

Quarter 3 Improvement Plan Progress Monitoring Report – Living Well



Flintshire County Council

Actions



2 Living Well

2.1 Enabling more people to live independently and well at home

2.1.1 Independent Living

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.1 Ensure Care Home Provision within Flintshire enables people to live well and have a good quality of life.	Lin Hawtin - Commissioning Manager	In Progress	01-Apr-2015	31-Mar-2016	90.00%	 GREEN	 GREEN
<p>ACTION PROGRESS COMMENTS:</p> <p>1. Delivering the Dementia Awareness training to all care homes by September 2015 - We have delivered 5 initiatives through the dementia awareness programme and can report the following progress: Voucher Scheme- Session in Music/ Happy Time Activities completed by providers for EMI Care Homes Training for Care Staff- All training and Follow up session completed in Dance Circles/ Dementia Gardening. Equipment loans and delivery support- On going access to resources and 'Never Ending Story' with both resources and delivery support booked till January 16 Memory Cafes - 5 Memory Cafes established in Mold, Holywell, Mostyn, Flint and Buckley. With Care Homes attending and invited to every cafe. Sustainability Event of above services arranged for November 15 with all EMI Care Homes</p> <p>2. Evaluating the impact (including satisfaction levels) of the pilot project being undertaken with Age Concern 'Listening Friends' by March 2016 -The project is being delivered by Age Connects North East Wales using a pool of existing volunteers. Training is on-going and volunteers are starting to set up regular visits to homes. Their progress will be reported through the Quality Circle.</p> <p>3. Improving the quality of care through implementing pre-placement agreements for all care homes by May 2015 - Pre placement agreements have been sent to all care homes in Wales who have a Flintshire funded placement. The agreed start date was 1.6.15. We have received a challenge against the pre placement agreement from a home owner in Wrexham, following legal advice we have extended the date for return to 30.09.15 However approximately 80% of contracts have been returned signed</p> <p>09/10/15 Challenge from provider in Wrexham is still on-going and the region have sought legal advice, a decision is to be made about making small amendments to 2 clauses</p> <p>Q3 progress: A sustainability Event was completed successfully with the full attendance of Care Homes, residents and providers. 2 projects were arranged for Care Homes to build upon dementia awareness and sustainability of the Voucher Scheme. Planned Projects include a Small Grant competition for enhanced environments in technology, reminiscence resources and outside space, and a Voucher scheme project enhancement using a Buy one Get one free model from providers via ICF funding.</p>							

Last Updated: 05-Feb-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.2 Support greater independence for individuals with a frailty and / or disability.	Susie Lunt - Integrated Services Manager	In Progress	01-Apr-2015	31-Mar-2016	75.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

The baseline for the existing access routes for obtaining information, advice and access to community services has been completed and there is recognition for the benefit of introducing a Single Point of Access for citizens and professionals alike. We are progressing our action plan in readiness for the implementation of the Single Point of Access and our duties under the Social Services and Wellbeing Act, as follows:

1. Adoption of outcome focused and person centred 'front door' approach to assessment.
2. Review of working practices to reflect the new approach and documentation.
3. Roll out of training and support programme to support staff to confidently offering information, advice and assistance.
4. Supporting the population of the new DEWIS Directory of Services (DoS).

In terms of the SPOA position, the above actions remain in place and are on going.

BCUHB have appointed to the area director post and strategic discussions should provide a clearer indication of when BCUHB are likely to deploy resources to SPOA.

Dewis had had a soft launch across North Wales.

A Flintshire information network is established, they will lead and oversee the continued population of information .

The pilot of the night support service is underway and monitoring has taken place.



A review of the pilot has been undertake as part of phase 1. Phase 2 will seek to establish the business benefits, e.g. cost effective, sustainable with flexible service model, dependent on the development agreements funding .

January update: Health and Social Care staff are using the "What Matters" conversation at the front door, and progress is being made on getting the new documentation into Paris.

There is a plan in place that links with the Act. We are continuing to support DEWIS and encouraging staff to use it.

There will be a Phase 2 review of Night Time Support by the end of March 2016.

Last Updated: 27-Jan-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.3 Strengthen and enhance prevention and early intervention services for vulnerable children and families.	Craig Macleod - Development & Resources Manager	In Progress	01-Apr-2015	31-Mar-2016	75.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:



Quarter 3: A proposed operating structure has been developed in consultation with staff and the unions. Arrangements are in place for the proposed structure to be formally endorsed and implemented. The proposed structure responds to the key recommendations identified within the CSSIW Inspection Report. Included within this is the establishment of a targeted

support team that will bring together and coordinate a range of early intervention services. A report on progress will be submitted to Scrutiny in March as part of an overall update on progress in responding to the CSSIW inspection recommendations.

