



**APPENDIX A: LOCAL SERVICE BOARD END OF YEAR REPORT 2014/15**

**PRIORITY 1**

**Strategic Partnership / LSB Priority Delivery Board**  
**Employment Skills and Jobs Board – formerly Apprenticeship,**  
**Entrepreneurship and Work Experience Board**

**In 2014/15 we intended to:**

<p><b>Priority:</b> Lead by example as employers and community leaders.</p> <p><b>In 2014/15 we intended to:</b></p> <p>Sub priority areas:</p> <ol style="list-style-type: none"> <li>1. Protect and promote the well-being of our employees, volunteers &amp; the community.</li> <li>2. Support lifelong learning &amp; employability of our employees &amp; volunteers.</li> <li>3. Improve the education, training &amp; employment prospects for young people up to 25 years of age.</li> </ol>		
<b>Progress status</b>	<p><b>Progress RAG</b></p> 	<p><b>Outcome RAG</b></p> 
<b>What we did in 2014/15</b>	<p>In 2014/2015 delivery was focused on the third sub priority 'improve the education, training and employment prospects for young people up to 25 years of age' as follows:</p> <ul style="list-style-type: none"> <li>• Work with the public, private and voluntary sectors to increase the number of apprenticeships, traineeships and work experience opportunities.</li> <li>• Communicate the range of apprenticeship and training programmes available.</li> <li>• Identify the skills gaps for an increased number of apprenticeship and alternative programmes and investment in training.</li> <li>• Continue to develop and increase the number and range of Communities First Job Club programmes.</li> <li>• Support the development of the Young Entrepreneur Programme with the Flintshire Business Entrepreneurship Network.</li> <li>• Implement skills development programmes in partnership with local employers.</li> </ul> <p>One of the major challenges faced by the partnership was to quantify the impact of interventions.</p>	
<b>What went well</b>	<ul style="list-style-type: none"> <li>• A mapping of provision took place which highlighted which training was available in Flintshire and where this was available.</li> <li>• The formal review of the Employment Skills and Jobs Board was completed and the findings presented to the Board. The aim of this review was to improve the relevance, significance and the performance of the Board in order to improve</li> </ul>	

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	<p>opportunities for the residents of Flintshire.</p> <p>The recommendations were two-fold:</p> <p>Split the Board between strategic and operational to ensure that topics are addressed with the appropriate level of attention from the best qualified organisational representatives. Previous combining strategic and operational issues blurred discussions.</p> <p>Once the split occurs, a Strategic Board should be in place. This would be complemented by a number of operational groups to address delivery issues.</p> <p>The main challenge remains staffing and delivering this review.</p> <ul style="list-style-type: none"> <li>• The second year of the Flintshire elements of the National Youth Engagement and Progression Framework was completed locally and endorsed by Welsh government. A system of regular liaison meetings with them and are building up an excellent working relationship with the representative.</li> </ul> <p>To deliver the Youth Engagement and Progression Framework, a member of staff has been seconded from Careers Wales to the inclusion team at Flintshire Council.</p> <p>A delivery network has been set up for the lead workers in Flintshire.</p> <ul style="list-style-type: none"> <li>• Self-Employment continues to illustrate improvement for young people, particularly with the success for Dragons' Den. At a Dragons' Den Event in May we had more than 20 businesses that successfully received support from the Dragons' and they held an inspiring celebration event in June and November for achievement.</li> <li>• A WASPI (Welsh Accord for the Sharing of Personal Information) is agreed by partners and is awaiting sign off</li> </ul>
<p><b>What did not go so well</b></p>	<p>The WASPI is taking a long time to be quality assured and by the end of the year was not "signed off".</p> <p>The length of time that the CAP is taking is preventing our promotion of awareness of programmes however this is something that Welsh government is working towards this year and is due to go "live" in the summer of 2015. This will improve access to Labour market intelligence greatly.</p>

**Our evidence for this is:**

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### (i) Achievement milestones

- Provision mapping completed
- Partnership review undertaken
- Youth Engagement and Progression Framework
- WASPI in place
- Employers' Promise signed

### (ii) Achievement measures

- The landmark milestone is a reduction in unemployment for those under the age of 25 and the target for next summer has already been surpassed. There is still lots of work to do to ensure that it does not creep back up again.

