

## SOCIAL & HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 4 <sup>th</sup> March, 2021
<b>Report Subject</b>	Recovery Strategy Update
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The Council has developed a corporate Recovery Strategy for the pandemic emergency situation which was endorsed at a special Cabinet meeting on 15 September.

Cabinet requested each of the Overview and Scrutiny Committees to support recovery in their respective portfolio areas, and specifically to have oversight of:-

1. The portfolio risk register(s) and the risk mitigation actions, both live and planned;
2. The objectives for recovery for the portfolio(s);
3. The immediate strategic priorities for recovery for the portfolio(s) extracted from the draft Council Plan for 2020/21; and
4. The set of revised performance indicator targets for the portfolio(s) for 2020/21.

The above were considered by the Committee at its meeting on 22 September, 2020.

This report provides the Committee with an update on the portfolio risk register and risk mitigation actions (shown at Appendix 1 and 2).

### RECOMMENDATIONS

1	That the Committee review the latest updated risk register and risk mitigation actions within the Social Services portfolio.
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## REPORT DETAILS

1.00	EMERGENCY RECOVERY
1.01	<p>The Council is developing a corporate Recovery Strategy for the pandemic emergency situation. The Strategy covers:-</p> <ol style="list-style-type: none"> <li>1. The chronology of the emergency response phase and transition to recovery</li> <li>2. The handover arrangements or recovery</li> <li>3. Organisational recovery of the corporate organisation</li> <li>4. Community recovery of the communities we serve</li> <li>5. Strategic priorities and performance for the remainder of 2020/21</li> <li>6. The roles the Council will play in regional recovery</li> <li>7. The democratic governance of recovery</li> </ol>
1.02	<p>The development of the Recovery Strategy been led by the Chief Executive and Leader and overseen by a cross-party Member Recovery Board. The Board, which is an advisory sub-committee of Cabinet, has completed its work and has stood down. The Board has met seven times in quick succession and has received multiple reports and presentations. Cabinet is due to endorse the Recovery Strategy at a special meeting on 15 September.</p>
1.03	<p>Cabinet will be inviting each of the Overview and Scrutiny Committees to support recovery in their respective portfolio areas, and specifically to have oversight of:-</p> <ol style="list-style-type: none"> <li>1. The portfolio risk register(s) and the risk mitigation actions both live and planned;</li> <li>2. The objectives for recovery for the portfolio(s);</li> </ol>
1.04	<p>The latest version of the risk register (Appendix 1) and table of risk mitigations (Appendix 2) for the Social Services portfolio are attached.</p>
1.05	<p>An update on the recovery objectives for the service portfolio for this Committee is shown below. Where services have been partially resumed, the return to normal operating hours and usage will be in line with Public Health Wales and Welsh Government advice:-</p> <ul style="list-style-type: none"> <li>• <b>Adult Services – Respite Care Older people.</b> Since the tier 4 lockdown we took the decision to close Croes Atti Day Centre, in line with PHW guidelines, this is under continual review. Support for those most in need is provided at home on a one to one bases. Domiciliary care arrangements are in place for those with the most challenging and complex dementias.</li> <li>• Respite for Older People is usually overnight support in care home for a period up to 7 days. The current COVID-19 restrictions make this challenging as it required the individual to have a negative COVID-19 test prior to moving in to the short-term care arrangements and the individuals is also required to self-isolate in the care home for 14 days, this means the person on respite isn't able to fully engage in the activities of the homes. As a result, and due to the changing number of closed setting the request for this type of respite is much reduced. To</li> </ul>

support families we are continuing to look at providing respite in different ways including providing overnight respite at a person's home.

- **Adult Services - Open Plas Yr Ywen Extra Care:**

The opening of Plas yr Ywen was planned for January 2021, however there has been a further day since the Country went into a tier 4 lockdown situation. A review has taken place with regard to the safe opening of the scheme and we now plan to open Mid-March 2021. This will be a slow and steady approach with robust risk assessments in place.

- It is recognised that the delay in opening due to PHW guidance in bringing groups of older people together will have caused so drop out for a variety of reasons, however we have operated a waiting list and we have a number of people allocated apartments, with further needs assessment taking place.

- **Adult Services – Significant reduction to normal operating hours and usage for Adult Mental Health Services:**

We have reopened Mental Health Support Services, including Growing Places and Double Click **only** for those with the most complex of needs. These services provide a very limited number of placements for individuals with the most complex needs. We continually review the situation as it develops. All other services have moved to on line or domiciliary homebased support.

- **Adult Services – Assessment Services**

- Adults' social work and occupational therapy services is operating as home visiting where possible, window visits and telephone interviews. Including joint mental health and substance misuse services.

- **Adult Services – Significant reduction to normal operating hours and usage for Learning Disability services:**

Respite for Learning Disability Services short term care, we took the decision to suspend all planned respite services in learning disability services, in line with tier 4 guidelines, Hafod is open only for emergency respite for the most complex of individuals with only one person at one time. Home support is being offered to individuals with the most complex needs to support carers.

