

# Pecyn Dogfen Gyhoeddus



Swyddog Cyswllt:  
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At: Cyng Hilary McGuill (Cadeirydd)

Y Cynghorwyr: Mike Allport, Marion Bateman, Paul Cunningham, Jean Davies, Carol Ellis, Gladys Healey, Cindy Hinds, Mike Lowe, Dave Mackie, Michelle Perfect and David Wisinger

Dydd Gwener, 15 Ionawr 2021

Annwyl Gynghorydd,

**RHYBUDD O GYFARFOD ANGHYSBELL**  
**PWYLLGOR TROSOLWG A CHRAFFU GOFAL CYMDEITHASOL AC IECHYD**  
**DYDD IAU, 21AIN IONAWR, 2021 10.00 AM**

Yn gywir

Robert Robins  
Rheolwr Gwasanaethau Democraidd

Sylwch: Oherwydd y cyfyngiadau presennol ar deithio a'r gofyniad am gadw pellter corfforol, ni chynhelir y cyfarfod hwn yn y lleoliad arferol. Bydd hwn yn gyfarfod rhithiol a bydd 'presenoldeb' yn gyfyngedig i Aelodau'r Pwyllgor yn unig. Bydd y cyfarfod yn cael ei recordio.

Os oes gennych unrhyw ymholiadau, cysylltwch ag aelod o'r Tîm Gwasanaethau Democraidd ar 01352 702345.

## R H A G L E N

### 1 YMDDIHEURIADAU

**Pwrpas:** I dderbyn unrhyw ymddiheuriadau.

### 2 DATGAN CYSYLLTIAD (GAN GYNNWYS DATGANIADAU CHWIPIO)

**Pwrpas:** I dderbyn unrhyw ddatganiad o gysylltiad a chynghori'r Aelodau yn unol a hynny.

### 3 COFNODION (Tudalennau 5 - 12)

**Pwrpas:** I gadarnhau, fel cofnod cywir gofnodion y cyfarfodydd ar 3 Rhagfyr 2020.

### 4 RHAGLEN GWAITH I'R DYFODOL A OLRHAIN GWEITHRED (Tudalennau 13 - 20)

Adroddiad Hwylusydd Pwyllgor Trosolwg a Chraffu Iechyd a Gofal Cymdeithasol

I Ystyried y flaenraglen waith Pwyllgor Trosolwg & Chraffu Gofal Cymdeithasol ac Iechyd a rhoi gwybodaeth i'r Pwyllgor o'r cynnydd yn erbyn camau gweithredu o'r cyfarfod blaenorol.

### 5 CYNLLUN Y CYNGOR 2020/21 (Tudalennau 21 - 38)

Adroddiad Prif Weithredwr - Arweinydd y Cyngor ac Aelod Cabinet Addysg

Ystyried Cynllun arfaethedig y Cyngor ar gyfer 2020/21 gan ganolbwyntio'n bennaf ar bortffolio(s) priodol y Pwyllgor.

### 6 GOFALWYR IFANC – CONTRACT GWASANAETH GWYBODAETH I OFALWYR GOGLEDD DDWYRAIN CYMRU (GOGDDC) (Tudalennau 39 - 80)

Craffu'r perfformiad a'r canlyniadau a ddarperir i Ofalwyr Ifanc drwy gontract newydd a model gwasanaeth ar gyfer GOGDdC.

### 7 DIWEDDARIAD MARLEYFIELD HOUSE (Tudalennau 81 - 92)

Adroddiad Prif Swyddog (Gwasanaethau Cymdeithasol) - Aelod y Cabinet dros y Gwasanaethau Cymdeithasol

Derbyn adroddiad ar gynnydd

8 **PLAS YR YWEN (GOFAL YCHWANEGOL TREFFYNNON)** (Tudalennau 93 - 110)

Adroddiad Prif Swyddog (Gwasanaethau Cymdeithasol) - Aelod y Cabinet dros y Gwasanaethau Cymdeithasol

Derbyn adroddiad ar gynnydd

Mae'r dudalen hon yn wag yn bwrpasol

# Eitem ar gyfer y Rhaglen 3

## **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE** **3 DECEMBER, 2020**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held remotely on Wednesday, 3 December 2020

### **PRESENT: Councillor Hilary McGuill (Chair)**

Councillors: Mike Allport, Marion Bateman, Paul Cunningham, Jean Davies, Carol Ellis, Gladys Healey, Cindy Hinds, Mike Lowe, Dave Mackie, Michelle Perfect and David Wisinger

**CONTRIBUTORS:** Councillor Christine Jones (Cabinet Member for Social Services); Chief Executive; Chief Officer (Social Services); Senior Manager – Integrated Services and Lead Adults; Safeguarding Unit Services Manager; Senior Manager – Safeguarding and Commissioning and Wellbeing and Partnership Lead

**IN ATTENDANCE:** Overview & Scrutiny Facilitators and Democratic Services Officer.

### **12. DECLARATIONS OF INTEREST (INCLUDING WHIPPING)**

None were received.

### **13. MINUTES**

The minutes of the meeting held on 22<sup>nd</sup> October 2020 were approved and moved by Councillor Cunningham and seconded by Councillor Wisinger.

The minutes of the meeting held on 11<sup>th</sup> November 2020 were approved and moved by Councillor Healey and seconded by Councillor Cunningham.

### **14. EMERGENCY SITUATION BRIEFING (VERBAL)**

The Chief Executive explained that the current situation was fluid. He and his Chief Officer colleagues would be ensuring that Members received short up to date verbal briefings at the start of meetings. He also commented that it may yet be necessary to reinstate the situational briefings which had been delivered to members during the first six months of the emergency.

In response to questions raised by Councillor McGuill the Chief Executive explained that for the first two weeks 1,000 units per week of vaccine one were expected with considerable numbers to follow and subject to approval and licencing two other vaccines were close behind. Antibody testing was not relevant at this stage and everyone would be offered vaccination in phases.

Councillor Cunningham asked about the storage of the vaccines and if they would be effected by opening and closing fridges. The Chief Executive explained that it was all in hand and was the main reason why they were only

administering the vaccine in hospital settings at this stage was due to low temperature refrigeration facilities. At some point next year the more mobile vaccines would be administered by GP's and Community Pharmacies.

The Chief Executive clarified that people in Tier 1 and Tier 2 areas could move freely into Wales and vice versa but people should not move out of Tier 3 in response to a question raised by Councillor Lowe.

Councillor Ellis asked about the movement of patients from Hospital to Care homes and the Chief Executive said that there was no evidence that Betsi Cadwaladr University Health Board (BCUHB) or any other Health Board had breached the discharge rules and that nobody should be released to a care setting without appropriate testing that proved negative which was confirmed by the Chief Officer (Social Services).

The Senior Manager – Integrated Services and Lead Adults confirmed that there had been a Care Home in Holywell with infection which had been well managed and was due to be open for business by the end of next week.

Councillor Gladys Healey enquired as to which out of the three vaccines Wales would have, given that the Pfizer vaccine is the most expensive. The Chief Executive advised that the UK will have all procured vaccines which would become plentiful in supply..

**RESOLVED:**

The verbal update was noted

**15. FORWARD WORK PROGRAMME AND ACTION TRACKING**

The Overview & Scrutiny Facilitator presented the current Forward Work Programme and Action Tracking for consideration and reported that the Arosfa update would be moved to the meeting on 4<sup>th</sup> March 2021 and that the Part 9 Regional Partnership Board Annual Report 2019/20 was no longer going to be brought to the Committee as it would have already been to Cabinet in December.

The Senior Manager – Integrated Services and Lead Adults said that residents were due to move into Holywell Extra Care on 21<sup>st</sup> January 2021 and she would get an update on how they were settling into their new environment and report back as requested by the Chairman.

