

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Thursday 10 th May 2018
Report Subject	Social Care Third Sector Services
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer Social Services
Type of Report	Operational

EXECUTIVE SUMMARY

Flintshire has a thriving voluntary/third sector which provides support and services to Flintshire residents. This report details some recent work carried out in reviewing services commissioned through the Third Sector and provides an overview of the range and breadth of services supported by Flintshire County Council.

The report also details the approach taken to co-produce a new and innovative services including the disability service which is due to be procured in the next couple of months and the learning disability day and work opportunities services.

Finally a few key services have been highlighted where the sector is delivering key social care support in Flintshire.

RECOMMENDATIONS

1	Scrutiny Committee consider the social care activities that are being delivered within the third sector in Flintshire.
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REPORT DETAILS

1.00	EXPLAINING THE THIRD SECTOR SOCIAL CARE SERVICES
1.01	Flintshire has a thriving voluntary/third sector which provides support and services to Flintshire residents. The implementation of the Social Services and Well-being Act (Wales) 2014 has seen further development of services to ensure duties within the act are met.
1.02	Flintshire Local Voluntary Council (FLVC) is the umbrella and support organisation for over 1200 voluntary and community groups based in Flintshire. Based in Mold, FLVC Volunteer Centre offers a range of

	<p>services through a Welsh Government Infrastructure Agreement. FLVC are involved in a range of local and regional partnerships and have supported the Council in many of the projects/development below. Specific examples include the direct involvement in the procurement of the learning disability day and work opportunities services and providing support to the sector to facilitate applications for our disability services tender.</p>
1.03	<p>Carers Services Flintshire Social Services deliver a range of services for carers, both in-house and commissioned through external third sector providers. Each service has a defined specification with a set amount of funding to deliver services to specific groups of carers within Flintshire.</p>
1.04	<p>The contracts for all externally commissioned services were due to end on the 31st March 2018 so Flintshire Social Services undertook a review of carers services, in collaboration with partners and carers, in order to inform its commissioning strategy for carers services going forward, post April 2018. By undertaking a detailed and multi-stakeholder review of carers services Flintshire Social Services aimed to establish how the current provision is meeting the needs of carers now and whether it is fit for purpose in the future as well as explore opportunities and areas for development.</p>
1.05	<p>In order to ensure services are truly reflective of what is needed by our local population a method of co-production was adopted for the design of future services for carers.</p>
1.06	<p>Following the review a range of opportunities were identified for further developments – details of these are attached in Appendix 1 – Review of Carers Services Findings 2017/18. In consultation with the Carers Strategy Group and working with service providers directly, it has been agreed that the following opportunities will be taken forward in Flintshire from 2018/19:</p> <ul style="list-style-type: none"> • Development of the Bridging the Gap – Respite Broker Service • Development of a central grant scheme • Development of a central counselling service • Development of Carers Needs Assessments • Development of a new monitoring tool for carers services which focuses on outcomes
1.07	<p>Appendix 1 provides more information regarding the review and summarises the range of services commissioned to support carers including the aims of each service, what the funding supports, impacts and outcomes achieved, summary of carers supported through the service, opportunities identifies and areas for consideration. In addition it identifies what local needs are being met and what unmet or growing need exists for each service.</p>
1.08	<p>Disability Services Currently Flintshire County Council funds a small number of physical disability, learning disability and sensory impairment services, which provide advice, information, citizen advocacy and low level daily living aids. Each service has historically been provided with a specified amount of funding on an annual basis to deliver services to specific groups of</p>

	<p>services users within Flintshire. Flintshire County Council is now changing how it designs and delivers services to ensure it is in line with new act and to further ensure services are truly reflective of what is needed and wanted within the local population. To do this a method of co-production has been used to design future services, ensuring services are forward facing and fit for future needs of Flintshire's population.</p>
1.09	<p>The benefits of this approach are:</p> <ul style="list-style-type: none"> • People are empowered and treated as equals, as recognition is given to their strengths and assets. • Peer support is a key activity. • It is based on what people can do. • It allows for working together & sharing power. • It aids in breaking down barriers between people, professionals, users, carers, neighbours etc. • Co-production can be used to prevent social problems like crime and ill-health. • It is also sustainable, cost effective and can be more adaptive to meeting and recognising the needs of people.
1.10	<p>Local providers were informed of the Council's intention to establish a process of coproduction for service development and that the outcome of this development would result in a tendering exercise. An initial event was held with all providers to explore ideas about what people with physical disabilities, learning disabilities and sensory impairments really want and need from local community services. Two further events with providers, staff and people with physical disabilities, learning disabilities and sensory impairments were held. These events have enabled us to gain a clearer picture of what matters to people and what we could be doing differently here in Flintshire. We then invited all market providers to submit their ideas for what a new service should look like based on some of the learning from our coproduction events. Providers have now put their ideas forward to us, clearly outlining what they think a good service for people should look like. From this service specification have been developed and are due to be advertised imminently through a formal tender process.</p>
1.11	<p>Adults Advocacy</p> <p>A Learning Disability Advocacy contract has been in place for over 10 years. This service has been delivered by a specialist advocacy provider (North Wales Advice and Advocacy Association) in the last 8 years and has delivered a consistent and reliable service. They have supported one off pieces of work which did not form part of their contract at no extra cost to the authority. Recently service specifications have been reviewed to ensure compatibility with requirements in the act.</p> <p>Flintshire contract with Advocacy Services North East Wales (ASNEW) to deliver services for community mental health, older people and people with a physical disabilities in Flintshire. This provider also provides support to people who are under a DoLS assessment (Relevant Person Representative). This provider also has a contract with Betsi Cadwaladr University Health Board to deliver IMHA (Independent Mental Health Advocacy) and IMCA (Independent Mental Capacity Advocate) services in Flintshire. Similarly service specifications have been reviewed to ensure compatibility with requirements in the act.</p>