Quarter 2: A new structure for Children's Services has been developed and is currently out for consultation with all staff. The proposed structure responds to the key recommendations identified within the CSSIW Inspection Report. Included within this is the establishment of a targeted support team that will bring together and coordinate a range of early intervention services.

Last Updated: 03-Feb-2016

2.1.2 Integrated Community Social and Health Services



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.2.1 Continue integrating community based health and social care teams to provide consistent service across localities.	Christine Duffy - Localities Manager	In Progress	01-Apr-2015	31-Mar-2016	33.00%	 AMBER	 AMBER

ACTION PROGRESS COMMENTS:

Awaiting response from Health colleagues re organisation of community services.

Q3 update: Health are looking at a site in Connah's Quay, although co-location is now unlikely to be achieved by March 2017.

Last Updated: 26-Jan-2016



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.2.2 Ensure that effective services to support carers are in place as part of the integrated social and health services.	Lin Hawtin - Commissioning Manager	In Progress	01-Apr-2015	31-Mar-2016	75.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

Consultation events with Vol orgs held March to July 2015 Wider consultation with all Flintshire Carers arranged for September 2015 Notification to Providers to end current contract and develop new contracts from April 2016



Final consultation with carers October 19th. Tender process to follow with new contracts in place by March 2016.



Last Updated: 20-Jan-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.2.3 Influence the use of Intermediate Care Funds to support effective discharge from hospital and ensure a smoother transition between Health and Social Care services.	Craig Macleod - Development & Resources Manager	In Progress	01-Apr-2015	31-Mar-2016	75.00%	 GREEN	 GREEN
<p>ACTION PROGRESS COMMENTS:</p> <p>Quarter 3: Projects are running well with governance arrangements in place to assess and evaluate performance. Arrangements are in place for determining the allocation of funding for 16/17 to support effective intermediate care services with proposals to support and sustain existing services where there are specific pressure points. This includes the potential for supporting high quality Care Home provision and independent sector domiciliary support which plays an integral role in reducing pressures on hospital in terms of admissions and facilitating timely discharge.</p> <p>Quarter 2: All projects are live with governance arrangements in place to assess and evaluate performance.</p> <p>Joint 'East Division' planning sessions have taken place with Health, GP's and Wrexham LA to set an agreed vision for services in the area, including how ICF funding can be effectively deployed in future years. This work will inform funding priorities for 2016/17 onwards as part of a strategic approach to bringing together services to support people in the community with effective interfaces with hospitals.</p> <p>Detailed quarterly performance reports incorporating quantitative performance data as well as case studies are produced and submitted to Welsh Government.</p> <p>Last Updated: 03-Feb-2016</p>							

2.2 Ensuring adults, young people and children are safeguarded

2.2.1 Safeguarding



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.2.1.1 Create a single Safeguarding Unit to manage safeguarding and protection processes for adults, young people and children.	Jane M Davies – Workforce Development Manager	Completed	01-Apr-2015	31-Mar-2016	100.00%	 GREEN	 GREEN
<p>ACTION PROGRESS COMMENTS:</p> <p>There is now an established Safeguarding Unit operational that covers both the adults and children's safeguarding processes and functions. The Unit is located in the Flint offices and has close contact with operational services in both Adults and Children's. Consideration is currently being given to the appointment of a dedicated Safeguarding Unit manager</p> <p>Last Updated: 13-Nov-2015</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.2.1.2 Prepare for the new and additional safeguarding requirements of the SSWB Act.	Jane M Davies - Workforce Development Manager	In Progress	01-Apr-2015	31-Mar-2016	60.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

Upon receipt of the new legislation for safeguarding contained within the Social Services & Wellbeing Act (Wales), the North Wales Safeguarding Board and its associated groups will plan full implementation of the new requirements. The corporate safeguarding panel which is scheduled to commence in early December will have preparation for the Act as a primary priority.

Last Updated: 05-Feb-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.2.1.3 Strengthen arrangements within all Council portfolios to have clear responsibilities to address safeguarding.	Jane M Davies - Workforce Development Manager	In Progress	01-Apr-2015	31-Mar-2016	15.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:



Named safeguarding leads have been identified by each Chief Officer and the first meeting of the Corporate Safeguarding Panel will take place in December and will commence the establishment of these roles. A self assessment will be completed against the recent Auditor General for Wales' 'Review of Corporate Safeguarding Arrangements in Welsh Councils' and presented to the appropriate Scrutiny Committee.