**RESOLVED:**

- (a) That the Forward Work Programme be noted;
- (b) That the Facilitator, in consultation with the Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises; and

- (c) That the Committee notes the progress made in completing the outstanding actions

## **16. RECOVERY STRATEGY UPDATE**

The Chief Officer (Social Services) gave a brief summary of the Recovery Strategy and stated that the vast majority of services were maintained at a high level throughout the emergency period maximising the support to vulnerable people. Some services had a change in demand while others were business as usual. He explained that, where needed, service delivery had been adapted to use blended approaches with some people in the office as needed. Also there had been recent significant pressures on Care Homes and Home Care availability but things were now more stable and hoped that this would be sustained before vaccines commenced. He and the Cabinet Member had been meeting with all operational teams to show appreciation to their commitment.

The Chairman asked what had not returned to normal and the Chief Officer (Social Services) explained that some respite services for older people had not been possible to run, some day services had not opened in full, Children's respite services – Arosfa and face to face training courses had not been running but were held virtually. Some were now being held face to face. He added that some changes would be reviewed and may be kept.

Councillor Gladys Healy asked if there was enough staff to monitor the situation of children who were not attending school and were being home schooled which she added she would also raise with Education and Youth Overview & Scrutiny. The Chief Officer (Social Services) said that Education Social Workers were the front line services for when children did not attend school and from a Social Services point of view they had not encountered any problems. He stressed that it was important to work with them to support people and families of those children who were not able to attend school. Welsh Government had asked if we were monitoring Children on the Child Protection Register which we are doing pro-actively.

The Chairman was interested to know what had been lost by not being office based from a safeguarding point of view. The Chief Officer (Social Services) didn't think that they had lost that much, which they need to learn from for the future and that they adapted really well as young people were much more comfortable with technology and digital methods. From a health and wellbeing point of view allowing small groups of staff to go into the office to form a pod was a proactive thing that they had done as staff had missed the support that they got from office contact in terms of unloading cases.

In a response to the points that Councillor Ellis raised about the risk register references and discharges from hospital the Chief Officer (Social Services) said that he was concerned about the pressures but that they had done everything they could to respond and maintain good quality services which he praised the staff for. He explained that the ones that had an underlying risk rating of red was a fair rating because of significant pressures. The risk rating of yellow suggested that there had been improvement that had strengthened that area of service. The protocol on hospital discharges had been followed to

the letter resulting in moves to Residential Care Homes not being as easy as they were which lead to having to be more flexible and develop new services i.e. The Oaks in Shotton and Ty Treffynnon which were still being used.

When asked by Councillor Cunningham how Ty Treffynnon was running the Senior Manager – Integrated Services and Lead Adults confirmed that it had been working well although it did have an outbreak but was now back open. It had a fantastic response in terms of discharge to assess and recover resulting in the majority of people going back home and very few people having to move into long term residential care which was a great measure of success. A review to decide what to do next was due this month as the 12 month lease ends in April 2021.

In response to a question asked by Councillor Bateman about proof of vaccination the Senior Manager – Safeguarding and Commissioning said that medical records would be updated as it would for any other vaccination but that testing would still continue for those who had had the vaccination as it was only 90-95% effective and it was unknown if the virus would change in its presentation as time progresses like the flu virus does.

The Chairman asked if it was a requirement in recruiting staff for Nursing Homes that they have had the vaccination. The Senior Manager – Safeguarding and Commissioning said that her understanding was that as the vaccine was not compulsory it could not be a requirement and colleagues within BCUHB had been talking about NFC registration and the importance of doing the right thing.

The recommendations in the report were moved by Councillor Paul Cunningham and seconded by Councillor Healey.

**RESOLVED:**

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

**17. MID-YEAR PERFORMANCE INDICATORS FOR RECOVERY, PORTFOLIO AND PUBLIC ACCOUNTABILITY MEASURES**

The Chief Officer (Social Services) introduced the report for the performance of the service against performance indicators which were set early in the reporting period and stressed that in many ways it was a positive report as many areas had been maintained.

In response to a question asked by Councillor Cunningham the Chief Officer (Social Services) said that the adoption services had coped quite well with the impact of the emergency situation and was improving. The funding of the adoption service has been reviewed and each of the North Wales Authorities had committed an increase in funding to the service. He confirmed that Councillor Kevin Hughes was the Councils' representative on the panel.



The recommendations in the report were moved by Councillor Wisinger and seconded by Councillor Healey.

**RESOLVED:**

That the report be noted.

**18. SAFEGUARDING ADULTS AND CHILDREN'S ANNUAL REPORT TO INCLUDE THE "NEW SAFEGUARDING PROCEDURES"**

The Senior Manager – Safeguarding and Commissioning briefly introduced the report before handing over to the Safeguarding Unit Services Manager who advised Members that in terms of Adult Safeguarding and Children and Adult safeguarding Flintshire was one of the first local authorities in the North Wales area to move very quickly after lockdown into virtual meetings. She then gave a more in depth report on the following:-

- Impact of COVID 19 and response of the Safeguarding Unit
- Adult Safeguarding under COVID 19
- New National Safeguarding Procedures
- Deprivation of Liberty Safeguards (DOLS)
- Adult Safeguarding and Adults at Risk
- Children's Safeguarding and the Child Protection Register
- Number of Child Protection Case Conferences held
- Looked After Children
- Links to the Regional Safeguarding Board

Councillor Gladys Healey asked if the numbers of domestic violence had increased because of the emergency situation during isolation. The Safeguarding Unit Services Manager said from an adult safeguarding point of view there was a slight increase in the first couple of months during lockdown but nothing substantial over the last six months. In children, the highest category in the last 2 years of registration has been emotional abuse linked to domestic violence and the highest category in the last 12 months has been neglect. There was a change there that needs a better understanding of. It would be interesting to see if the highest category had gone back to emotional abuse rather than neglect when we get the data for the last 6 months. Many areas have reported an increase in domestic violence but that is not the case for Flintshire.

The recommendations in the report were moved by Councillor Wisinger and seconded by Councillor Lowe

**RESOLVED:**

- (a) That members accept this report as relevant information in relation to Flintshire Safeguarding for the period 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020 and additional information provided; and

- (b) That members note the variety of activity across the Safeguarding Unit and the continuing development and improvement in service provision.

## **19. COMMUNITY TRANSFORMATION PROJECT UPDATE**

Senior Manager – Integrated Services and Lead Adults introduce the Wellbeing and Partnership Lead who took us through the report which gave an update on the change in programme to the Community Services Transformation Project which is one of 4 for North Wales. She pointed out that the impact of the emergency situation had been significant with the workforce and financial resources being diverted to respond to the initial emergency responses work.

The Chairman raised concern about a vacancy that had been vacant since the end of October. The Wellbeing and Partnership Lead advised that the post was currently on hold due to the reduction in funding for next year pointing out that now was not an opportune moment to bring in a new member of staff when potentially it would have to end in March.

Councillor Bateman was pleased about the Dementia Respite Support Service. A new service of Support Workers spending evenings and overnight in an individual's home for up to 2 consecutive nights when their needs were escalated to save moving the patient.

The Chief Officer (Social Services) thanked the Wellbeing and Partnership Lead for her tremendous work. He added that the Transformation Programme was very hastily adapted to support the response to the emergency situation.

The Wellbeing and Partnership Lead added that on a regional level there had been some work through the Community Transformation Programme that was specifically around supporting primarily older people. A number of ipads had been purchased and made available to older people with plans to help them with virtual consultations with Consultants in hospitals and also to help to tackle some loneliness and isolation. Ongoing work was being undertaken to recruit digital champions.

The recommendations in the report were moved by Councillor Wisinger and seconded by Councillor Gladys Healey.