Achievement Measures	Baseline Data (Summer 2013)	2014/15 Target (Summer 2015)	Q1 Outturn February 2015 *
Reducing the percentage of 18 – 24 year olds claiming Jobseekers Allowance	5.7%	4.9%	3.3
Reducing the number of 18 – 24 year olds claiming Jobseekers Allowance for at least 6 months	1%	0.9%	0.5
Reducing the number of 18 – 24 year olds claiming Jobseekers Allowance for at least 12 months	0.8%	0.7%	0.4

### (iii) What we will do in 2015 onwards



The next steps for the Board are:

- Implement the reviewed Board structure
- WASPI signed up to by all partners once this happens we become a “green” partnership with Welsh government
- Implementation of the Youth Engagement and Progression Framework
- Monitoring of the Employers' Promise framework

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**PRIORITY 2**  
**Strategic Partnership / LSB Priority Delivery Board**  
**People are Safe**

**In 2014/15 we intended to:**

<p><b>Priority: People are Safe</b></p> <p><b>In 2014/15 we intended to:</b></p> <p>1. Sub priority: Domestic Abuse and Sexual Violence</p> <ul style="list-style-type: none"> <li>• People are more confident, and aware, to report domestic abuse and sexual violence offences</li> <li>• Young people are aware of the nature and implications of sexual violence, and where to access support</li> <li>• Deal effectively first time with high risk cases of domestic abuse through successful MARAC intervention</li> </ul> <p>2. Sub priority: Acquisitive Crime</p> <ul style="list-style-type: none"> <li>• Identify locally emerging trends in relation to acquisitive crime and develop targeted and appropriate responses to those trends</li> <li>• Jointly address those who cause the greatest harm in our communities</li> </ul> <p>3. Anti-Social Behaviour</p> <ul style="list-style-type: none"> <li>• Support high risk and repeat victims of anti-social behaviour</li> <li>• Providing appropriate interventions to locally identified anti-social behaviour problems in our communities</li> </ul> <p>4. Substance Misuse</p> <ul style="list-style-type: none"> <li>• Improving availability and quality of education, prevention and treatment services and related support, with the emphasis on the relationship between alcohol, drugs and crime</li> </ul>		
<b>Progress status</b>	<p><b>Progress RAG</b></p> 	<p><b>Outcome RAG</b></p> 
<b>What we did in 2014/15</b>	<p><u>Sub priority 1: Domestic Abuse and Sexual Violence</u></p> <ul style="list-style-type: none"> <li>▪ Developed action plan for the promotion of the 'White Ribbon' campaign</li> <li>▪ Convened monthly MARAC meetings</li> <li>▪ On-going delivery of the 'Cat's Paw' productions in schools</li> <li>▪ Regional working in respect of the 10,000 Safer Lives initiative</li> <li>▪ Commenced a domestic homicide review</li> </ul> <p><u>Sub priority 2 &amp; 3: Acquisitive Crime &amp; Anti-Social Behaviour</u></p> <ul style="list-style-type: none"> <li>▪ Multi-agency ASB Tasking meetings</li> <li>▪ Multi-agency Crime Tasking meetings</li> <li>▪ Implemented some of the requirements of the new anti-social behaviour legislation (Anti-Social Behaviour, Crime and</li> </ul>	

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	<p>Policing Act 2014)</p> <ul style="list-style-type: none"> <li>▪ Promoted 'Hate Crime Awareness Week'</li> <li>▪ Formed a 'Community Tension Monitoring and Hate Crime Group'</li> </ul> <p><u>Sub priority 4 : Substance Misuse</u></p> <ul style="list-style-type: none"> <li>▪ The Area Planning Board Team are working across North Wales to review the effectiveness of alcohol services, mapping work is being carried out within Flintshire for all alcohol services and what is currently provided by primary services through to residential services so that demand reduction can be addressed.</li> <li>▪ Other than internal contracts held by FCC, all other services receiving funding through the Substance Misuse Action Plan Fund (SMAF) have been reviewed.</li> </ul>
<p><b>What went well</b></p>	<p><u>Sub priority 1: Domestic Abuse and Sexual Violence</u></p> <ol style="list-style-type: none"> <li>1. The average repeat victimisation for the Flintshire MARAC stands at 23%, which exceeds the nationally set target of 28%.</li> <li>2. Young people accessing the 'Cat's Paw' theatre productions in educational setting. 10 schools and 1 Pupil Referral Unit engaged in 2014/5 (the target set for this year was 6 schools).</li> <li>3. Flintshire County Council became the first local authority in North Wales to receive 'White Ribbon' accreditation for the work undertaken to tackle domestic abuse</li> </ol> <p><u>Sub priority 2 &amp; 3: Acquisitive Crime &amp; Anti-Social Behaviour</u></p> <ol style="list-style-type: none"> <li>1. Adopted multi-agency approach to tackling the rise in distraction burglaries.</li> <li>2. Adopted multi-agency approach in terms of targeting the needs of specific minority groups within our communities.</li> <li>3. Neighbourhood Wardens have visited the majority of sheltered schemes to provide advice and low level security equipment in respect of doorstep crime.</li> <li>4. Multi-agency working group formed to consider the Implications of the new Anti-Social Behaviour legislation.</li> </ol> <p><u>Sub priority 4 : Substance Misuse</u></p> <ol style="list-style-type: none"> <li>1. Agreement of the priority areas which will form the foundation for the North Wales Commissioning Strategy. They are: <ul style="list-style-type: none"> <li>▪ Improve how we work together</li> <li>▪ Improve equity of service</li> <li>▪ Promote a sustainable recovery journey</li> </ul> </li> </ol>

