

FLINTSHIRE COUNTY COUNCIL

Draft Council (Improvement Plan) 2017/2023

**How achievement will be measured -
Supporting milestones and measures**

Supportive Council

Priority	Sub-Priority	Impact
Supportive Council	Independent Living	<ul style="list-style-type: none"> • Making early interventions to support healthy and independent living • Sustaining a local market of high quality and affordable service provision for those who are highly dependent on care support.

1. Ensure care home provision within Flintshire enables people to live well and have a good quality of life.

Achievements will be measured through:

- Agreeing the business model to increase direct provision of residential care and sustain domiciliary care roles to support the wider market
- Supporting care home providers to ensure service sustainability
- Delivering dementia awareness training to the care homes workforce
- Working with Betsi Cadwaladr University Health Board (BCUHB) to develop an action plan to support the quality and breadth of nursing provision
- Delivering a strategy for independent sector domiciliary care agencies to support service sustainability.

Achievement Milestones for strategy and action plans:

- Agreeing the business model to increase direct provision of residential care and sustain domiciliary care roles to support the wider market by March 2019
- Develop a plan to help support care home providers to ensure service sustainability October 2017
- Working with Betsi Cadwaladr University Health Board (BCUHB) to develop an action plan to support the quality and breadth of nursing provision by September 2018
- Delivering a strategy for independent sector domiciliary care agencies to support service sustainability by October 2017

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
Number of care homes where staff have completed dementia awareness training	Chief Officer – Social Services	0	20	25

2. Support greater independence for individuals with a frailty and / or disability, including those at risk of isolation.

Achievements will be measured through:

- Adults who are satisfied with their care and support
- Implementation of a joint Community Resource Team with BCUHB which is able to offer advice and support through the single point of access
- Ensuring that the workforce are equipped to provide person centred care in line with the requirements of the Social Services and Well-being Act (Wales) 2014.

Achievement Milestones for strategy and action plans:

- Implementation of a joint community resource team with BCUHB which is able to offer advice and support through the single point of access by December 2017
- Ensuring that the workforce are equipped to provide person centred care in line with the requirements of Social Services and Well-being Act (Wales) 2014 by September 2017

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
PAM/024 Percentage of adults satisfied with their care and support	Chief Officer - Social Services	TBC	90%	93%

3. Improve outcomes for looked after children.

Achievements will be measured through:

- Supporting children in stable, local placements
- Strengthening partnership working with BCUHB to ensure timely access to health assessments including CAMHS.

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
PAM/028 Percentage of child assessments completed in time	Chief Officer - Social Services	84%	84%	87%
PAM/029 Percentage of children in care who had to move 3 or more times		13%	10%	7%
Percentage of children in care seen within 28 days by BCUHB.		New Measure	95%	97%

Priority	Sub-Priority	Impact
Supportive Council	Integrated community social and health services	<ul style="list-style-type: none"> Enabling more people to live independently and well at home. Giving equal opportunity to all to fulfil their lives. Providing joined-up services with public and third sector partners which support quality of life in communities and for individuals and families.

1. Ensure that effective services to support carers are in place as part of collaborative social and health services.

Achievements will be measured through:

- Increasing the number of carers identified through the single point of access
- Increasing the number of Carers that feel supported
- Evidencing improved outcomes for carers
- Developing the Carers Action Plan.

Achievement Milestones for strategy and action plans:

- Evidencing improved outcomes for carers by enabling them to continue with their caring role by March 2018
- Development of the regional Carer’s Action Plan by March 2018

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
Number of adult carers identified.	Chief Officer – Social Services	867	900	1000
PAM/026 Percentage of carers that feel supported		67%	75%	80%

2. Further develop the use of Integrated Care Fund (ICF) to support effective discharge from hospital and ensure a smoother transition between Health and Social Care services.

Achievements will be measured through:

- Creating essential additional services such as Step Up/Step Down beds providing choice when leaving hospital
- Maintaining the rate of delayed transfers of care for social care reasons

Achievement Milestones for strategy and action plans:

- Creating essential additional services such as Step Up/Step Down beds providing choice when leaving hospital by March 2020

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
PAM/025 Number of people kept in hospital while waiting for social care per 1,000 population aged 75+	Chief Officer – Social Services	1.78	1.78	1.78

3. Establish an Early Help Hub, involving all statutory partners and the third sector.

Achievements will be measured through:

- Establishing the Early Help Hub to provide effective and timely support to families
- Reducing referrals that result in “no further action”.

