

APPENDIX 1- The Social Services Annual Report sets out:

- Key things that we are doing in Flintshire to support our most vulnerable residents.
- Describes our challenges
- Provides our stakeholders with a picture of how we have performed and improved over the last year, and
- Sets out our priorities for the coming year.

We have been informed by WG that a **Consultation** on changes to the National Performance Framework will open in April, which will include formalising the 8 quality standards (People, Prevention, Well-being and Partnerships) and the proposal for the new format Annual Report, which will no longer be produced as a public document, but will be in a self-assessment format. The template will include:

1. a short summary section for publication
2. Context section – leadership, workforce, finance
3. 4 self-assessment questions under each of the quality standards
4. Additional information – inspection, complaints, other sources of information

As the existing guidance remains in place, it is proposed that this year’s report be prepared in the same format as the 2021/22 report:

[Approval required for the Report outline and proposed emerging 2023/4 priorities below:](#)

Draft outline of content of Annual Social Services Report 2022-2023

1. Section 1 Introduction
2. Section 2 Director’s Summary of Performance
3. Section 3 How Are People Shaping our Service
4. Section 4 Promoting and Improving the Well- being of Those We Help:

Children and Young People
Older people
General health needs, physical impairment and sensory loss
Learning disabilities
Autism
Mental health (adults)
Carers
Safeguarding
5. Section 5 How We Do What We Do
 - a) Our workforce and how we support their professional Roles
 - b) Our Financial Resources and How we Plan for the Future
 - c) Our Partnership Working, Political and Corporate leadership, governance and Accountability
6. Section 6 Accessing Further Information and Key Documents
7. Glossary of Terms
8. Appendix 1 Contextual data and National performance measures.

Emerging Priorities for 2023/4- TO BE APPROVED :

Children and Young People
<ul style="list-style-type: none">• Development of a national, regional and local approach to Early Years Transformation so that all our children ages 0-7 have the best possible start in life and are able to reach their full potential• Deliver a programme of registered Children's Homes to help avoid the need for residential placements outside Flintshire• Continue to grow our in-house fostering service to support more looked after children• Continue to develop the Special Guardianship service to reduce the need to for children and young people to remain looked after.• Develop childcare expansion and seamless childcare provision across programs• Develop the priorities set out in the Early Years Strategy
Older People
<ul style="list-style-type: none">• Provide additional placements for step down care within our in-house provision (Croes Atti 2)• Continue to grow the Microcare market, including access to commissioned care packages• Continue to grow our in-house homecare service to support more people to live at home, utilising a rolling scheme of recruitment• Establish a Dementia Strategy Implementation Group, to include representation from people with lived experience.• To award a contract for adults advocacy, joint with WCBC.
General Health Needs, Physical Impairment and Sensory Loss
<ul style="list-style-type: none">• Direct payments: lead on direct payments initiatives at a National Level• Support people to find and remain in paid employment.• Signposting individuals third sector and social prescribing.• Promote referrals to the exercise referrals scheme.• Develop short term emergency accommodation for people who find themselves homeless or in need of accommodation urgently.• Explore joint commissioning of community disability and sensory loss services
Learning Disabilities
<ul style="list-style-type: none">• Continue to expand the Progression Model across services to people with physical disabilities, and other service areas promoting people's independence skills and to support them to achieve their personal outcomes.• Progress the newly formed partnership with Deeside Industrial Park which aims to bring employment opportunities for vulnerable people within social services.• Continue to meet the demands of young people with learning disabilities for accommodation.• Develop the relocation of the Tri Ffordd supported employment project to Maes Gwern in Mold which will also incorporate other service offerings (mental health & autism support services) at an integrated service hub.• Continue to expand the service offering for employment opportunities for disabled people
Autism
<ul style="list-style-type: none">• Increase skills around autism with respect to advocacy• Autism training to continue to be offered to Advocacy providers - contracts in future will detail expectations around skills and knowledge in supporting autistic people.

- Develop integrated work opportunities services for individuals with autism, learning disabilities and mental health support needs

Mental Health

- Support people to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership.
- Working in partnership with the Community Mental Health Team and Social Services Mental Health Support Service to develop clear pathways for individuals needing access to Mental Health services, and a sustainable model for the future.
- Complete a review of Community Mental Health provision and define a model for the future.
- Work with Housing to fund a small team of people to support individuals with low level Mental health problems to improve their housing.
- Support workers in mental health services to cope with increased demand along side health.
- Develop support for people with Mental health problems in their needs for accommodation.

Carers

- Further development of our work to support Young Carers in their role. Including but not limited to: further development of the Young Carers ID Card, focus on respite and breaks for Young Carers, engagement with education colleagues and schools, engagement with businesses and communities across Flintshire, support with training and education opportunities.
- Work to develop new ways for Carers to access a break from their caring responsibilities.
- Cost of Living – A scheme of workshops, groups and resources aimed at supporting our carers through the cost of living crisis.
- Work to develop an international network of Carers and Carers Centres to communicate, share ideas, collaborate, provide peer support and respite opportunities.
- Begin the process of looking at the recommissioning of our carers services for 2025 onwards.