Last Updated: 26-Jan-2016



Performance Indicators

2 Living Well



2.1.1 Independent Living

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP2.1.1M01 (SCAL/025) Percentage of Flintshire care homes using the One Page Profile as the foundation to person-centred practice	No Data	100	0	 GREEN	↔	100	0	 GREEN
<p>Lead Officer: Lin Hawtin - Commissioning Manager Reporting Officer: Nicki Kenealy - Contracts Team Manager Aspirational Target: Progress Comment: All 16 homes on the Person Centred Care programme are using the One Page Profile.</p>								



KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP2.1.1M02 (SCAL/027) Number of care homes which are a 'Service of Concern'	0	2	3	 GREEN	↓	2	3	 GREEN
<p>Lead Officer: Lin Hawtin - Commissioning Manager Reporting Officer: Nicki Kenealy - Contracts Team Manager Aspirational Target: Progress Comment: Two nursing homes remain a 'Service of Concern' with CSSIW, progress is being monitored through the Joint Inter -agency Monitoring Panel</p>								

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP2.1.1M03 (SCAL/028) Number of care homes in 'Escalating Concerns'	0	0	2	 GREEN	↔	0	2	 GREEN
<p>Lead Officer: Lin Hawtin - Commissioning Manager Reporting Officer: Nicki Kenealy - Contracts Team Manager</p>								

Aspirational Target:**Progress Comment:** There are no homes in Escalating Concerns.



KPI Title	Pre. EOY Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP2.1.1M04 (SCAL/023) - Percentage of referrals where support was maintained or reduced or no further support was required at the end of a period of Reablement.	77.3	82.56	75	 GREEN	↓	82.56	75	 GREEN



Lead Officer: Christine Duffy - Localities Manager**Reporting Officer:** Joanne Caffrey - Performance Officer**Aspirational Target:****Progress Comment:** The outturn is slightly down on the last quarter but we are still well on track to meet our target at the end of this year.



KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP2.1.1M05 (FS/002) The percentage of service users who say that the advice and assistance received from the Family Information Service (FIS) enabled them to make an informed decision about childcare and family support.	No Data	100	87	 GREEN	↔	100	87	 GREEN

Lead Officer: Gail Bennett - Early Intervention Services Manager**Reporting Officer:** Peter Wynne - Information Service Manager**Aspirational Target:****Progress Comment:** During Q3, 402 tailored packages of information were provided to customers. Of these, 129 were sent a customer survey form and 19 responses were received, equivalent to 15%, of which 100% confirmed that they were able to make an informed decision about childcare and / or family support services from the advice and / or assistance received from the service. The FISF Service is planned to relocate to the Flint Office in January 2016 to increase partnership working between Social Services for Children, Housing and Adults with Learning Disabilities.

2.1.2 Integrated Community Social and Health Services

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP2.1.2M06 (SCAL/030) Support people effectively through the use of 'step up and step down' beds	0	30	22.5	 GREEN	↑	82	67.5	 GREEN
<p>Lead Officer: Christine Duffy - Localities Manager Reporting Officer: Jacque Slee - Performance Lead – Social Services Aspirational Target: Progress Comment: A further 30 people were admitted between October and December</p>								

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP2.1.2M07 (SCAL/026) The number of care homes in Flintshire signed up to the Six Steps to Success.	No Data	20	Not Set		↑	47	Not Set	
<p>Lead Officer: Lin Hawtin - Commissioning Manager Reporting Officer: Nicki Kenealy - Contracts Team Manager Aspirational Target: Progress Comment: 10 homes have successfully completed the programme. We are now in a position to offer the programme to the remaining homes in Flintshire.</p>								

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP2.1.2M08 (SCA/018c) - The percentage of identified carers of adult service users who were assessed or reassessed in their own right during the year who were provided with a service.	82.35	97.77	82	 GREEN	↓	97.77	82	 GREEN
<p>Lead Officer: Lin Hawtin - Commissioning Manager Reporting Officer: Joanne Caffrey - Performance Officer Aspirational Target: 82.00 Progress Comment: We are well on track to meet our target by the end of the year.</p>								

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP2.1.2M09 (SCAL/029) Dementia Respect Empathy and Dignity (RED) project within GP surgeries	No Data	No Data	12.5		↔	16	37.5	 RED

Lead Officer: Lin Hawtin - Commissioning Manager

Reporting Officer: Luke Pickering-Jones - Planning Officer

Aspirational Target:

Progress Comment: No data has been received from the main parties involved in the project. We are following this up.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP2.1.2M10 (SCA/001) – The rate of delayed transfers of care for social care reasons.	1.23	2.37	2	 AMBER	↓	2.37	2	 AMBER

Lead Officer: Christine Duffy - Localities Manager

Reporting Officer: Joanne Caffrey - Performance Officer

Aspirational Target: 2.00

Progress Comment: There has been a considerable reduction in the number of delays this quarter. Two of the reported 4 cases are in dispute with Health, and it is likely that the overall outturn will be better.