### **RESOLVED:**

- (a) That the Committee supports and is assured that the key areas being developed as part of the Transformation programme are appropriate and will support local needs in Flintshire; and
- (b) That the Committee acknowledges that the impact of the CSTP will be affected by a reduced level of funding for 2021/22 and that the detail to prioritise activity in 2021/22 is ongoing at the time of writing this report

**20. SUPPORTING THE SOCIAL WORK WORKFORCE**

The Senior Manager – Safeguarding and Commissioning gave a brief summary of the report which provided an overview of the additional work being undertaken to support the Council’s newly qualified social workers with the disruption of the emergency situation in the following two areas

- Newly Qualified Social Workers
- Developing our Social Workers

Councillor Bateman thanked the Senior Manager – Safeguarding and Commissioning for the speedy response that she had given not only to the previous questions that she had raised but also for the in depth information she had just presented.

Councillor Mackie was also pleased with the way things were going in particular how Glyndwr University had changed what they did to fit in with the Authority which demonstrates a good relationship.

The recommendations in the report were moved by Councillor Wisinger and seconded by Councillor Davies.

**RESOLVED:**

- (a) That members are informed of the impact of the COVID pandemic on social work learning and development;
- (b) That members note the Council’s work supporting the current newly qualified social workers; and
- (c) That members are informed of our proposals for the development of First Year in Practice Social Workers through to Experienced Practitioners.

**21. ANNUAL REPORT ON THE SOCIAL SERVICES COMPLAINTS AND COMPLIMENTS PROCEDURE 2019-20**

Report for information only.

**RESOLVED:**

That members scrutinise the effectiveness of the complaints procedure with lessons being learnt to improve service provision.

**22. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE**

There was no members of the press or public in attendance.

(The meeting started at 2.00 pm and ended at 3.50 pm)

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**Chairman**

<sup>7</sup>  
**Tudalen 11**

Mae'r dudalen hon yn wag yn bwrpasol

# Eitem ar gyfer y Rhaglen 4



## SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	21 January 2021
<b>Report Subject</b>	Forward Work Programme and Action Tracking
<b>Report Author</b>	Social & Health Care Overview & Scrutiny Facilitator
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work programme of the Committee of which they are Members. By reviewing and prioritising the Forward Work Programme Members are able to ensure it is Member-led and includes the right issues. A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

The Committee is asked to consider, and amend where necessary, the Forward Work Programme for the Social & Health Care Overview & Scrutiny Committee.

The report also shows actions arising from previous meetings of the Social & Health Care Overview & Scrutiny Committee and the progress made in completing them. Any outstanding actions will be continued to be reported to the Committee as shown in Appendix 2.

### RECOMMENDATION

1	That the Committee considers the draft Forward Work Programme and approve/amend as necessary.
2	That the Facilitator, in consultation with the Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises.
3	That the Committee notes the progress made in completing the outstanding actions.

## **REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE FORWARD WORK PROGRAMME AND ACTION TRACKING</b>
1.01	Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.
1.02	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none"><li>1. Will the review contribute to the Council's priorities and/or objectives?</li><li>2. Is it an area of major change or risk?</li><li>3. Are there issues of concern in performance?</li><li>4. Is there new Government guidance of legislation?</li><li>5. Is it prompted by the work carried out by Regulators/Internal Audit?</li><li>6. Is the issue of public or Member concern?</li></ol>
1.03	In previous meetings, requests for information, reports or actions have been made. These have been summarised as action points. Following a meeting of the Corporate Resources Overview & Scrutiny Committee in July 2018, it was recognised that there was a need to formalise such reporting back to Overview & Scrutiny Committees, as 'Matters Arising' was not an item which can feature on an agenda.
1.04	It was suggested that the 'Action tracking' approach be trialled for the Corporate Resources Overview & Scrutiny Committee. Following a successful trial, it was agreed to extend the approach to all Overview & Scrutiny Committees.
1.05	The Action Tracking details including an update on progress is attached at Appendix 2.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	None as a result of this report.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	In some cases, action owners have been contacted to provide an update on their actions.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	None as a result of this report.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Draft Forward Work Programme  Appendix 2 – Action Tracking for the Social & Health Care OSC.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Minutes of previous meetings of the Committee as identified in Appendix 2.  <b>Contact Officer:</b> Margaret Parry-Jones Overview & Scrutiny Facilitator <b>Telephone:</b> 01352 702427 <b>E-mail:</b> <a href="mailto:Margaret.parry-jones@flintshire.gov.uk">Margaret.parry-jones@flintshire.gov.uk</a>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<b>Improvement Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.

Mae'r dudalen hon yn wag yn bwrpasol



**Forward Work Programme**

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible / Contact Officer	Submission Deadline
4 March 2.00 pm	<b>Mockingbird – update on the programme</b>	To receive a progress report	Assurance	Chief Officer	
	<b>Arosfa update</b>	To receive a progress report	Assurance	Chief Officer	
	<b>North Wales Dementia Strategy and the Flintshire Local Strategy</b>	To receive a progress report	Assurance	Jane Davies	
27 May 10.00 am	<b>Directors Annual Report</b>	To consider the draft report prior to consideration at Cabinet	Pre-decision scrutiny	Chief Officer	
	<b>North Wales Adoption Service Update</b>	To receive a progress report	Assurance	Chief Officer	
17 June 2.00 pm Joint with Education & Youth OSC	<b>Educational Attainment of Looked After Children</b>	To receive the annual attainment report.	Assurance	Chief Officers	
	<b>Corporate Parenting</b>	To review the Corporate Parenting Strategy	Assurance	Chief Officers	
1 July 10.00 am	<b>Year-end Council Plan Monitoring Report</b>	To enable members to fulfil their scrutiny role in relation to performance monitoring.	Assurance	Facilitator	

**Regular Items**

Month	Item	Purpose of Report	Responsible/Contact Officer
Nov/Dec	<b>Safeguarding</b>	To provide Members with statistical information in relation to Safeguarding - & Adults & Children	Chief Officer (Social Services)
May	<b>Educational Attainment of Looked After Children</b>	Education officers offered to share the annual educational attainment report with goes to Education & Youth OSC with this Committee.	Chief Officer (Social Services)
May	<b>Corporate Parenting</b>	Report to Social & Health Care and Education & Youth Overview & Scrutiny.	Chief Officer (Social Services)
	<b>Comments, Compliments and Complaints</b>	To consider the Annual Report	Chief Officer (Social Services)
	<b>Betsi Cadwaladr University Health Board Update</b>	BCUHB are invited to attend on an annual basis – partnership working.	Facilitator

Tudalen 18

Suggestions for reports to be tabled at a BCUHB Scrutiny when that is convened:-

- General Mental Health services (including Workforce Mental Health)
- Perinatal Mental Health

**ACTION TRACKING FOR THE SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

Meeting Date	Agenda Item	Action Required	Action Officer(s)	Action taken	Timescale
22/10/20	Children's Transformation Project	Item to be included on agenda of joint meeting on 17 June 2021 on MST Service.	Ceri Shotton	Added to Forward Work Programme	Ongoing
03/12/20	None				

Mae'r dudalen hon yn wag yn bwrpasol

# Eitem ar gyfer y Rhaglen 5



## SOCIAL & HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 21 <sup>st</sup> January, 2021
<b>Report Subject</b>	Council Plan 2021-22
<b>Cabinet Member</b>	Cabinet Member for Corporate Management and Assets and Cabinet Member for Social Services
<b>Report Author</b>	Chief Executive
<b>Type of Report</b>	Strategic

### **EXECUTIVE SUMMARY**

The Council Plan for 2017-23 was adopted by County Council to show the key priorities of the Council for the five year term of the new administration. The Plan is subject to annual review.