Safeguarding

- Promote the corporate e-learning package
- Prepare for the implementation of the new Liberty Protect Safeguard procedures
- Explore the recommissioning of advocacy services on a regional basis

Workforce

- Support the implementation the national safeguarding standards and development of a training programme which aligns to the competency groups within the national training framework.
- Further improve the digital skills of our workforce
- Develop and Chair the North Wales Local Family Justice Board Training sub group
- Continue to support the WeCare Campaign and the work around recruitment and retention of social care staff
- We will remain committed to supporting the 'mwy na geiriau' strategic framework by ensuring we are able to offer training and resources bilingually when required.
- We will support staff to prepare for the implementation of Liberty Protection Safeguards (LPS)
- Continue our representation on the North Wales Safeguarding Board- Safeguarding sub-group
- Support staff and students with a pathway into Social Work and Occupational therapy
- Maintain a high standard of available training opportunities for our social care workforce, including carers and the independent sector.
- Continue to deliver the Health & Social Care Core Level 2 and 3 Practice qualifications via our Assessment centre, providing necessary qualifications for our support staff working in adult services. We will roll out a programme of training on Positive Behaviour Techniques (RESPECT) across our Learning Disability Services via four in-house qualified and

accredited staff. We will continue to work with universities and support trainee social workers through their 3 year traineeship and offer help to our occupational therapy staff undertaking their traineeship.

- We will continue to support both social work qualifying training and post qualifying training in Wales, including the First 3 Years Framework requirements for all post qualifying Social Workers new into roles.

REPORT TIMESCALES:

Outline content of report	
SMT (full)	30th March 2023
Scrutiny	20th April 2023
Draft Report	
SMT (full)	27th April 2023
COT	3rd May 2023
SSMT	25th May 2023
Report	
Informal Cabinet	6th June
Scrutiny	8th June
Cabinet	18th July

Appendix 1:

Previous (2022/23) Priorities- From 2021/22 Annual Report

Children and Young People:

- Develop an Early Years Strategy to ensure that all children ages 0-7 have the best possible start in life and are able to reach their full potential.
- Implementation of therapeutic intervention model in small group children's homes.
- Continue to grow the in-house fostering service to support more Children Looked After.
- Continue to develop services to support the reduction of the number of children looked after by the Local Authority.
- Continue to develop fostering services utilizing the Mockingbird model.
- Re commissioning children's respite services
- Development of provider services for Children to support new homes developments.
- Set up registered Children's Home to help avoid the need for residential placements outside Flintshire.

Older People:

- Continue to grow the Micro care market.

- Establish a Dementia Strategy Implementation Group, to include representation from people with lived experience.
- Continue to grow the in-house homecare service to support more people to live at home.
- Further extend supply of Extra Care.
- Plan to provide additional placements for 'discharge to recover and assess' in the in-house provision (Croes Atti).

General Health Needs, Physical Impairment and Sensory Loss:

- Continue to lead the North East Wales Community Equipment Service.
- Increase the use of the Progression Model across services to people with physical disabilities, and other service areas to support them to achieve their personal outcomes.
- Develop short term emergency accommodation for people who find themselves homeless or in need of accommodation urgently.
- To promote the creative use of Direct Payments with individuals and carers to meet their outcomes.

Learning disabilities:

- Launch the Project Search programme for over 25 year olds.
- Further develop day opportunities services for people with learning disabilities

Autism

- Develop opportunities for Autistic individuals to access services locally.
- Work to the action plan to further improve compliance with the National Autism Code of Practice.

Mental Health:

- The Life Warriors have plans to become a peer run group and to extend to another group which they will help to support.
- Next Steps are now running their advanced volunteering program as a step up from the one they ran last year.

Carers:

- Developing the Direct Payment offer for carers.
- Further development of Young Carers Service - young carers ID card.

Safeguarding:

- Prepare for the implementation of the new Liberty Protection Safeguard procedures.
- Continue to promote the corporate safeguarding e-learning package.
- Continue to ensure that statutory responsibilities for the safeguarding of adults and children are met.
- Contracts for Advocacy services will be reviewed.

Workforce:

- A clear commitment to support and encourage the workforce to be able to access training bilingually where available in line with the 'Mwy na Geiriau' strategic framework.
- Continue to support providers and social care staff and managers to complete the required management qualifications to register with Social Care Wales.

- We will work to help increase the digital skills of our workforce enabling them to work and learn using appropriate technology.
- We will continue to support staff to complete:-
 - Level 2 Award in Dementia qualification
 - Level 2 Health and Social Care: Core qualification
 - Level 2 Health and Social Care: Practice (Adults)
 - Continue to support both social work qualifying training and post qualifying training in Wales, including the First 3 Years Framework requirements for all post qualifying Social Workers new into post. Level 3 Health and Social Care: Practice (Adults).
 - Social services continue to increase in-house provision across the various categories of care