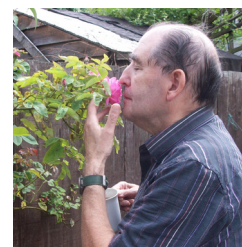
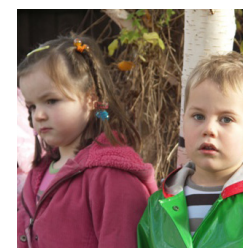




FLINTSHIRE COUNTY COUNCIL

Social Services Annual Report

2016/17



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This document provides a summary of our annual self-evaluation of our improvement journey. If you receive a service from us please let us know if you think this report is a fair reflection of your experiences over the past 12 months. We welcome any comments you may have, your views matter to us and are crucial if we are to continue to improve services to meet your outcomes. You can write or email to me as follows:

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If you are reading this online then there are links in the last section of the report if you want to read more about any of the services, initiatives or key documentation. For words underlined there is a glossary linked to this document that may help explain unfamiliar words and terms.

Section 1: Introduction

This is our first Social Services Annual Report prepared under the new requirements of both the Social Services and Wellbeing (Wales) Act 2014 and the Regulations and Inspections Act (Wales) 2015 which legislates our statutory requirement to produce an annual report on our social services functions.

The purpose of the Social Services Annual Report is to set out our improvement journey in providing services to people that promote their wellbeing and support them to achieve their personal outcomes; it's an opportunity for us to annually evaluate our performance against our improvement priorities. You will notice the new Annual Report format has changed this year, it is now more closely aligned to the National Outcomes Framework which will help us to demonstrate our performance in meeting the wellbeing outcomes of people in Flintshire. You will see that our priorities for 2016/17 now sit under one of the six National Quality Standards (NQS) and everyone's personal wellbeing outcomes will relate to one of these, they are:

NQS 1: Working with people to define & co-produce personal well-being outcomes that people wish to achieve

NQS 2: Working with people and partners to protect and promote people's physical and mental health and emotional well-being

NQS 3: Taking steps to protect and safeguard people from abuse, neglect or harm

NQS 4: Encouraging and supporting people to learn, develop and participate in society

NQS 5: Supporting people to safely develop and maintain healthy domestic, family and personal relationships

NQS 6: Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

This report is designed to offer a broad range of stakeholders, including individuals using our services, families, Councillors, the general public, our partners, our regulator and the Welsh Government, an insight into our improvement journey and how together we are shaping our services to meet the wellbeing outcomes of people living in Flintshire. We engage with our stakeholders on the development of services and the setting of our improvement priorities, which we highlight throughout this report.

Section 2: Director's Summary of Performance

This is our sixth annual report and the first in a new format which has been prescribed by Welsh Government as a new way of reporting. Like in previous years I have welcomed this opportunity to reflect on the hard work and achievements of the staff working with partners in supporting adults, children, families and carers in Flintshire.

There has never been a time when social care issues and pressures have been as high profile as they are currently. Every night there are reports in the media concerning shortages in adult social care across the UK. In Flintshire we have made successful joint working with care sector providers a real priority and will continue to do all we can in the year ahead to respond to their pressures in terms of recruitment and sustainability of their businesses.

One of the exciting developments this year has been the pilot to develop an Early Help Hub in children's services which is a partnership project involving education, health, police, social services and the third sector to provide the most effective front door offering assistance and access to specialist frontline support. This will further develop our children's services, building on the effective restructuring of services which is now fully embedded.

During this last year corporate senior colleagues in Flintshire and senior politicians have worked together like never before to respond to some of the service and resource challenges in social services. Some of the adult social care pressures I have already mentioned but we have also had considerable increases in demand for children's services which we are needing to respond to. These are challenges that we are succeeding in addressing through effective partnerships with other agencies, appropriate levels of resourcing and best practice in service response.

I would like to thank all the individuals that have allowed us to share their stories and as I am sure you will agree that these stories are much better at bringing to life the difference that all our hard work is making to people's lives and wellbeing.

On behalf of our Cabinet Member for Social Services, Councillor Christine Jones and I, we would like to thank all our staff for their efforts in supporting vulnerable people in Flintshire this last year, and of course we have clear plans to take forward further service improvements in year ahead.