The content of the Council Plan for 2021/22 will continue to take into account continued recovery in addition to our longer-term strategic objectives.

The initial framework for Part One of the next version of the Council Plan is built around six themes:

- Economy
- Education and Skills
- Green Society and Environment
- Affordable and Accessible Housing
- Personal and Community Well-being
- Poverty

Each of these six themes is accompanied by a strategic statement. The statements lend themselves to being Well-being objectives.

The six themes will be mapped out against the respective lead portfolios for reporting to the Overview and Scrutiny Committees. Corporate Resources Overview and Scrutiny Committee have supported the timeline for the development of the plan.

Following Cabinet agreement the next stage of development for the Plan's outline content is for Scrutiny Committees to review and consider its contents. All comments and suggestions will then be collated and shared at Corporate Resources Overview and Scrutiny Committee.

## RECOMMENDATIONS

1	To review and agree the further developed themes of the Council Plan 2021-22 prior to sharing with Cabinet in March 2021.
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## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE COUNCIL PLAN 2021/22</b>
1.01	<p>The Council Plan for 2021-22 has a refreshed structure of six themes and supporting priorities which both set ambition with measured realism as follows:</p> <p><b>Theme: Poverty</b> Priorities:</p> <ul style="list-style-type: none"><li>- Income Poverty</li><li>- Child Poverty</li><li>- Food Poverty</li><li>- Fuel Poverty</li><li>- Digital Poverty</li></ul> <p><b>Theme: Affordable and Accessible housing</b> Priorities:</p> <ul style="list-style-type: none"><li>- Housing support and Homeless prevention</li><li>- Housing Needs and Housing Options</li><li>- Social Housing</li><li>- Private Rented Sector</li><li>- Empty Properties</li></ul> <p><b>Theme: Green Society and Environment</b> Priorities:</p> <ul style="list-style-type: none"><li>- Carbon Neutrality</li><li>- Fleet Strategy</li><li>- Green Environment</li><li>- Renewable Energy</li><li>- Active and Sustainable Travel Options</li><li>- Circular Economy</li></ul> <p><b>Theme: Economy</b> Priorities:</p> <ul style="list-style-type: none"><li>- Town Centre Regeneration</li><li>- Business</li><li>- Transport and digital infrastructure</li><li>- LDP Targets</li><li>- Spending money for the benefit of Flintshire</li><li>- Reducing Worklessness</li></ul> <p><b>Theme: Personal and Community Well-being</b> Priorities:</p> <ul style="list-style-type: none"><li>- Independent Living</li><li>- Safeguarding</li><li>- Direct Provision to support people closer to home</li></ul>

	<ul style="list-style-type: none"> <li>- Local Dementia Strategy</li> <li>- A well-connected, safe and clean local environment.</li> </ul> <p><b>Theme: Education and Skills</b></p> <p>Priorities:</p> <ul style="list-style-type: none"> <li>- Educational Engagement and Achievement</li> <li>- Digital Learning Opportunities</li> <li>- Learning Environments</li> <li>- Learning Community Networks</li> <li>- Specialist Educational Provision</li> <li>- Welsh Education Strategic Plan (WESP)</li> </ul>
1.02	The work on the detail behind the priorities has progressed well and is attached at Appendix 1. Cabinet have agreed to the content. The next step is for all Scrutiny Committees to be consulted with over the next cycle.
1.03	Following this cycle of consultation, the Plan will be presented to Cabinet in its second stage prior to adoption by the County Council in April/May.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	Council planning and service portfolio business planning is dove-tailed with the periodic review of the Medium Term Financial Strategy and Capital Programme.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	<p>Consultation has been carried out with Chief Officers, Cabinet members and the wider internal senior management network on the framework of the Plan.</p> <p>Overview and Scrutiny committees will have the opportunity to be engaged in the development of the Plan.</p>

<b>4.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>											
4.01	<p><b>Ways of Working (Sustainable Development) Principles Impact</b></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 30%;">Long-term</td> <td rowspan="5">Throughout the 2021/22 Council Plan development we will ensure the five ways of working are embedded within our ambitions and easily reported on.</td> </tr> <tr> <td>Prevention</td> </tr> <tr> <td>Integration</td> </tr> <tr> <td>Collaboration</td> </tr> <tr> <td>Involvement</td> </tr> </table> <p><b>Well-being Goals Impact</b></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 30%;">Prosperous Wales</td> <td rowspan="4">Throughout the 2021/22 Council Plan development we will be ensuring we capture our contributions to the seven well-being goals within our ambitions.</td> </tr> <tr> <td>Resilient Wales</td> </tr> <tr> <td>Healthier Wales</td> </tr> <tr> <td>More equal Wales</td> </tr> </table>	Long-term	Throughout the 2021/22 Council Plan development we will ensure the five ways of working are embedded within our ambitions and easily reported on.	Prevention	Integration	Collaboration	Involvement	Prosperous Wales	Throughout the 2021/22 Council Plan development we will be ensuring we capture our contributions to the seven well-being goals within our ambitions.	Resilient Wales	Healthier Wales	More equal Wales
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Cohesive Wales					
Vibrant Wales					
Globally responsible Wales					
	<p><b>Council's Well-being Objectives</b></p> <p>These are under review as part of this work.</p> <p><b>Risk Management</b></p> <p>The risks to the statutory requirements of the Plan include not publishing the Plan within statutory timescales and not adhering to the prerequisite content.</p> <p>Both these risks are managed through adherence to well established procedures for publishing the Plan.</p>				

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1: Draft Council Plan (Part 1) 2021-22

<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	<p><b>Contact Officer:</b> Jay Davies, Strategic Performance Advisor  <b>Telephone:</b> 01352 702744  <b>E-mail:</b> <a href="mailto:jay.davies@flintshire.gov.uk">jay.davies@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Council Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set objectives and publish a Plan.</p> <p><b>Medium Term Financial Strategy:</b> a written strategy which gives a forecast of the financial resources which will be available to a Council for a given period, and sets out plans for how best to deploy those resources to meet its priorities, duties and obligations.</p>



## Draft Council Plan 2021/22

Priority Name	Poverty
Description/ Well-being Objective	Protecting people from poverty by supporting them to meet their basic needs
<p><b>Income Poverty</b></p> <p>Definition: People on low income who are unable to meet day to day living costs</p>	<ul style="list-style-type: none"> <li>• Families are supported to be financially resilient by:               <ol style="list-style-type: none"> <li>a) Maximising the number of people signposted for support to facilitate longer term behavioural change</li> <li>b) Ensuring that take-up to benefit entitlements is maximised in a timely way by processing claims efficiently</li> <li>c) Maximising take up of the Discretionary Housing Payments scheme and other financial support</li> <li>d) Continuing to offer our community hub (Contact Centres) approach bringing access to a range of programmes, services and agencies together in one place</li> </ol> </li> </ul>
<p><b>Child Poverty</b></p> <p>Definition: Children who don't have access to adequate food, clothing, shelter and education to lead a healthy and active life</p>	<ul style="list-style-type: none"> <li>• The cost of sending children to school is reduced by:               <ol style="list-style-type: none"> <li>a) Making the processes for claiming free school meals as simple and straightforward as possible to increase the percentage of take-up against entitlement</li> <li>b) Encouraging take-up of the free school breakfast for year 7 pupils eligible for free school meals</li> <li>c) Maximising the take-up of the school uniform grant</li> </ol> </li> <li>• Free access to books, ICT networks and devices and library services are maintained by:               <ol style="list-style-type: none"> <li>a) Maintaining the network of six libraries in partnership with Aura</li> <li>b) Increasing online access for books by children and young people</li> </ol> </li> </ul>
<p><b>Food Poverty</b></p> <p>Definition: People who are not able to access food that meets their daily nutritional needs and requirements</p>	<ul style="list-style-type: none"> <li>• Everyone in Flintshire has access to affordable, good fresh food by:               <ol style="list-style-type: none"> <li>a) The development of a "Well Fed at Home service" by March 2022</li> <li>b) The development and delivery of a "Hospital to Home" meals service by March 2022</li> </ol> </li> </ul>

