Below 15%	13.9%	G	G

5. Prevent homelessness for people who are:			
• alcohol and drug dependent; and /or			
• victims of domestic violence; and/or			
• ex-offenders; and/or			
• young people including care leavers			

Progress Status	Progress RAG	G	Outcome RAG	G

The service has recruited to the independent Shelter post to support the pilot. The post holder started at the beginning of June. The prevention for six months outcome data is not available until later in the year but there are already examples of good prevention outcomes. The Accommodation Support Team are being used to enhance prevention activity.

Achievements will be measured through:
- Homeless prevention for at least 6 months for people who are:
  - alcohol and drug dependent,
  - victims of domestic abuse,
  - ex-offenders;
  - young people including care leavers
- Monitoring the success of the 6 month pilot being introduced to trial measures proposed in the Housing Bill to strengthen homeless prevention

Achievement Milestones for strategy and action plans:
Evaluate the success of the 6 month pilot being introduced to trial measures proposed in the Housing Bill to strengthen homeless prevention by January 2015.

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
HHA/013 - The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	Chief Officer – Community and Enterprise	84.89%	90%	90%	N/A	N/A	N/A
Homeless prevention for at least 6 months for people who are victims of domestic abuse.		During 2014/15 changes to recording and reporting of data will be made to systems to create a baseline for these indicators in 2014/15 so that target setting can take place for 2015/16.			N/A	N/A	N/A
Homeless prevention for at least 6 months for people who are ex-offenders.					N/A	N/A	N/A
Homeless prevention for at least 6 months for people who are young people including care leavers					N/A	N/A	N/A

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

Progress Status		Progress RAG	G	Outcome RAG	G

We are continuing to work through the action plan which was developed from the comments and actions resulting from the stakeholder and user element of the 2013 review of the Transition Service. This action plan is maintained and is up to date.

Annual evaluations will be held with stakeholders, and in the longer term this will enable us to build up a picture of how outcomes are improving for current and previous users of the transition service. The next annual evaluation is planned for Autumn 2014, and feedback from service users will be gathered at this event.

Achievements will be measured through:
- Effective transition pathway as demonstrated through the annual evaluation.

Achievement Milestones for strategy and action plans:
- Collection of feedback from service users by March 2015

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Number of people receiving Direct Payments / Citizen Directed Support.	Chief Officer – Social Services	302	320	350	**335 people**	G	G

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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	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
M	M	A	Implement Action Plan from Transition Review	L	M	A	The primary outstanding action resulting from the review is to provide young people and families with an information pack that involves every agency, to provide service users with a single pathway through transition.	Chief Officer – Social Services	↓	L	L	G	March 2015

Independent Living: Risk to be managed – Managing demand and expectations with limited resources.

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	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
H	H	R	Regular performance and activity data is produced to continually monitor and project service demand.	M	M	A	Redevelopment of website to manage expectations. Integration of the Integrated Assessment which focuses on how an individual can manage their own circumstances and access universal support. Business planning process to identify how we effectively manage and respond to demand whilst delivering significant savings.	Chief Officer – Social Services	↔	L	L	G	2017