2.2.1 Safeguarding



KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP2.2.1M11 (SCA/019) The percentage of adult protection referrals where the risk was managed.	100	100	98	 GREEN	↔	100	98	 GREEN

Lead Officer: Jane M Davies - Workforce Development Manager

Reporting Officer: Joanne Caffrey - Performance Officer

Aspirational Target: 100.00

Progress Comment:



KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP2.2.1M12 (SCC/014) – The percentage of initial child protection conferences held within 15 days of the strategy discussion.	100	84.78	95	 AMBER	↓	84.78	95	 AMBER

Lead Officer: Jane M Davies - Workforce Development Manager

Reporting Officer: Laura D'Arcy - Performance Officer

Aspirational Target: 98.00

Progress Comment: This quarters decline in performance is primarily due to conferences being held outside timescales because of diary capacity and family none attendance.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP2.2.1M13 (SCC/034) – The percentage of child protection reviews completed within timescales.	100	1000	98	 GREEN	↔	100	98	 GREEN

Lead Officer: Jane M Davies - Workforce Development Manager

Reporting Officer: Laura D'Arcy - Performance Officer




Aspirational Target: 100.00




Progress Comment:

RISKS

2 Living Well

2.1.1 Independent Living

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The quality of care home services will not meet required standards.	Neil Ayling - Chief Officer - Social Services	Lin Hawtin - Commissioning Manager				Open
<p>Potential Effect: Negative impact on reputation of the Council.</p> <p>Management Controls: Contract monitoring in place Good relationship with CSSIW Good relationships with providers</p> <p>Progress Comment: Both nursing homes previously in escalating concerns have had the embargos lifted. We are working closely with CSSIW to monitor the quality of provision and the evidence that intended improvements are being delivered. The level of risk remains the same.</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Children and vulnerable families are not fully supported where multi-agency services and partners do not move toward an early intervention and prevention approach together.	Neil Ayling - Chief Officer - Social Services	Gail Bennett - Early Intervention Services Manager				Open
<p>Potential Effect:</p> <p>Management Controls:</p> <p>Progress Comment: Risk reviewed annually</p>						

2.1.2 Integrated Community Social and Health Services


RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Funding between Health and Council does not transfer smoothly; eg. CHC, ICF, Primary Care funds	Neil Ayling - Chief Officer - Social Services	, Craig Macleod - Development & Resources Manager				Open

Potential Effect: Increased costs to the Council

Management Controls: Refreshed strategic direction led by BCUHB's new Executive Boards and a new operating structure currently being introduced. The structure will have more of a locality focus with a strengthened focus on increasing capacity within community based services.

Progress Comment: Quarter 3: There are a small number of high cost packages of care that remain in CHC dispute processes. We continue to try and secure agreement on these cases with BCU but, despite effort, they remain unresolved. This creates financial risks for the authority.

ICF funding will increase for 2016/17. We are working with Health with a view to ensuring that the additional allocation supports social care issues and can be used for sustainability issues.

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Service provision is not co-ordinated / integrated.	Neil Ayling - Chief Officer - Social Services	, Craig Macleod - Development & Resources Manager				Open

Potential Effect: Ineffective joint services

Management Controls: Refreshed strategic direction led by BCUHB's new Executive Boards and a new operating structure currently being introduced. The structure will have more of a locality focus with a strengthened focus on increasing capacity within community based services.

Progress Comment: Quarter 3 There is an established Integrated Services Board (ISB) which provides governance for integrated services between BCUHB and local authorities. The Memorandum of Understanding between the partners was refreshed in quarter 1 to underpin the work of the ISB and the associated commitment to integrated and co-ordinated service delivery. There is a positive alignment of ambition between the newly developed Senior Management Team for the East Area of BCUHB with acknowledgement of the need for closer, more integrated working. The success of translating this ambition into consistent organisational practice and approach will need continuous review.

2.2.1 Safeguarding

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Safeguarding arrangements do not meet the requirements of the SSWB Act.	Neil Ayling - Chief Officer - Social Services	, Jane M Davies - Workforce Development Manager				Open

Potential Effect: Criticism from Regulator

Management Controls:

Progress Comment: Until we receive the final regulations and code of practice it is difficult to identify the requirements and reach a judgement as to whether these can/will be met.

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Adults, young people and children are not sufficiently safeguarded.	Neil Ayling - Chief Officer - Social Services	, Jane M Davies - Workforce Development Manager	Yellow	Yellow	↔	Open
<p>Potential Effect: Criticism from regulator Negative impact on reputation of Council</p> <p>Management Controls: Establish wider ownership and governance of safeguarding across the authority whilst streamlining its management</p> <p>Progress Comment: Lead Officers for Safeguarding have been appointed and their work programme will be agreed at the first Corporate Safeguarding Panel in December. Quarter 2 performance has shown improvement.</p>						