	<ul style="list-style-type: none"> <li>c) The introduction of a transported and delivered food service “Mobile Meals” to those who are vulnerable by March 2022</li> </ul>
<p><b>Fuel Poverty</b></p> <p>Definition: Households that have higher than average fuel costs and meeting those costs will cause them to experience poverty.</p>	<ul style="list-style-type: none"> <li>• Reducing the risk of fuel poverty for residents by increasing the energy efficiency of all homes by increasing the energy efficiency of homes</li> <li>• Engaging, supporting and referring vulnerable households to reduce fuel poverty and improve health and wellbeing</li> </ul>
<p><b>Digital Poverty</b></p> <p>Definition: Inability to interact fully in a digital world</p>	<ul style="list-style-type: none"> <li>• Support and enable access to the internet and devices to ensure people are not excluded from a digital world by: <ul style="list-style-type: none"> <li>a) Supporting people to use appropriate digital technology through the Digital Champions Scheme</li> <li>b) Providing free of charge public access to the internet at Connects Centres and Aura library services</li> <li>c) Increasing uptake of access to devices through the Aura Library Loan Scheme</li> <li>d) Increasing take-up of ‘Learn my Way’ digital learning opportunities supported by Aura by Autumn 2021</li> </ul> </li> <li>• Support people to access information digitally by: <ul style="list-style-type: none"> <li>a) Providing access to council services on the internet in a responsive way (information can be accessed using different devices)</li> <li>b) Promoting initiatives to help people to use digital technology now and in the future.</li> <li>c) Increasing access to information online to support people to retain their digital skills</li> <li>d) Promote the range of digital training and skill development provided by Coleg Cambria</li> </ul> </li> </ul>

<b>Priority Name</b>	<b>Affordable and Accessible Housing</b>
<b>Description/ Well-being Objective</b>	Housing in Flintshire meeting the needs of our residents and supporting safer communities
<p><b>Housing support and homeless prevention</b></p> <p>Definition: Offering support at the right time, so people can sustain their housing, prevent homelessness and live well</p>	<ul style="list-style-type: none"> <li>• Commission a wide range of housing related support that meets the needs of the people of Flintshire</li> <li>• Promoting housing support and homeless prevention services with our residents and partners</li> <li>• Ensure there is a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is “everyone’s business”</li> <li>• When homelessness does occur, ensure that it is rare, brief and non-recurring</li> <li>• Develop and extend our Housing First and Rapid Rehousing approaches for those who do experience homelessness</li> <li>• Remodel the “emergency beds” Homeless Hub accommodation offer and service delivery</li> <li>• Explore opportunities to develop a young person’s homeless hub offering accommodation and support services</li> </ul>
<p><b>Housing Needs and Housing Options</b></p> <p>Definition: Empowering people to explore their housing options so they can access the right homes to meet their needs</p>	<ul style="list-style-type: none"> <li>• Promote the Single Access Route to Housing (SARTH), Common Housing Register, Affordable Housing Register and Housing Support Gateway within the community and with professionals</li> <li>• Develop self-service approaches that enable people to identify their own housing options through online support</li> <li>• Pilot a risk assessment process to identify pre tenancy support needs to reduce risk of tenancy failure</li> <li>• Review our sheltered housing stock to ensure that it continues to meet the need and aspirations of current and prospective tenants</li> <li>• Explore opportunities to develop a young person’s homeless hub offering accommodation and support services</li> </ul>
<p><b>Social Housing</b></p> <p>Definition: Working with housing partners to develop and invest in affordable housing, with modern methods of construction,</p>	<ul style="list-style-type: none"> <li>• Working with housing association partners to build 142 new social housing properties and 32 additional affordable properties</li> <li>• Increasing Flintshire Council’s housing portfolio by building 50 social housing properties and 50 affordable properties for North East Wales (NEW) Homes</li> </ul>

<p>and a commitment towards carbon neutral</p> <p><b>Poverty</b></p> <p><b>Green and Environment</b></p>	<ul style="list-style-type: none"> <li>• Ensure that Flintshire Council housing stock meets the Welsh Housing Quality Standard and achieves a minimum SAP energy efficiency rating of 65 <a href="#">Link</a></li> <li>• Develop plans for the de-carbonisation of Flintshire Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimized and the cost of heating homes are minimized <a href="#">Link</a> <a href="#">Link</a></li> <li>• Working with residents to ensure our communities are well managed, safe, and sustainable places to live <a href="#">LINK</a></li> <li>• Supporting our tenants to access technology and create sustainable digital communities</li> <li>• Listening to our tenants and working with them to improve our services, homes and communities</li> </ul>
<p><b>Private Rented Sector</b></p> <p>Definition: Supporting the private sector to raise standards in the management and condition of housing and promote tenancy sustainment in our communities</p>	<ul style="list-style-type: none"> <li>• Engaging with private sector tenants, giving them a voice and responding to their needs</li> <li>• Working in partnership with landlords and private sector agents to better understand their needs</li> <li>• Develop a “landlord offer” that encourages landlords to work with the Council to raise standards of property management and condition of homes where needed</li> <li>• Improve access to private sector properties for those who are homeless, at risk of homeless and in housing need</li> <li>• Map all Houses of Multiple Occupation (HMO’s) across Flintshire to ensure legal minimum housing standards are met and to improve residents’ quality of life</li> </ul>
<p><b>Empty Properties</b></p> <p>Definition: Bringing empty homes back into use to enhance the local housing market and improve our local communities</p> <p><b>Economy</b></p>	<ul style="list-style-type: none"> <li>• Bring empty homes back into use thorough the Empty Homes Loan</li> <li>• Explore opportunities to develop a project management service for non commercial landlords to encourage take up of the Empty Home Loan Scheme</li> <li>• Target problem empty homes in our communities and use enforcement powers where appropriate to improve our communities and increase housing supply</li> <li>• Explore opportunities to maximise housing and revitalize our towns through the redevelopment of the High Street <a href="#">Link</a></li> </ul>

<b>Priority Name</b>	<b>Green Society and Environment</b>
<b>Description/ Well-being Objective</b>	Limiting the impact of the Council’s services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint.
<b>Carbon Neutrality</b>  Definition: A net carbon zero Council by 2030 and supporting wider decarbonisation actions across the County, making this central to Covid-19 recovery	<ul style="list-style-type: none"> <li>• Governance structure (Carbon Programme Board) in place by 30 September 2021</li> <li>• Net carbon zero action plan developed and approved by 31 March 2022</li> <li>• Gather information on annual Council greenhouse gas emissions to submit to Welsh Government and the Carbon Programme Board by 30 June each year</li> <li>• Review of procurement policy to reduce greenhouse gas emissions from suppliers agreed by 31 March 2022</li> <li>• Develop a policy for sustainable and long term energy usage in capital projects where this can be achieved</li> </ul>
<b>Fleet Strategy</b>  Definition: Reducing the environmental impact of our fleet by maximising the opportunities to utilise sustainable forms of transport across the Council’s fleet	<ul style="list-style-type: none"> <li>• Journey Management and driver training: Ensure that all business journeys are subject to proper planning, and avoided wherever possible to minimise unnecessary mileage and environmental impact through use of remote meetings, home working, route optimisation, control of vehicle logs, capture corporate mileage figures etc.</li> <li>• Reduced ‘grey’ mileage through continued use of virtual meeting attendance and reduction in unnecessary journeys through the adoption of new ways of working</li> <li>• Conversion of authority’s fleet to electric and alternative fuels (hydrogen etc) where technically and economically feasible</li> </ul>
<b>Green Environment</b>  <b>Definition:</b> The promotion, good management and protection of our green spaces to deliver multiple benefits to the environment and our residents and visitors	<ul style="list-style-type: none"> <li>• Delivery of the Urban Tree and Woodland Plan</li> <li>• Enhancement of the natural environment through the delivery of the Section 6 Environment Act Wales biodiversity duty</li> <li>• Develop a strategy to improve biodiversity and carbon sequestration on the agricultural estate by 31 December 2021</li> </ul>