1.12	<p>Children's Advocacy</p> <p>Flintshire took part in a regional contract for Children's advocacy 3 years ago delivering services to looked after children. This contract has been extended for 1 year and has been re-designed to fit with the National approach, delivering the 'active offer'.</p>
1.13	<p>Action for Children Strategic Partnership</p> <p>Action for Children is a registered charity whose aim is to give the children, young people and families the chance to fulfill their potential and to make the most of their lives. They provide respite/short breaks for children with profound disabilities in a safe and secure environment to support them to remain within their own family setting. This is carried out at Arosfa.</p> <p>The family project provides planned intervention to families with children who are most likely to be at risk of harm or to be accommodated by the local authority. The project works in a positive client centered way to engage families to improve their own situations.</p>
1.14	<p>There are several other voluntary sector partnership working and contracts in place to support the services Flintshire provide to its residents. The sector is invaluable to Flintshire meeting its duty with the act and providing appropriate outcomes for the people we support.</p>

2.00	RESOURCE IMPLICATIONS
2.01	<p>Carers Funding - The total committed budget for carer services in Flintshire is approximately £500,000 excluding the support provided for carers by Social Services (which includes information, advice, support and respite). Carer services in Flintshire are primarily funded by the Council's social services budget, but also includes funding from Betsi Cadwaladr University Health Board and specific carers grant funding.</p>
2.02	<p>The Disability Services tender, split into 5 Lots, is estimated to cost £213,000.</p>
2.03	<p>Five organisations were involved in the delivery of ICF funded activity in 17/18, with claims for the year totalling £309,410.</p>

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	<p>As detailed above, however, the general approach for Flintshire Social Services is to use a co-production methodology for its service developments and reviews.</p>

4.00	RISK MANAGEMENT
4.01	<p>Monitoring and contract arrangements are in place which are reviewed on a regular basis. Organisations within the sector.</p>

5.00	APPENDICES
5.01	Appendix 1 – Review of Carers Services 2017/18

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>Contact Officer: Jane Davies Senior Manager: Senior Manager Safeguarding and Commissioning Telephone: 01352 702503 E-mail: jane.m.davies@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	<p>Third Sector Organisation – the part of an economy or society comprising non-governmental and non-profit-making organisations or associations, including charities, voluntary and community groups, cooperatives, etc.</p>
7.02	<p>ICF – Previously named the Intermediate Care Fund, the now Integrated Care Fund has been in place since 2014/15 with levels of funding and criteria for its use increasing and developing annually. The fund can be used to support a number of targeted groups:</p> <ul style="list-style-type: none"> • frail and older people • people with a learning disability • children with complex needs due to disability or illness • carers, including young carers. <p>It helps support older people to maintain their independence and remain at home, avoiding unnecessary admissions to hospital or residential care and delays when someone is due to be discharged from care.</p> <p>At a national and regional level, the fund is also being used to support the Integrated Autism Service, the Welsh Community Care Information System, and the Dementia Action Plan (source and further guidance available at https://gov.wales/topics/health/socialcare/working/icf/?lang=en)</p>
7.03	<p>Welsh Government Infrastructure Agreement - Core funding allocated by the Welsh Government to minimise any administration costs and improve efficiency to support infrastructure for the Third Sector in Wales. The funding ensure that individuals or organisations wishing to make use of advice, support and guidance across Wales receive a uniform service.</p>
7.04	<p>Co-production - A way of working whereby citizens and decision makers, or people who use services, family carers and service providers work together to create a decision or service which works for them all. The approach is value driven and built on the principle that those who use a service are best placed to help design it.</p>

7.05	Operation Pallial - the independent National Crime Agency investigation into allegations of past abuse in the care system of North Wales, began in November 2012 at the request of Mark Polin, the Chief Constable of North Wales Police.
7.06	DoLS - The Deprivation of Liberty Safeguards (DoLS) are part of the Mental Capacity Act 2005. The safeguards aim to make sure that people in care homes and hospitals are looked after in a way that does not inappropriately restrict their freedom.
7.07	IMCA stands for Independent Mental Capacity Advocate - IMCA is a new type of statutory advocacy introduced by the Mental Capacity Act 2005 (the Act). The Act gives some people who lack capacity a right to receive support from an IMCA.
7.08	Independent Mental Health Advocacy (IMHA) - If you are being detained under the Mental Health Act, you are legally entitled to help and support from an Independent Mental Health Advocate.