Achievement Milestones for strategy and action plans:

- Establishment of the Early Help Hub to provide effective and timely support to families by 31 October 2017

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
Percentage of child protection referrals that result in “no further action”.	Chief Officer – Social Services	37.6%	30%	25%

4. Further develop dementia awareness across the county.

Achievements will be measured through:

- The number of dementia cafes in Flintshire
- Increasing number of dementia friendly communities in Flintshire.

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
The number of dementia cafes in Flintshire	Chief Officer – Social Services	3	6	6
The number of dementia friendly communities in Flintshire		2	3	4

Priority	Sub-Priority	Impact
Supportive Council	Safeguarding	<ul style="list-style-type: none"> Protecting people from the risk of any form of abuse. Making communities safe places by working with partners to prevent crime, repeat crime and anti-social behaviour.

1. Strengthen arrangements within all council portfolios to have clear responsibilities to address safeguarding.

Achievements will be measured through:

- Increasing referral rates from within Council services other than Social Services.
- Completion of the online child and adult safeguarding module
- Council officers completing safeguarding awareness training
- Embedding processes and best practice across the council
- Reviewing corporate service policies and procedures to identify breadth and depth of safeguarding coverage
- Implement the safeguarding policy across all Council Services.

Achievement Milestones for strategy and action plans:

- Embedding processes and best practice across the Council by 31 March 2018
- Reviewing corporate service policies and procedures to identify breadth and depth of safeguarding coverage by 30 September 2017
- Implement safeguarding policy across all Council Services by 30 September 2017

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
Increased referral rates from services other than Social Services.	Chief Officer – Social Services	3	30	30
The number of officers who have completed the specialist ‘AFTA Thought’ safeguarding awareness training.		0	350	700
Number of Officers who have completed the online child and adult safeguarding module		TBC	TBC	TBC

2. Ensure that our response rates to referrals remain within statutory targets.

Achievements will be measured through

- Meeting statutory procedural targets for child and adult protection.

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
Percentage of adult protection enquiries completed within 7 days	Chief Officer – Social Services	74%	78%	80%
Percentage of initial child protection conferences due in the year and held within timescales		74%	95%	TBC
Percentage of reviews of children on the child protection register due in the year and held within timescales		98%	98%	TBC

3. Preventative approach towards Child Sexual Exploitation (CSE).

Achievements will be measured through:

- Developing a corporate plan linked to regional work to combat CSE

Achievement Milestones for strategy and action plans:

- Developing a corporate plan linked to regional work to combat CSE by October 2017

4. Identify and address the signs and symptoms of domestic abuse and sexual violence.

Achievements will be measured through:

- Implementing training for Council employees to meet the requirements of the Domestic Abuse and Sexual Violence National Training Framework.
- Delivery of the level 1 training programme for all Council employees

Achievement Milestones for strategy and action plans:

- Implementing training for Council employees to meet the requirements of the Domestic Abuse and Sexual Violence National Training Framework by March 2018

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
Percentage of employees who have completed the level 1 training package	Chief Officer – Social Services	New Measure	25%	50%

5. Strengthen regional community safety through collaboration and partnership arrangements.

Achievements will be measured through:

- Adopting and achieving of the priorities of the North Wales Safer Communities’ Board Plan through; formulation of a local delivery plan, which also includes locally identified priorities, and overseen by the Public Services Board

Achievement Milestones for strategy and action plans:

- Development of a local delivery plan, which also includes locally identified priorities, and overseen by the Public Services Board by March 2018

6. Ensure we meet the requirements of the North Wales Contest Board.

Achievements will be measured through:

- Develop a plan to identify and monitor progress of the prevent duties as outlined within the Counter Terrorism and Security Act 2015

Achievement Milestones for strategy and action plans:

- Develop a plan to identify and monitor progress of the prevent duties as outlined within the Counter Terrorism and Security Act 2015 by March 2018