<p><b>Renewable Energy</b></p> <p>Definition: The promotion and support of renewable energy opportunities across the Council Estate and wider communities.</p>	<ul style="list-style-type: none"> <li>• Assess feasibility of renewable energy and land assets and link to wider carbon ambitions by 30 September 2021</li> <li>• Determine appropriate investment strategy for future renewable energy developments by 31 March 2022</li> </ul>
<p><b>Active and Sustainable Travel Options</b></p> <p>Definition: Provide opportunities for increasing levels of walking and cycling (active travel) and enable access to other alternative and sustainable methods of travel</p>	<ul style="list-style-type: none"> <li>• Promote the use of public transport through the further development of the Council’s core bus network</li> <li>• Promote active travel and further develop the Council’s cycleway network</li> <li>• Promotion of multi modal transport journeys and the development of strategic transport hubs</li> <li>• Development of the County’s electric car charging network</li> <li>• Development of the Council’s walking and cycling network</li> </ul>
<p><b>Circular Economy</b></p> <p>Definition: Support and promote the Welsh Government’s strategy to create a sustainable, circular economy in Flintshire</p>	<ul style="list-style-type: none"> <li>• Achievement of Welsh Government recycling targets</li> <li>• Development and extension of the Standard Yard Waste &amp; Recycling Transfer Station by investing in infrastructure to enable future growth and capacity in terms of increasing the volume and quality of recyclable materials processed and reducing material contamination, thereby maximising potential income for recyclable materials for the Authority</li> <li>• Development and extension of the Greenfield Composting Facility and Waste Transfer Station to future proof the site for increased garden waste tonnages and explore the potential to offer the facility as a regional garden waste composting solution and re-use collection point from our Household Recycling Centres</li> <li>• Support and promote the development of Re-Use and Repair Cafés within the County and encourage charities to adopt our Household Recycling Centres in order to re-use and recover products and materials</li> <li>• Through partnership working, actively support and engage with community led groups by developing initiatives such as plastic free/zero waste</li> </ul>

	<p>communities, environmental projects and re-use and recycling initiatives</p> <ul style="list-style-type: none"> <li>• Support local businesses in their efforts to reduce their carbon footprint and become more resource efficient</li> <li>• Phase out single-use plastic within the Council</li> </ul>
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Priority Name	Economy
Description/ Well-being Objective	Enabling a sustainable economic recovery
<p><b>Town Centre Regeneration</b></p> <p>Definition: Regenerate and re-invent our town centres</p>	<ul style="list-style-type: none"> <li>• Monitor the health and vitality of town centres to support effective management and business investment decisions.</li> <li>• Promote town centre, hospitality and tourism businesses to help with their post-Covid recovery.</li> <li>• Encourage and support investment in town centre properties especially to facilitate more sustainable uses.</li> <li>• Improve the environment in town centres.</li> <li>• Support the growth of community enterprises in town centre locations.</li> </ul>
<p><b>Business</b></p> <p>Definition: Enable business continuity and encourage appropriate investment</p> <p style="background-color: #5cb85c; color: white; padding: 2px;"><b>Green Society and Environment</b></p>	<ul style="list-style-type: none"> <li>• Engage small businesses and improve support packages available to them.</li> <li>• Support the post-Covid recovery of Flintshire's street and indoor markets.</li> <li>• Support the growth of the local and regional food and drink business sector through marketing and collaborative projects.</li> <li>• Support the recovery of the tourism and hospitality sectors and rebuild confidence in the industry.</li> <li>• Increase the scale and impact of the social business sector.</li> <li>• Support local businesses in their efforts to reduce their carbon footprint and become more resource efficient</li> </ul> <p style="background-color: #5cb85c; color: white; padding: 2px;"><b>Link</b></p>
<p><b>Transport and digital infrastructure</b></p> <p>Definition: Ensure that the transport and digital networks</p>	<ul style="list-style-type: none"> <li>• Complete the connection of all eligible public buildings through the Local Full Fibre Network Project.</li> <li>• Start the delivery of the Flintshire elements of the North Wales Growth Deal investment in digital infrastructure.</li> <li>• Connect further rural communities to improved digital infrastructure.</li> </ul>

<p>facilitate and support recovery and growth</p> <p><b>Green Society and Environment</b></p>	<ul style="list-style-type: none"> <li>• Develop and deliver transport infrastructure improvements as part of North Wales Metro programme and the Council's Integrated Transport Strategy.</li> <li>• Ensure Flintshire strategic transport priorities are well-represented in the Regional Transport Plan from the forthcoming Corporate Joint Committee development.</li> </ul> <p><a href="#">Link</a></p>
<p><b>LDP Targets</b></p> <p>Definition: Achieve LDP policy objectives for growth, protection and enhancement</p>	<ul style="list-style-type: none"> <li>• Ensure timely adoption of the LDP once Inspector's Report received</li> <li>• Monitor overall Plan performance via the Annual Monitoring Report (AMR) and submit to Welsh Government</li> <li>• Maintain and update the LDP housing Trajectory in line with planning decisions made</li> <li>• Make decisions at Planning Committee in line with the adopted LDP</li> <li>• Reference the LDP growth strategy in early work on a North Wales Strategic Development Plan (SDP)</li> </ul>
<p><b>Spending money for the benefit of Flintshire</b></p> <p>Definition: Grow our local economic vitality through social value commitments and procurement strategy</p>	<ul style="list-style-type: none"> <li>• Encourage and support commissioners and suppliers to generate additional well being outcomes.</li> <li>• Increase the ability and confidence of local businesses to supply the public sector.</li> <li>• Collate and celebrate the achievement of strategic well being outcomes.</li> </ul>
<p><b>Reducing worklessness</b></p> <p>Definition: Work with our partners to support individuals to gain employment</p> <p><b>Poverty</b></p>	<ul style="list-style-type: none"> <li>• Co-ordinate a multi-agency approach to support businesses to recruit staff from disadvantaged groups</li> </ul> <p><a href="#">Link</a></p> <ul style="list-style-type: none"> <li>• Deliver mentoring and wider support programmes to assist disadvantaged people to re-engage with the labour market. <a href="#">Link</a></li> </ul>



