

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
<p><u>Reablement/Recovery</u> 78.3% of people referred in the Quarter completed a period of reablement with their support package being maintained or reduced, or not requiring further support.</p> <p><u>Telecare</u> This quarter the pilot of multi-room sensors purchased through the Health grant was successfully completed. The multi-room sensor has reduced the need for waking night support, which has now been replaced by sleep-in support, resulting in an increase in the independence of people with a learning disability. In general there has been greater focus on telecare for people with a learning disability and a member of staff has been identified to take this forward.</p> <p>The regional work on the further roll out of telecare and telehealth is continuing.</p> <p><u>Adaptations</u> 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 and private rented dwellings only. In Quarter 2, 25 adaptations for adults were completed through the DFG process, in an average of 304 days. A new surveyor has been appointed in Housing, and a reduction in the waiting time for visits is being seen as a result.</p> <p>Major adaptations completed in local authority dwellings, which do not go through the DFG process, are being completed in an average of 175 days. There are two key differences between the process for DFGs and the process for local authority property adaptations which can impact on the timescales. The DFG process involves a means test and the appointment of a contractor, whereas adaptations in local</p>				

authority properties do not. However, our aspiration is to reduce the timescale of DFG provision to nearer that for local Authority properties. Housing now have access to a monitoring report which highlights cases which have been open for more than 200 days, and includes the time spent in Housing. This is being used as a monthly progress checker for long cases.

There was only one DFG completed for children in Quarter 2; the adaptation was completed in 471 days.

192 minor adaptations (under £1,000) were completed in Quarter 2, in an average of 55 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 Q2	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	$\frac{471}{1}$ 471 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	$\frac{7596}{25}$ 304 days	A	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%	$\frac{260}{332}$ 78.3%	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. Successful completion and evaluation of multi-room censor pilot has been achieved.	L	L	G	All actions have been completed.	Chief Officer – Social Services	↓	L	L	G	Jun '14

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	<p>DFG's are prioritised within the Private Sector Housing Regeneration & Strategy Capital programme to ensure that demand can be met.</p> <p>Reductions to non DFG spend by the council have taken place and monies for key priorities in those areas secured through external sources</p>	M	M	A	<p>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.</p> <p>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.</p>	Chief Officer – Community & Enterprise	↔	L	L	G	Mar 2015

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
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Rightsizing

Rightsizing has been completed in 75% (17 out of 22) of local authority Supported Living houses, with a focus on quality of life for the service user and the structure of the package of care provided. In addition, the roll out to houses provided by Health and the independent sector has begun. As a result of this process, recommendations have been made which will improve the quality of life for residents and the efficiency of the service.

Night Support Service

Work on developing the Night Support Service is continuing; the details of the pilot are being negotiated with the provider. Alongside this development, work continues through the Project Board to ensure that this service is affordable and sustainable, with a view to rolling the preferred model out across 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 Q2	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	192	G	G
Number of people receiving Direct Payments / Citizen Directed Support.		302	320	350	380	G	G
Maintain the percentage of clients who are supported in the community in the top quartile for Wales. (SCA/020)		86%	90%	90%	87%	A	G

**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.*

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	<p>Development of a joint action plan with Health to develop an integrated and coherent approach to support people with dementia.</p> <p>Development of a regional specification for enhanced dementia care in residential and nursing care homes.</p> <p>Reassignment of ordinary nursing beds in Independent Sector provision to provide specialist dementia care, and new models of support.</p>	M	M	A	<p>Launch of regional specification for enhanced dementia care in residential and nursing care homes across NW.</p> <p>Development of dementia provision within 2 new Extra Care developments.</p> <p>These arrangements are still on track.</p>	Chief Officer – Social Services	↔	M	M	A	Apr 2014

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

Progress Status	Progress RAG	G	Outcome RAG	G
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There have been three new Flintshire families referred to IFFS this quarter, resulting in a total of 9 referrals over a 6 month period. The IFFS team are currently working with 10 families, in various phases of the support programme. This represents a full caseload for the team, because of the intensive nature of the work.

An Information Sharing Protocol has been completed and signed by Wrexham, and has been passed to Flintshire for signature. Following this, signatures will be sought from Health and the Police.

IFSS carry out intensive work with a small number of families and it can be difficult to illustrate the positive impact of the service when viewed against the full caseload of the wider children's services. IFSS are considering commissioning a piece of work which will study the impact on the families who have worked with the service over the last four years, in order to demonstrate the positive outcomes being achieved for these people.

Achievements will be measured through:

- Number of families receiving a service 10 families
- Average "distance travelled" score at 12 month review
- Maintain level of repeat referrals to Children's Social Services
- 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 Q1 & Q2	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	9	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	A	Outcome RAG	G
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The new operating model for the senior management arrangements for Children's Services has been agreed. Lead management arrangements for Resources and Early Years are in place. An appointment has been made for the Safeguarding and Children's lead, and the appointee will be joining the Authority in the New Year. Once all appointments are in place, a review of operating arrangements for other tiers will be undertaken.

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%	77.8%	A	G
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
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The homeless prevention pilot has been running for six months, this means the service is delivering a homeless prevention service for all those that present irrespective of their priority need status. The service has provided a homeless prevention service for an additional 114 cases only entitled to advice and assistance within current legislation over the last 6 months. Despite these additional cases the percentage prevented has improved.

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%	88%	G	G
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	A	Outcome RAG	G
<p>Findings from the Transition Service review are implemented through the Review Action Plan, which is maintained and up to date. There is still a primary action outstanding, which 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. The development of the pack has been delayed as a result of the long-term absence of a manager in the service, which has had an impact on resources and capacity. It is unlikely that the pack will now be produced by the end of the reporting year; for this reason the target risk score has been increased.</p> <p>We are planning the next service user evaluation event.</p>							
<p>Achievements will be measured through:</p> <ul style="list-style-type: none"> Effective transition pathway as demonstrated through the annual evaluation. <p>Achievement Milestones for strategy and action plans:</p> <ul style="list-style-type: none"> 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	380	G	G

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	M	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. Resolve long-term absence issue.	Chief Officer – Social Services	↑	M	M	A	Jun '14

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. The “what matters?” conversation and the core data set have been implemented in localities and training is being rolled out to practitioners.	M	M	A	Project group established to look at redesign of website, focussing on signposting people to universal and community based services. Regional approach to Integrated Assessment to ensure consistency. The Business Plan for 2016/17 has been completed, and includes a plan for delivering efficiencies and managing and responding to demand.	Chief Officer – Social Services	↓	L	L	G	2017