

## SOCIAL & HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 3 <sup>rd</sup> December, 2020
<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 - Return to normal operating hours and usage</b> <b>Older People's Day and Respite services:</b> Croes Atti Day Centre has reopened following the Fire-break and operates 6 days per week providing a limited number of places for a max of 4 people each day. It provides day time support for individuals with the most challenging and complex dementias. Operating well and we are reviewing daily. 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, the request for this type of respite</li></ul>

is much reduced. To 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 Play yr Ywen is planned for January 2021, it is recognised that there is a delay in opening due to PHW guidance in bringing groups of older people together. People remain interested in moving in, but are seeking reassurance. In the meantime, we have deployed Plas yr Ywen staff into Tŷ Treffynnon to provide step down support.

- **Adult Services - Return to normal operating hours and usage for Adult Mental Health Services:**

We have reopened Mental Health Support Services, including Growing Places and Double Click. The services were temporarily closed during the Fire-break but have since resumed. These services provide a limited number of placements for individuals with the most complex needs. We continually review the situation as it develops.

- **Adult Services - Adults social work and occupational therapy services is operating as normal, Including joint mental health and substance misuse service.**

- **Adult Services - Return to normal operating hours and usage for Learning Disability services:**

Respite for Learning Disability Services has reopened with Hafod and Woodlea, our short term care houses, now open and operating a limited service supporting one individual to stay in the property at any one time. Again there was a temporary closure during the Fire-break and the service has since reopened on the same operating model prior to Fire-break. This support is being offered to individuals with the most complex needs.

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

Disability Day and Work Services are operating with a reduced number of individuals and in accordance with PHW guidance. These provisions includes Tri Ffordd, Abbey Metal and Hwb Cyfle.

- **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. Essential services have recommenced including the opening of Family Centres to provide specific services.
- **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 - Resumption of face to face training courses:**  
The QCF Induction sessions resume in October but ceased over the Fire-break, these have now restarted. Essential face to face has now resumed with Observed Moving and positioning training being delivered twice weekly from the 26<sup>th</sup> November. All other training remains online with a mixture of e-learning and online training sessions. This is constantly being reviewed.
- **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 some face to face meetings (observing COVID-19 regulations) where this is essential.
- **Independent Reviewing Officers - Continue with business as usual:**  
The majority of meetings have been taking place virtually, with occasional face to face meetings in exceptional circumstances, and 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 COVID019 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 meeting 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:**  
A number of Conferences are taking place virtually or a blended approach with some individuals in the office and others dialling in over

	<p>Webex. The system is working well and is being constantly reviewed.</p> <ul style="list-style-type: none"> <li> <b>IT / Administrative systems - Business as usual:</b>            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.         </li> </ul> <p>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.</p> <ul style="list-style-type: none"> <li> <b>Financial Assessment and Charging - Resume normal services:</b>            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.         </li> <li> <b>Deputyship - Resume normal services:</b>            The services is operating as normal with all staff working from home. This will continue for the foreseeable future.         </li> </ul>
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<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 Appendix 2 – Updated Social Services Risk Mitigation Actions Appendix 3 – Presentation Slides

<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>