Priority Name	Personal and Community Well-being
Description/ Well-being Objective	Supporting people in need to live as well as they can
<p><b>Independent Living</b></p> <p>Definition: People will be supported to live as independently as possible through the right type of support, when they need it.</p>	<ul style="list-style-type: none"> <li>• Provide an additional 32 placements at Marleyfield House Care Home to support older people, with a focus on independence.</li> <li>• Develop and extend our approach to Micro Care so there are more Providers supporting more people in their own homes</li> <li>• Increase the number of people who are able to make their own care arrangements through a Direct Payment</li> <li>• Ensure services for families with children aged 0-7 are better integrated through the 'Early Years Pathfinder' project</li> </ul>
<p><b>Safeguarding</b></p> <p>Definition: Implement and promote the new safeguarding procedures so our employees understand how they can help safeguard people in the community</p>	<ul style="list-style-type: none"> <li>• Develop and relaunch our corporate e-learning package to reflect the new safeguarding procedures. This will include extending access to the safeguarding e-learning module to key partners</li> <li>• Promote the 'duty to report' so our employees understand their responsibility to report safeguarding concerns</li> <li>• Implement an 'active offer' of advocacy support for people involved in the safeguarding process</li> </ul>
<p><b>Direct Provision to support people closer to home</b></p> <p>Definition: The services we provide so people can access the support they need in their local community</p>	<ul style="list-style-type: none"> <li>• Set up a registered Children's Home to help avoid the need for residential placements outside Flintshire</li> <li>• Grow our in-house homecare service to support more people to live at home</li> <li>• Grow our in house fostering service to support more looked after children</li> <li>• Extend Croes Atti Care Home for older people, with a focus on dementia care.</li> <li>• Develop the services we offer to provide respite for families with disabled children</li> </ul>
<p><b>Local Dementia Strategy</b></p> <p>Definition: Continuing to improve the lives of people living with dementia in Flintshire</p>	<ul style="list-style-type: none"> <li>• Work with registered Care homes providers and health partners to develop more long term nursing care placements for people who have dementia.</li> <li>• Develop a Flintshire Dementia strategy that sets a shared vision, and action, for the next phase of developing good dementia support for individuals, families, carers and communities</li> </ul>

<p><b>A well-connected, safe and clean local environment.</b></p> <p>Definition: Resilient communities where people feel connected and safe</p>	<ul style="list-style-type: none"> <li>• Protect residents and our environment from pollution and other public health and safety hazards by achieving the Streetscene Standard</li> <li>• Keep our local communities clean and safe through engagement, education and environmental enforcement</li> <li>• Work with local communities to inform a long term vision and delivery plan for using the Flexible Funding Grant programme to achieve positive outcomes for people</li> </ul>

<b>Priority Name</b>	<b>Education and Skills</b>
<b>Description/ Well-being Objective</b>	Enabling and Supporting Learning Communities
<p><b>Educational Engagement and Achievement</b></p> <p>Definition: Providing diverse learning opportunities to support educational achievement in schools and communities</p>	<ul style="list-style-type: none"> <li>• Maintain support for the rollout of the revised curriculum for pupils from 3-16 which better prepares them for their future lives and employment</li> <li>• Continue to support the raising of standards at all key stages to enable onward learner progression</li> <li>• Continue to improve attendance and reduce exclusions to maximise educational achievement</li> <li>• Continue to broaden the offer of alternative education opportunities to support learner engagement</li> </ul>

<p><b>Digital Learning Opportunities</b></p> <p>Definition: Supporting education engagement and achievement through proactive use of accessible digital media</p>	<ul style="list-style-type: none"> <li>• Support schools and wider education services to increase their digital offer for children and young people.</li> <li>• Develop a new delivery plan for Integrated Youth Services with a greater focus on digital engagement to increase participation</li> <li>• Increase the range of digital material hosted on the North East Wales Archive website and other digital services to encourage greater participation with the service</li> <li>• Continue to support learners who are ‘digitally disadvantaged’ to access IT devices to promote equity and engagement</li> <li>• Delivery of ‘Learn My Way Free’ IT courses in all Libraries from April 2021</li> <li>• From January 2021 provide in partnership with Adult Community Learning informal community training for groups of 6 people in Flint Library to access Zoom and other online learning platforms</li> <li>• Arts Council Funded partnership with Gladstone Library and visual artist to provide digital art workshops based on collections at Gladstone Library</li> </ul>
<p><b>Learning Environments</b></p> <p>Definition: Creating aspirational and flexible learning environments</p>	<ul style="list-style-type: none"> <li>• Provide high quality learning environments through the Council’s capital investment programme and WG grant funding streams</li> <li>• Progress the North East Wales Archive funding bid through the Stage 1 Heritage Horizons Award of the National Heritage Lottery Fund</li> <li>• Increase usage of community spaces in re-developed Flint Library and Wellbeing Hub by 15%</li> </ul>
<p><b>Learning Community Networks</b></p> <p>Definition: Supporting our learning communities to engage and achieve through extensive partnership working unpinned by common safeguarding practices</p>	<ul style="list-style-type: none"> <li>• Complete the contractual arrangements for the North East Wales Archive between Flintshire CC and Denbighshire CC to provide a sustainable and resilient service</li> <li>• Establish a sub-regional partnership for the delivery of Adult Community Learning with Wrexham CBC to maximise opportunities for participants and providers</li> <li>• Develop a Delivery Plan for Adult Community Learning with new partners to increase</li> </ul>

	<p>engagement and improve skills within local communities</p> <ul style="list-style-type: none"> <li>• Work with Adult Community Learning and Flintshire Learning Recovery &amp; Wellbeing Network Partners to share best practice and maximise opportunities for learning within the community. Opportunities to be available in all Aura libraries from Summer 2021.</li> <li>• Work in partnership with Open University Wales to support and signpost library users to OpenLearn courses and subsequent learning pathways. OpenLearn Champions in each library from October 2020.</li> </ul>
<p><b>Specialist Educational Provision</b></p> <p>Definition: Extending local capacity to support learners with additional learning needs (ALN)</p>	<ul style="list-style-type: none"> <li>• Continue to embed the implementation plan to deliver a new statutory approach for supporting children and young people with learning needs from 0-25 years</li> <li>• Complete the build project for Plas Derwen (Pupil Referral Unit) to transform the delivery of this specialist service</li> <li>• Increase the capacity of Plas Derwen staff to delivery more outreach work to share their expertise across the schools workforce</li> <li>• Develop a long term strategy to ensure sufficient and appropriate capacity to support learners with a range of additional educational needs that maximises local expertise and financial resources</li> </ul>
<p><b><u>Welsh Education Strategic Plan (WESP)</u></b></p> <p>Definition: Working with schools and partners to support the Welsh Government’s strategy to enable one million Welsh speakers by 2050</p>	<ul style="list-style-type: none"> <li>• Increase the capacity and take up of Welsh medium education to achieve Welsh Government targets</li> <li>• Further Improve the Welsh language skills of staff in schools to more effectively support learners and the delivery of the curriculum</li> <li>• Continue to improve pupils’ standards of Welsh in all schools to encourage greater bilingualism</li> <li>• Extend the range of youth services which can be delivered bilingually to encourage young people to retain and use their Welsh language skills into early adulthood</li> <li>• Maintain Welsh Government Quality Indicator for Welsh Language resources in Aura libraries</li> </ul>



Mae'r dudalen hon yn wag yn bwrpasol

# Eitem ar gyfer y Rhaglen 6



## Social and Health Care Overview and Scrutiny Committee

<b>Date of Meeting</b>	21 January 2021
<b>Report Subject</b>	Flintshire Young Carers Support Service
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### **EXECUTIVE SUMMARY**

The Social Services and Well-being (Wales) Act 2014 has brought positive and substantial changes to the rights and entitlements of young, and young adult, carers.

Covid-19 has impacted significantly on young carers, who are reporting a growing number of challenges as a result, including: increases in their caring role and responsibilities, isolation and balancing learning/ education. The pandemic has also seen an increase in young carers seeking formal means of identification to enable them to access essential foods and medicines more easily.

The new Young Carers Support Service launched on the 1<sup>st</sup> July 2020 and is being delivered by NEWCIS Young Carers. The service aims to provide a single and open access point for all young carers up to the age of 25 years old, their families, professionals and partner organisations. The service is a one stop shop for a range of universal information, advice, signposting, access to assessments, one to one support (which will be person- centred, outcome focused, proportionate) and well-being support.

In the short space of time that NEWCIS Young Carers has been delivering the service, it has performed above the expectations of the service contract and delivery outcomes; which is a positive sign of what is to come. This report gives an overview of the positive outcomes being achieved for young carers in Flintshire.

