



Quarter 1 Improvement Plan 2016/17 Progress Report

Living Well



Flintshire County Council



Print Date: 23-Sep-2016

2 Living Well



Actions

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-2016	31-Mar-2017	50.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

1) We are awaiting a national census update on the care home sector across Wales, which will include current data for Flintshire. The Flintshire profile will inform the work of the residential care review, under the oversight of Modernising Social Services Board, and will underpin the action plan being developed. 2) Flintshire is a pilot site for the development and implementation of joint monitoring tools to support the quality of nursing care by October 2016; we are on track to start in October. 3) One Community Circles coordinator has been recruited; the evaluation of the project will now be completed by the end of October. 4) The Flintshire version of "Progress for Providers" has been completed, and monitoring tools have been established to sit alongside. Implementation is planned for October 2016.



Last Updated: 13-Sep-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, including those at risk of isolation.	Susie Lunt - Senior Manager, Integrated Services	In Progress	01-Apr-2016	31-Mar-2017	25.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

Loneliness and isolation will be included as part of the "What Matters" conversation implemented in the Information, Advice & Assistance service.



Last Updated: 19-Sep-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.3 Improve outcomes for looked after children	Craig Macleod - Senior Manager, Children's Services & Workforce	In Progress	01-Apr-2016	31-Mar-2017	25.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

A plan to move forward with a refreshed Corporate Parenting Strategy will be presented to Social and Health Care Overview & Scrutiny Committee in September. This will include the arrangements for involving children and young people in the content of the strategy.



Last Updated: 30-Aug-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.2.1 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-2016	31-Mar-2017	25.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

The work on co-production will continue through October to December. The Action Plan resulting from the review of the Carer's Strategy will be in place by March 2017.



Last Updated: 30-Aug-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.2.2 Influence the use of intermediate care funds to support effective discharge from hospital and ensure a smoother transition between Health and Social Care Services.	Susie Lunt - Senior Manager, Integrated Services	In Progress	01-Apr-2016	31-Mar-2017	80.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

Funding priorities have all been submitted, and the majority agreed across the various funding streams. The final work in progress is to determine the use of the capital element. The October deadline is on track to be met.



Last Updated: 30-Aug-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.2.3 Work through the Children's Services Forum and Participation Group to improve access to CAMHS	Craig Macleod - Senior Manager, Children's Services & Workforce	In Progress	01-Apr-2016	31-Mar-2017	10.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

We have formally raised with Health the need for timely information to help us monitor and understand initiatives to improve the support that CAMHS are able to offer children who are looked after. Health will provide a specific focus on looked after children at the next strategic partnership group. We are working closely with Wrexham and BCUHB to secure ICF money for children with complex needs. A service is being developed by Flintshire and BCUHB East division to offer intensive therapeutic support for looked after children to minimise the need for high cost intensive out of county residential placements.



Last Updated: 30-Aug-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.2.4 Further develop dementia awareness across the County.	Lin Hawtin - Commissioning Manager	In Progress	01-Apr-2016	31-Mar-2017	25.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

A new dementia cafe has opened in Sealand. Three events have been held for local businesses and 10 businesses have since applied for accreditation. Their actions will be monitored going forward. A Facebook page for care homes will be going live in September. The BCU dementia support workers project will be implemented from September; the tender has been awarded to Crossroads. Signage for Dementia Friendly Flint has been completed.



Last Updated: 30-Aug-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.2.1.1 Strengthen arrangements within all Council portfolios to have clear responsibilities to address safeguarding.	Fiona Mocko - Policy Advisor (Equalities and Cohesion)	In Progress	01-Apr-2016	31-Mar-2017	50.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

Each Portfolio has a nominated lead for safeguarding. A Corporate Safeguarding Panel has been set up and is meeting regularly.

Last Updated: 02-Sep-2016



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.2.1.2 Ensure that the workforce are trained in line with the new Codes of Practice for Safeguarding	Fiona Mocko - Policy Advisor (Equalities and Cohesion)	In Progress	01-Apr-2016	31-Mar-2017	5.00%	 RED	 AMBER

ACTION PROGRESS COMMENTS:

Each portfolio has completed a self assessment to identify awareness levels of safeguarding issues. The analysis will help inform the Corporate Safeguarding Training Strategy.