- **Adult Services – Significant reduction to normal operating hours and usage for Disability Day and Respite services:**

Disability Day and Work Services are operating with a significantly reduced number of individuals and in accordance with PHW guidance. These provisions includes Tri Ffordd, Abbey Metal and Hwb Cyfle. One to one support is offered alongside on line support.

- **Children's Services – Return to normal operation for Respite services:**

Arosfa continues to provide respite support for children with disabilities. One child is supported a night as opposed to three children. Additional direct payments have been used creatively to support carers. Respite

for foster carers is being provided where there is a significant risk of placement breakdown.

- **Children's Services - Resume normal social work services:**  
Social workers have continued their assessment and support work. Direct visits to households with risk based safety measures are in place.
- **Early Years and Family Support - Return to normal operation for Flying Start services:**  
The annual Delivery Plan for Flying Start has been revised to realign provision until 31/3/21. Flying Start partners are working together to target provision and support to the most vulnerable children/families.

All Flying Start centres are open for face to face contact where necessary to safeguard children & families. A programme of WG capital improvement works has been secured to allow enhanced service delivery through the recovery period including childcare, clinic & crèche facilities.

- **Early Years and Family Support - Reopen Flintshire Crèche:**  
The crèche primarily supports children whilst their Parents/carers take part in parenting programmes. As these programmes have not yet recommenced there has currently not been the need for the crèche.
- **Workforce - Training courses:**  
The QCF core sessions have continued online in recent months, with face to face sessions due to resume once the College re-opens. Remote support for Managers around AWIF continues to be available through the team also.  
Essential face to face training is due to resume in March '21 with Observed Moving and Positioning training being the priority focus of delivery, quickly followed by Paediatric First Aid. All other training remains online with a mixture of e-learning and online training sessions. This is constantly being reviewed in light of guidance and presenting evidence around attendance, quality and efficiencies this offers.  
2<sup>nd</sup> and 3<sup>rd</sup> Year Social Work Degree placements are currently being sourced, with the majority of 2<sup>nd</sup> year students with a confirmed placement and work continuing to source a further 10 placements for 3<sup>rd</sup> year students.  
In addition to this work, the Service are also expanding our Social Work Traineeship programme to grow our own support staff by giving them the opportunity to study for a Social Work degree whilst remaining in their existing post. Eight places will be made available on this programme in 2021/22.

- **Adult Safeguarding - Continue with business as usual:**  
Strategy Meetings are continuing to operate virtually as well as Case

Conferences. The work of the Adult at Risk Social Workers and Support Worker continues virtually, with many face to face meetings, support visits and investigation visits occurring (observing COVID-19 regulations) where this is essential in order to safeguard and support people.

- **Independent Reviewing Officers - Continue with business as usual:**

All review meetings have been taking place virtually, with occasional face to face meetings with families in exceptional circumstances, always following COVID-19 regulations. This is being reviewed regularly and it is anticipated that there will be a blend of virtual and face to face meetings in the future, once COVID-19 restrictions ease.

- **Deprivation of Liberty Safeguards - Return to normal assessment process:**

The majority of meetings to undertake Best Interest Assessments are being undertaken virtually, however, where there is a need for a face to face meetings these have taken place and been compliant with COVID-19 regulations. This is being reviewed regularly and will continue in this way for the time-being.

- **Children's Safeguarding - Continue with business as usual:**

The majority of Child Protection Case Conferences are taking place virtually or a blended approach with some individuals in the office and others dialling in over Webex. The system is working well and is being constantly reviewed. All professional agencies and families are able to participate in and contribute to, this system.

- **IT / Administrative systems - Business as usual:**

The IT Systems Team continue to work from home providing helpdesk cover, training and delivering ongoing planned work. This will continue for the foreseeable future.

The administrative teams have a limited number of staff attending the office from each team (1 or 2) with the majority of staff working from home. This will continue for the foreseeable future.

- **Financial Assessment and Charging - Resume normal services:**

The service is operating as normal, with a small number of staff working from the office and the remaining staff team working remotely. The Welfare benefit Officers are undertaking visits virtually in the main, with the occasional face to face visit where this is essential. All COVID-19 regulations are being adhered to.

- **Deputyship - Resume normal services:**

The services is operating as normal with all staff working from home. This will continue for the foreseeable future.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no specific resource implications from this report.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	None specific as this report is based on documented response and recovery work.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	This report specifically covers emergency situation risk management.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Updated Social Services Recovery Risk Register
5.02	Appendix 2 – Updated Social Services Risk Mitigation Actions

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Neil Ayling <b>Telephone:</b> 01352 704500 <b>E-mail:</b> <a href="mailto:neil.ayling@flintshire.gov.uk">neil.ayling@flintshire.gov.uk</a>