

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	6 th June 2019
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 invaluable support and services to Flintshire residents.

This report provides an overview of the range and breadth of services funded by Social Services and details the recent activity which has been undertaken in reviewing services commissioned through the third sector to ensure that they continue to meet the needs of the people that we serve in Flintshire.

The report also gives details on the approach taken to co-produce new and innovative services, an update on the learning disability day and work opportunities and the plans for commissioning carers services this year 2019/20.

RECOMMENDATIONS

1	Scrutiny Committee to consider and support 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 invaluable support and services to Flintshire residents. The implementation of the Social Services and Well-being Act (Wales) 2014 has strengthened the Councils collaborative approach with the sector in developing services to ensure that we continue to meet the needs of the people that we serve in Flintshire.

1.02	<p>Flintshire Local Voluntary Council (FLVC) is the umbrella and support organisation for over twelve hundreded voluntary and community groups based in Flintshire. Based in Corlan Mold, FLVC offers a range of services, funded through a Welsh Government Infrastructure Agreement, which seeks to provide the sector with information, advice, learning and development, networking, building resilience and raising the profile.</p> <p>FLVC are involved in a number of local and regional partnerships and has supported the Council in many of the projects/development highlighted within this report. Specific examples include the direct involvement in the procurement of the learning disability day and work opportunities services and the procurement of disability services. This support will be replicated in the forthcoming commissioning of carer services in 2019/20.</p>
1.03	<p>Social Services funds a wide range of services that are delivered by the third sector, including statutory, preventative and support services to individuals, carers and the wider community. In 2018/19 Flintshire funded approximately thirty eight service contracts delivered by the third sector (this excludes core funding service arrangements).</p>
1.04	<p>Flintshire Social Services has changed the way it designs and delivers services, as has the rest of the Council, to ensure that services are line with the new legislation and are truly reflective of what is needed within the local population. To do this a method of co-production is used to design future services across the Portfolio, ensuring services are forward facing and fit for the future needs of Flintshire's population.</p>
1.05	<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.
1.06	<p>Flintshire has developed a strong working relationship with its third sector partners and continues to invest in the sector by commissioning, where appropriate, the sector to deliver services in the community as they are often best placed to engage and support individuals and their carers.</p>
1.07	<p>Carers Services</p> <p>Flintshire Social Services delivers a range of support services for carers, both in-house and commissioned through external third sector organisations. Flintshire currently holds thirteen carer service contracts, each with a defined service specification, outcome targets and annual funding to deliver services to specific groups of carers.</p>

1.08	The thirteen externally commissioned carer service contracts all expire at the end of March 2020. Flintshire Social Services, using a co-productive approach as described above, will undertake a detailed and multi-stakeholder review of carer services in order to establish how successful the current provision is at meeting the needs of carers and whether it is fit for purpose in the future, as well as exploring gaps, opportunities and areas for development.
1.10	In conjunction with the 2019/20 review of carers services, Flintshire Social Services will develop a new Carers Strategy for Flintshire (2020-23) outlining the priorities for carers and how we will support carers going forward. This local Strategy will complement the North Wales Regional Carers Strategy and respond to the Population Needs Assessment Area Plan in relation to carers.
1.11	By September 2019, Flintshire Social Services aims to publish its Commissioning Strategy for Carers Services that will highlight new models of support/ services for carers which responds to local needs. A procurement exercise, proportionate to the service contract, will then commence in readiness for the new services starting from the 1 st April 2020.
1.12	<p>Disability Services</p> <p>Flintshire currently funds four service contracts covering all disabilities and age groups, including specific sensory impairment services. These services are designed to support individuals with a disability in their local community and maintain their independence through direct support, advice, information, citizen advocacy and low level daily living aids. These contracts commenced in October 2018 and have demonstrated to date the ability to listen to individual needs and support them with creative and meaningful solutions that are making a tangible improvement to people's lives in the community.</p>
1.13	In addition, the Flintshire Social Services' commissioned learning disability day and work opportunities services is in its second year of operation, and the service provider is demonstrating excellent outcomes for individual's using these services.
1.14	<p>Adults Advocacy</p> <p>Flintshires adult advocacy contract is a well-established and successful service. Following a review of advocacy services the contract specifications have been updated to ensure compliance with the requirements of the Social Services and Well-being Act (Wales) 2014. There are two service contracts, which commenced in October 2018. The first delivers services for community mental health, older people and people with a physical disabilities in Flintshire; there is also support for people who are going through the DoLS process (Relevant Person Representative). The second contract provides advocacy for individuals with a learning disability.</p> <p>In addition, Betsi Cadwaladr University Health Board commissions the same service provider to deliver IMHA (Independent Mental Health Advocacy) and IMCA (Independent Mental Capacity Advocate) services in Flintshire.</p>

1.15	<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>
1.16	<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 person centered way to engage families to improve their own situations.</p>
1.17	<p>Single Point of Access</p> <p>Flintshire Social Services has also utilised the knowledge and connections of the sector and introduced two new posts, delivered by the third sector, in Flintshires Single Point of Access: 3rd Sector Coordinator and the Social Prescriber. These posts are a positive additional to the team which delivers timely information, advice and assistance to the residents of Flintshire and a seamless referral into health and social care where appropriate. There is also third sector representation as part of the Early Help Hub for Children and Families.</p>
1.18	<p>Mental Health</p> <p>The contract for the adult mental health support service, which offers gender and age specific support and peer networking, has been reviewed to ensure its compliance with the Social Services and Well-being Act (Wales) 2014. The procurement exercise is currently taking place and Flintshire Social Services hopes to award the contract shortly to commence in June 2019. The current service has proven to be successful in creating strong links in the community, engaging in broad ranging volunteer opportunities for individuals and being flexible and person-centred; this model will be continued in the new contract.</p>
1.19	<p>There are several other third sector partnership arrangements and service contracts in place across Flintshire. The sector is invaluable to Flintshire Social Services in meeting its duty under the Act, being community focused and providing person-centred outcomes for the people that we support.</p>

2.00	RESOURCE IMPLICATIONS
2.01	<p>In 2018/19 Flintshire Social Services funded approximately thirty eight service contracts delivered by the third sector; this demonstrates the strong partnership working the Council has with the sector in delivering services that are in line with the Act. The revenue funding for these services is being maintained, wherever possible, to continue and develop</p>

	the range of support available to individuals and their carers.
2.02	Majority of the service contracts are funded by the Social Services base budget, however other funding avenues are utilised to complement the service provision, for example, the Integrated Care Fund and Betsi Cadwalader University Health Board support services and add value to Flintshire's commissioned services.

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

4.00	RISK MANAGEMENT
4.01	Monitoring and contract management arrangements are in place for all service contracts that Flintshire Social Services manages. The governance and management arrangements are reviewed on a regular basis.

5.00	APPENDICES
5.01	N/a

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

7.00	GLOSSARY OF TERMS
7.01	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.
7.02	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: <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. It helps support older people to maintain their independence and remain at

	<p>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	<p>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.</p>
7.06	<p>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.</p>
7.07	<p>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.</p>
7.08	<p>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.</p>