Last Updated: 13-Sep-2016

Performance Indicators

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP2.1.1M02 (SCAL/027) Number of care homes which are a 'Service of Concern'	3	0	3		↑	0	3	

Lead Officer: Lin Hawtin - Commissioning Manager
Reporting Officer: Nicki Kenealy - Contracts Team Manager
Aspirational Target: 0.00
Progress Comment: CSSIW have no care homes listed as "Service of Concern".


Last Updated: 30-Aug-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP2.1.1M03 (SCAL/028) Number of care homes in 'Escalating Concerns'	2	0	2		↑	0	2	



Lead Officer: Lin Hawtin - Commissioning Manager
Reporting Officer: Nicki Kenealy - Contracts Team Manager
Aspirational Target: 0.00
Progress Comment: We have no care homes in "Escalating Concerns".

Last Updated: 30-Aug-2016



KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
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IP2.1.2M03 Achievement of outcomes for people with a learning disability	No Data	No Data	N/A	N/A	N/A	No Data	N/A	
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Lead Officer: Janet Bellis - Localities Manager
Reporting Officer: Jacque Slee - Performance Lead ' Social Services
Aspirational Target:
Progress Comment: This data will be collected at the end of September. No aspirational target has been set as 2016/17 is a baseline year for this measure.
 Last Updated: 30-Aug-2016



KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP2.2.1M01 (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	99.39	85.71	0		↓	85.71	0	

Lead Officer: Lin Hawtin - Commissioning Manager
Reporting Officer: Jacque Slee - Performance Lead ' Social Services
Aspirational Target: 82.00
Progress Comment: Work is progressing with NEWCIS to ensure that we are able to capture all data for carers' assessments and services.
 Last Updated: 31-Aug-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP2.2.2M01 SCA/001 Monitoring the rate of delayed transfers of care for social care reasons (rate per 1000)	1.15	0.87	2		↑	0.87	2	



Lead Officer: Janet Bellis - Localities Manager
Reporting Officer: Jacque Slee - Performance Lead * Social Services
Aspirational Target: 2.00
Progress Comment: There are no people currently experiencing delays for social care reasons.

Last Updated: 30-Aug-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP2.3.3M03 SCA/019 - Adult protection referrals where the risk was managed	100	100	98	 GREEN	↔	100	98	 GREEN



Lead Officer: Jane M Davies - Senior Manager, Safeguarding & Commissioning
Reporting Officer: Jacque Slee - Performance Lead * Social Services
Aspirational Target: 100.00
Progress Comment: Risk was reduced or removed for all adults with an adult protection referral completed in the quarter.

Last Updated: 16-Sep-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP2.3.3M04 SCC/014 - Initial child protection conferences held within 15 days of the strategy discussion	80.88	68.97	95	 RED	↓	68.97	95	 AMBER



Lead Officer: Jane M Davies - Senior Manager, Safeguarding & Commissioning
Reporting Officer: Jacque Slee - Performance Lead * Social Services
Aspirational Target: 98.00
Progress Comment: More than twice the number of initials booked in Q1 than the previous quarter; this has impacted on capacity in the diary.

Last Updated: 30-Aug-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP2.3.3M05 SCC/034 ' The percentage of child protection reviews completed within timescales.	98.11	100	98	 GREEN	▲	100	98	 GREEN
<p>Lead Officer: Jane M Davies - Senior Manager, Safeguarding & Commissioning Reporting Officer: Jacque Slee - Performance Lead ' Social Services Aspirational Target: 100.00 Progress Comment: All children on the child protection register had their plans reviewed within the statutory timescales.</p> <p>Last Updated: 30-Aug-2016</p>								