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	<ul style="list-style-type: none"> <li>▪ Adopt an approach that considers the whole family</li> <li>▪ Provide for the needs of children and young people</li> <li>▪ Reduce the impact of substance misuse on communities</li> </ul> <p>2. There has been a significant improvement in waiting times and cases closed for substance misuse services during 2014/5. The targets set by the Welsh Government for both these areas have been achieved.</p>
<b>What did not go so well</b>	No problems identified at present

### Our evidence for this is:

#### (i) Achievement milestones

- Delivery of the work programme for the North Wales Safer Communities Board
- Partnership approach to consider the implications of the Anti-Social Behaviour Act 2014
- Agreed timescales for conducting the Domestic Homicide Review, and commenced proceedings
- Undertaken self-assessment of the People are Safe Board

#### (ii) Achievement measures

- Number of domestic violence incidents reported to North Wales Police
- Number of sexual offences reported to North Wales Police
- Well informed young people in relation to sexual violence (monitored via post intervention surveys)
- Number of cases referred more than once to MARAC
- Number of reported offences of acquisitive crime
- Number of offences committed by repeat offenders in relation to acquisitive crimes
- Number of repeat high risk victims of anti-social behaviour
- Number of reported anti-social behaviour incidents
- Meeting the Welsh Government's Key Performance Indicator on substance misuse services























#### (iii) What we will do in 2015 onwards

The sub priorities of the People are Safe Board are in the process of being reviewed to reflect the requirements of the Strategic Assessment and North Wales Community Safety Plan. The Board has also undertaken a consultation exercise with members of the different delivery groups to review performance, and ensure the partnership continues to be 'fit for purpose'.

These changes will be formally reported to the LSB at its next meeting.

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**PRIORITY 3  
Strategic Partnership / LSB Priority Delivery Board  
Health, Wellbeing and Independence Board**

<b>Priority: People Enjoy Good Health, Wellbeing and Independence (Priority 3)</b>		
<b>In 2014/15 we intended to:</b>		
	<b>Progress</b>	<b>Outcome</b>
Ensure that the commitments made within the regional and county level action plans to take forward the Statement of Intent are implemented.		
Support and provide leadership where necessary to ensure that the Intermediate Care Fund project delivers against the commitments made.		
Expansion of the Flying Start to provide service to an additional 198 children.		
With reference to the End of Strategy Report completed for both the Health, Social Care and Wellbeing Strategy (see above) and Children and Young Peoples Plan, Identify further or additional priority areas for action for this Board and/or advocate for consideration through other Single Plan priority delivery.		
Strengthen the performance management role of the HWIB.		
Open a Flying Start Centre at the Bryn Deva School Site in the autumn of 2014.		
Respond to recommendations within the report into Partnership Developments (see above).		
Identify an appropriate mechanism through which to take forward cross cutting health improvement actions that support health, wellbeing and independence.		
Place a greater emphasis on preventing homelessness.		
Continue to provide advice and support services to help people protect their income.		
Support the implementation of Universal Credit (UC) within the Shotton Jobcentre Plus area.		