Neil Ayling
Chief Officer
Social Services



Councillor
Christine Jones
Cabinet Member
for Social Services

Section 4: Promoting and Improving the Well-being of those we help

Since the Social Services and Wellbeing (Wales) Act came in on the 6th April 2016 we have been working hard to embed the new approach in promoting people's well-being by asking "what matters" to them. This is about giving everyone, adults and children, a voice, an opportunity and a right to be heard as an individual to shape the decisions that affect them and to have control over their day to day lives. We want people to be empowered to achieve their wellbeing outcomes and our role is to support people and coproduce solutions.

Below is a summary of our performance in promoting and improving the wellbeing of those we help; we have aligned our social services activities and priorities to one of the six National Quality Standards as follows:

a. Working with people to define and co-produce personal well-being outcomes that people wish to achieve

We know that people are best placed to determine the personal outcomes that they wish to achieve based on their own values and what matters to them. So we are empowering people to have a greater voice and more control over the care and support that they receive by actively involving individuals in making decisions about their lives. This approach will not only drive co-produced wellbeing outcomes, personal solutions but person centred services.

What we planned to do:

Be the best at finding out what really matters to people that we support and supporting them to achieve their personal outcomes.

What we did and what difference did we make:

- ✓ Our Reablement Team has a successful approach at finding out what really matters to the people that we support because it empowers the individual to establish their own outcomes and we work alongside them to support them to achieve those outcomes;

Section 4 - Promoting and Improving the Well-being of those we help

- ✓ We have supported many people to achieve outcomes such as regaining independence with daily living, returning to social groups and re-establishing work activities;
- ✓ The case study of Mrs A (insert story) is a typical example of the life changing work the reablement team delivers.
- ✓ 69% of individuals leave the service having achieved their personal outcomes and requiring no ongoing social services support. A further 14% complete a period of reablement with a maintained or reduced support package.

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What we planned to do:

Develop Information Advice and Assistance (IAA) services within both Adults and Children's Services to help people to determine the outcomes they wish to achieve and make informed decisions about how best to manage their well-being.

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Cael dewis a chymryd rheolaeth



www.Dewis.Wales
Have choice and take control

What we did and what difference did we make:

Here is a snapshot of the performance and difference that our IAA services are making in supporting people to define and achieve their wellbeing outcomes:

Family Information Service:

- Received a total of 17,684 IAA enquires between April and September 2016
- 100% of services users (30 respondents) said that the advice and assistance enabled them to make an informed decision about childcare and family support
- 100% were satisfied with the service they received
- 75% opted to access suitable childcare after accessing the service
- Please take a look at an urgent referral (insert story) that demonstrates our responsiveness and how accessing the right information at the right time can prevent escalation

Section 4 - Promoting and Improving the Well-being of those we help

Team around the Family (TAF):

- Received a total of 111 referrals over the last year
- 89 families were supported to define and develop their 'TAF' Action Plan
- 65% of these Action Plans were closed with a successful outcome

Single Point of Access (SPoA) - 3rd Sector Coordinator:

- Received a total of 171 IAA enquiries between April and December 2016
- 88% of these IAA enquiries were closed with a successful outcome
- 133 enquiries received a response within the target of 1 week,
- 79 received a response on the same day

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What we planned to do:

To promote and secure sufficient 'step up step down beds' in the community which are funded via the Intermediate Care Fund.

What we did and what difference did we make:

- ✓ Across our in-house residential care homes and the independent sector we have secured on average 12 'step up step down beds' which have been used as part of our discharge to assess process and 153 of individuals have accessed these bed during the past year; these beds have enabled us to prevent a hospital admission and to keep people as close to home and their family as possible.

- ✓ Of the 153 individual that have been supported in a 'step up step down bed' this year, here is a summary of the outcomes:
 - 75 returned home or went to live with a relative
 - 7 discharged for further assessment
 - 24 moved into long term care
 - 10 passed away
 - 4 admitted to hospital
 - 33 remained in the 'step up' bed at the point of reporting
- ✓ Despite this highly publicised challenge Flintshire has continued to work well with our health colleagues and independent providers to ensure that individuals are discharged from hospital as soon as they are medically fit, resulting in a low rate of delayed transfer of care from hospital in Flintshire.
- ✓ For the first nine months of the year there were 17 delays for social care reasons for adults over the age of 75, giving us a rate of 1.3 per 1,000 population for delayed transfers of care (insert comparison data).
- ✓ Social Services and its partners have made money available from the Intermediate Care Fund to provide all Flintshire care homes with a maximum of £2,000 towards the purchasing of equipment, such as hoists, beds, mattresses and elks, to speed up discharges from hospital or to avoid admissions into hospital for Older People.