RISKS

Strategic Risk

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Fragility and sustainability of the care home sector.	Neil Ayling - Chief Officer - Social Services	Jane M Davies - Senior Manager, Safeguarding & Commissioning	 Red	 Red	↔	Open
<p>Potential Effect: Reduced quality of care, increased difficulties with recruitment and retention of staff, and reduced capacity in the care home sector. Management Controls: Refocus specialisms within in house provision to fit with changing demands. Continue to monitor capacity in the sector. Progress Comment: We are awaiting the national census data of the care home sector across Wales, and this will include current data for Flintshire. This Flintshire profile will inform the work of the residential care review board, and will underpin the action plan being developed.</p> <p>Last Updated: 31-Aug-2016</p>						

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	 Amber	 Amber	↔	Open

Potential Effect: Negative impact on reputation of the Council.
Management Controls: Contract monitoring in place. Good relationship with CSSIW. Good relationships with providers. Staff Training.
Progress Comment: Flintshire is a pilot site for the development and implementation of joint monitoring tools to support the quality of nursing care by October 2016; we are on track to start in October. One Community Circles coordinator has been recruited; the evaluation of the project will now be completed by the end of October. The Flintshire version of "Progress for Providers" has been completed, and the monitoring tools have been established to sit alongside.

Last Updated: 31-Aug-2016

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	Craig Macleod - Senior Manager, Children's Services & Workforce	Ray Dickson - Children's Fieldwork Services Manager	Amber	Amber	↔	Open

Potential Effect: High re-referral rates, LAC health assessments not completed on time, IAA requirements not met
Management Controls: Development and implementation of multi agency early intervention hub.
Progress Comment: New structure in Children's Services has been embedded, and managers have been appointed. Work continues on the development of a early intervention hub to support demand management in partnership with other agencies.

Last Updated: 31-Aug-2016

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Demand and aspirations for independent living will not be met.	Neil Ayling - Chief Officer - Social Services	Susie Lunt - Senior Manager, Integrated Services	Amber	Amber	↔	Open

Potential Effect: Insufficient capacity within existing extra care provision
Management Controls: Flint:
 ◦ Full planning approval was granted for the scheme in March 2015.
 ◦ Pennaf aim to be on site by September 2015; FCC is overseeing the completion of several tasks in order to meet this target, which includes 1) further investigative work of the historic ditch, 2) demolition of the maisonettes, 3) surveys and 4) utility diversions.
 ◦ Partnership working groups will continue to agree, oversee and monitor the building design and service model as the scheme progresses.
 Holywell:
 ◦ The outline design has been amended to reflect stakeholder feedback, as a result the site will now include additional public parking to meet local demand.
 ◦ Outline planning application refused 18th May 2015.
 ◦ Partnership working groups will be established once the scheme has received outline planning approval.
Progress Comment:

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Funding between Health and the Council does not transfer smoothly e.g. Community Health Care, ICF, Primary Care Funds	Neil Ayling - Chief Officer - Social Services	Susie Lunt - Senior Manager, Integrated Services	Amber	Amber	↔	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: Arrangements are in place for BCUHB to identify capital and revenue projects from additional Intermediate Care Fund. Flintshire are able to prioritise projects integral to meeting the needs of citizens, including securing funding to support care homes and the domicilliary sector. We are making progress in agreeing joint funded packages, although we are still dealing with a number of packages in dispute.

Last Updated: 16-Sep-2016

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	Susie Lunt - Senior Manager, Integrated Services	Amber	Amber	↔	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: Betsi Cadwaladr University Health Board (BCUHB) have successfully recruited two key management positions within the organisation which has created some collaborative stability.

There is BCUHB management attendance at the Health, Wellbeing and Independence Board which meets every quarter. The BCUHB/FCC Strategic Partnership continues to meet quarterly chaired by Flintshire County Council (FCC) Chief Executive.

Partnership Friday is held monthly and is attended by BCUHB managers and FCC Chief Officers; BCUHB managers also attend Heads meetings as relevant to discuss specific issues. There is still further work to do and for this reason the risk remains the same.

Last Updated: 13-Sep-2016

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 - Senior Manager, Safeguarding & Commissioning	Yellow	Yellow	↔	Open

Potential Effect: Criticism from Regulator
Management Controls: N/A
Progress Comment: A specific module on Safeguarding in line with the Act is being delivered to staff in Social Services. Work is being undertaken to develop a programme for the staff group in the wider Council.

Last Updated: 31-Aug-2016