<b>What we did in 2014/15</b>	<p>Developed and implemented a programme of work in response to the Intermediate Care Fund.</p> <p>Developed the Single Point of Access to become operational in April 2015.</p> <p>Remodelled services delivered from Orchard Way to provide a focus on progression for adults with a Learning Disability.</p> <p>Activities were completed in accordance with the Flying Start revenue and capital plans 2014-15.</p> <p>Tackling Poverty Partnership worked within its extended remit (increased</p>
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	<p>partner agencies) to co-ordinate responses to the changes in social welfare benefit.</p> <p>Single Gateway (improving access to advice and support services) extended to incorporate shared learning and capacity across partner agencies.</p> <p>Support to Universal Credit claimants extended in Shotton and introduced across Flintshire.</p> <p>Provided specialist benefit and money advice to residents maximising income enabling households to meet their housing costs, lifting households out of poverty and boosting spending power within the local economy.</p> <p>The HWIB initiated a review of Priority 3 sub priorities and main work areas for consideration by the LSB in May 2015 (refer to separate Report).</p>
<p><b>What went well</b></p>	<p><u>Intermediate Care Fund Delivery</u>  Through the year partners from the local authority, NHS and the Third Sector have continued to deliver a wide range of initiatives using the ICF grant from Welsh Government to develop more joined up intermediate care services. Funding has supported many people in ways that have avoided hospital admission and supported people to be as independent as possible after discharge from hospital. It has also supported people from moving into residential or nursing homes until they really need to.</p> <p>Working with our partners within tight timescales to get services up and running we have increased provision and tested new services finding that in many cases demand had exceeded anticipated referrals with many positive personal stories throughout.</p> <p><u>Single Point Of Access</u>  Flintshire's SPOA became operational in April 2014. Based in Preswylfa, Mold the team currently comprises FCC First Access Team and a part time Third Sector Co-ordinator. The BCUHB Falls Co-ordinator is also located within the team to build skills and capacity relating to the prevention of falls.</p> <p><u>Social Care Accolade - Living Well</u>  The Living Well service has been shortlisted for a Social Care Accolade. The service supports people with dementia to stay in their own homes rather than being admitted to residential and nursing care and for them to maintain their level of functioning in relation to daily living skills and independence.</p> <p>The service relies on multi-agency staff recognising and responding to early triggers and symptoms of dementia which require intervention. In addition, work has taken place to improve communication with GPs, community psychiatric nurses, occupational therapists and others, ensuring that non-essential hospital admission and long - term care is</p>



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	<p>avoided.</p> <p><u>SSIA – Reablement</u> A video has been made by the SSIA showing the work of the reablement team entitled “From Hospital to Home”. The video will be available to view online after the 7<sup>th</sup> May through the following link: <a href="http://www.ssiacymru.org.uk/8764">http://www.ssiacymru.org.uk/8764</a></p> <p><u>Flying Start</u> Capital plan for Bryn Deva achieved.</p> <p>The Croft Nursery, Aston capital bid achieved with staff due to move in 2015.</p> <p>Sandycroft capital bid approved for commencement of work 2015-16.</p> <p>Health Visitor won national award in recognition of Flying Start service delivery, nominated by a family.</p> <p><u>Tackling Poverty Partnership</u> Extending the partnership remit to include ‘place’ ie. Housing and regeneration as a fundamental indicator of poverty.</p> <p>Key partners and board members on national bodies both representing what Flintshire is doing and also bringing back shared learning and intelligence.</p> <p>Single Gateway 6 month evaluation demonstrated success and further expansion.</p> <p>Development of a new housing solutions service model to assist the authority to fulfil its enhanced statutory homelessness prevention duties in a person centred manner and as cost effectively as possible during 2015/16.</p>
<p><b>What did not go so well</b></p>	<p>A lesson learned within Flying Start is that site visits prior to capital bids need to take place to facilitate the submission of one bid for each site, rather than having to any supplementary bids to ensure quality provision.</p> <p>Introduction of sufficient levels of suitable accommodation to remove the need to homeless households (especially those with children) to be temporarily housed, albeit in an emergency, within Bed and Breakfast accommodation.</p> <p>BCUHB is still in the process of confirming which staff resources will be part of the new Single Point of Access. BCUHB have not had an existing team unlike FCC as a starting point and the staff that do process and screen referrals also undertake other duties, making it difficult to release those members of staff. In addition, the pressures within the acute setting have delayed the process somewhat due to the shift in priorities for a period of time. This matter has been a focus for much discussion and there are a schedule of meetings taking place over the next couple of</p>

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	months to attempt to fully resolve this issue to ensure appropriate level of team resource within the SPOA Team.
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### Our evidence for this is:

#### (i) Achievement milestones

- Single Point of Access became operational in April 2015.
- The Flying Start Service actual numbers of children under 4 on the Flying Start Health Visitor caseload as at 31 January 2015 was 1236. The predicted number of children under 4 who will be on the Flying Start Health Visitor caseload at 1 April 2015 will be 1407. All expansion requirements have been met as per the Flying Start Delivery Plan 2014-15.
- The Flying Start Centre was opened at Bryn Deva School Site. A ministerial visit was made by Lesley Griffiths, AM, minister for communities and tackling poverty during March 2015. Working in partnership with the school and Jigsaw Playgroup, the purpose built centre provides the full range of Flying Start services under one roof. This includes parenting programmes, health sessions, an early language group and crèche facilities.
- The new Flying Start Delivery Plan for 2015-16 has been approved by Welsh Government with expansion to Holywell West (48 children); Bagillt West (58 children) and Mancot (47 children). There will be a realignment of services and WG programmes (Flying Start and Families First within the Early Years and Family Support service), along with other funded and core services. Service provision will be extended to Midwifery services and a Speech and Language Therapist, along with synergising the LAP grant with the Flying Start Early Language Development entitlement. A new project finance support post will be recruited to develop robust financial management systems and controls.
- A capital bid to remodel Sandycroft Youth Centre on the Sandycroft County Primary School site, has been approved for 2015-16; in partnership with Sandycroft School and Youth Services.
- Introduction of the Universal Credit pilot in Shotton, in partnership with DWP in April 2014 followed by further extension of claimant entitlements in July and October. Additional UC services available at Flint and Mold from February 2015.

#### (ii) Achievement measures

- Between mid April 2014 and the end of March 2015 there were over 90 residential admissions which supported in the main a step down from either acute or community hospitals and have been for the following reasons:-
  - To free up a bed whilst a domiciliary package is waiting to start.
  - To allow the individual further time to recuperate and increase their independence prior to returning home.
  - To enable time to consider their discharge destination and enable decisions to be made in a more enlightened way.
- The average length of stay in the ICF bed was 14 days at a cost of £913.49. Had the person remained in hospital for this length of time the associated costs would have been £4802, based on a figure of £343 per day. The ICF project has the potential to save on average £3888.51 per person. The savings attributed to 90 admissions equate to £349,966, a saving to the health board.

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- Our Moving and Handling project (ICF Funded) has seen excellent results in a short period of time with 2 Occupational Therapists having dedicated time (a day a week) between January and March 2015; 24 assessments were offered with 17 being accepted.
- The Extending Specialist Care in the Community Project (ICF Funded) has engaged with and raised awareness of every aspect of Dementia Care in the dementia journey, involving the general public, carers, community services and care home providers, with people with dementia being at the centre throughout. Over 600 opportunities were provided for people to benefit from this project.
- Over 135 people have benefitted from ICF Funding allocated to the Alzheimer's Society, Flintshire Care and Repair, The British Red Cross and the Neurotherapy Centre to:
  - Complement reablement services to support people to live independently at home.
  - Support people with dementia, and their carers, which includes short term support to enable people to access universal services and prevent social isolation.
  - Help ensure people's homes are safe and secure as part of the hospital discharge process.
  - Run a scheme to help people who hoard to improve their home environment and reduce associated risks of falls and poor health.
- Support people with chronic neurological conditions to help them manage their condition:
  - Flying Start quarterly Capital reports provide information on progress, milestones and spend on the capital projects undertaken during 2014/15 (Bryn Deva and The Croft).
  - Flying Start Termly Revenue monitoring reports provide information on the four entitlements and meeting budgetary and planned milestones.
  - Prevention of homelessness – 85.17% (84.89% 2013/14).
  - Numbers of homeless households placed in Bed and Breakfast accommodation – 124 households (22.8 days average stay) (115 households in 2013/14).
  - Numbers accessing services through the Single Gateway – 2014/15 (numbers will be shared when available).
- Amount of monthly debt managed as a result of advice provided by the Money Advice Service – £1.2m during 2014/15.
- Number of Flintshire residents assisted by FCC to claim additional Social Security and Tax Credits – 1,522 residents (generated £3.1m additional income) (2013/14 – 1,600 residents supported; generated £2.8m additional income).

### **(iii) What we will do in 2015 onwards**

The HWIB are currently revising its sub priorities and key areas for work for 2015-17, with proposals being submitted in a separate paper to the LSB at this meeting (May 2015) for consideration.

In addition to any proposals agreed by the LSB, partners will continue to:

- Meet the requirements of the Flying Start delivery plan for 2015-16.
- Help children, young people and families, in or at risk of poverty achieve their potential
- Provide advice and support services to help Flintshire residents protect their income

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- Support the implementation of Universal Credit (UC) within Flintshire
- Help residents to access funding support to improve the thermal efficiency of their homes
- Deliver energy efficiency measures to Council homes
- Develop the Single Point of Access to include a broader representation of staff from within the partnership.