The Deputy Minister for Health and Social Services, Julie Morgan, has made a commitment to roll out a national young carer's identification card model across Wales. Flintshire is taking a partnership approach to this development and is working sub-regionally with partners and young carers to deliver this vision. Flintshire aims to launch its new young carers ID card on the 16<sup>th</sup> March 2021, which will replace Flintshire's current A2A card for young carers.

## RECOMMENDATIONS

1	To provide an update to Members on the progress of the Flintshire Young Carers Support Service and development of the new Young Carers ID Card.
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## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE FLINTSHIRE YOUNG CARERS SUPPORT SERVICE</b>
1.01	A young carer is someone under 18, or a young adult carer under the age of 25, who helps look after someone in their family, or a friend, who is ill, disabled, has a mental health condition or misuses drugs or alcohol.
1.02	<p>A young carer may be required to help their family, or friend, with practical, emotional support or personal care, such as:</p> <ul style="list-style-type: none"> <li>○ Practical tasks, like cooking, housework and shopping.</li> <li>○ Physical care, such as helping someone out of bed.</li> <li>○ Emotional support, including talking to someone who is distressed.</li> <li>○ Personal care, such as helping someone dress or wash.</li> <li>○ Managing the family budget and collecting prescriptions.</li> <li>○ Helping to give medicine.</li> <li>○ Helping someone communicate.</li> <li>○ Looking after brothers and sisters.</li> </ul>
1.03	There are approximately 30,000 carers under the age of 25 in Wales and one in eight of those were aged under eight. According to the 2011 census, Wales had the highest proportion of carers under 18 in the UK (Social Care Wales, 2017). However, this is widely believed to be the tip of the iceberg, with some estimates suggesting that as many as one in five school children are young carers (University of Nottingham 2018), with this number increasing during the Covid-19 pandemic.
1.04	Covid-19 has impacted significantly on young carers, who are reporting a growing number of challenges as a result, including: increases in their caring role and responsibilities, isolation and balancing learning/ education. The pandemic has also seen an increase in young carers seeking formal means of identification to enable them to access essential foods and medicines more easily. As with many other service, our support to young carers has been responsive and person centred to ensure that we are helping young carers during this extremely challenging time; this has included food and busy boxes, online support, virtual groups and activities as well as help with access to phones, tablets and internet so that young carers can stay connected.
1.05	<p>The Social Services and Well-being (Wales) Act 2014 has brought positive and substantial changes to the rights and entitlements of young and young adult carers. This includes:</p> <ul style="list-style-type: none"> <li>○ <b>Identifying young carers</b> that provide or intend to provide care for an adult or disabled child.</li> <li>○ A <b>duty to assess</b> a young carer where there appears to be a need for support, regardless of the level of needs or resources. The assessment will focus on '<i>what matters</i>' to the young carer and the</li> </ul>



	<p>carers needs in their own right</p> <ul style="list-style-type: none"> <li>○ A young carer is entitled to a <b>joint assessment</b> with the cared for if it is considered beneficial and there is consent from both</li> <li>○ A duty to <b>meet the needs of the young carer</b> following an assessment, depending on eligibility</li> <li>○ The <b>carer's assessment should be reviewed annually</b> or when there is a significant change in circumstances,</li> <li>○ Provide <b>advocacy</b> support for young carers, where appropriate and at the earliest opportunity</li> </ul>
1.06	Flintshire Social Services delivers a range of support services for unpaid carers, both in-house and commissioned through external third sector providers.
1.07	The Young Carers Support Service contract was due to expire on the 31 March 2020 and the service required a review of its provision to young carers and also needed to be re-tendering to ensure compliance with the Contract Procedure Rules. As a result Commissioners, third sector partners and local young carers developed a new service specification and completed a tender exercise in February 2020 with the winning organisation being NEWCIS (the engagement process is described in more detail in 4.01). The new contract was scheduled to commence on the 1 <sup>st</sup> April 2020 but following the Covid-19 pandemic and national restrictions in place, this was delayed until 1 <sup>st</sup> July 2020, with the agreement of all partners as being in the best interests of our local young carers. This approach facilitated continuity of support and a smooth transition of the service to NEWCIS.
1.08	<p><u>Young Carers Support Service</u></p> <p>The aims and objectives of this new Young Carers Support Service is to provide a single and open access point for all young carers up to the age of 25 years old, their families, professionals and partner organisations to access information and make a referral. The service is a one stop shop for a range of universal information, advice, signposting, access to assessments, one to one support (which will be person-centred, outcome focused, proportionate) and well-being support.</p>
1.09	<p>The service includes the following aspects:</p> <p><b>Tier 1 – Identification and information:</b></p> <ul style="list-style-type: none"> <li>○ Information, advice and signposting</li> <li>○ Awareness raising of young carers across a range of partners</li> <li>○ Delivery of the national young carers ID card</li> </ul> <p><b>Tier 2 – Assessment and low level assistance:</b></p> <ul style="list-style-type: none"> <li>○ Carers needs assessments (including reviews)</li> <li>○ Regular social opportunities and time off from their caring role</li> <li>○ Upskilling and building resilience in young carers</li> </ul> <p><b>Tier 3 – Direct support:</b></p> <ul style="list-style-type: none"> <li>○ Short term one to one support</li> </ul>
1.10	<p><u>NEWCIS Young Carers</u></p> <p>NEWCIS Young Carers (NYC) commenced delivering the Young Carers Support Service on the 1<sup>st</sup> July 2020. NEWCIS had been delivering adult carers services in Flintshire for many years and has built a successful partnership with Social Services and an excellent reputation amongst adult unpaid carers in Flintshire. NEWCIS was delighted with the opportunity to deliver the Young Carers Support Service and can now offer a seamless</p>

	and ageless service for all unpaid carers in Flintshire.
1.11	<p>In the short time that NEWCIS Young Carers has been delivering the service, it has performed above the expectations of the service contract and delivery outcomes; which is a positive sign of what is to come. Here is a flavour of the outcomes and achievements of the service since its inception and until the end of December 2020:</p> <ul style="list-style-type: none"> <li>○ 32 young carers and families have been involved in the development of the service, shaping how it supports local young carers</li> <li>○ A virtual service has been established in a quick timeframe to ensure national guidance is followed and everyone is kept safe, this has included virtual assessments, groups and also providing IT equipment to young carers who otherwise would have struggled to connect with the service</li> <li>○ 208 young carers identified since the start of the service, in addition to the existing young adult carers that NEWCIS had already registered with them</li> <li>○ 201 new referrals have been received between July – September 2020</li> <li>○ 189 assessments completed, with further scheduled</li> <li>○ 43 young carers have a support plan in place</li> <li>○ 109 young carers engaged in groups/ peer support, with over 229 attendances in total</li> <li>○ A range of activities and groups provided, such as craft, pizza night and well-being workshops</li> <li>○ Established a resilience programme of support for young carers, with 39 young carers signed up</li> <li>○ Referrals received from a range of sources, demonstrating successful transition, (please note, education was lower than expected but schools have been closed for almost half of this time)</li> <li>○ Closer working relationships established with the Early Help Hub in Children’s Services, to facilitate a multi-disciplinary approach to supporting families, particularly those more complex cases.</li> <li>○ Awareness raising across health, social care, education and with the public has taken place, with a regular awareness campaign planned</li> <li>○ 424 social media followers</li> <li>○ Links established with the Safeguarding Unit in Social Services to ensure open communication when any safeguarding concerns are identified</li> <li>○ Training has been delivered to the Youth Offending Team on young carers and how best to support them</li> <li>○ The development of the new Young Carers ID card, described in more detail in 1.15.</li> </ul>
1.12	<p>Feedback from young carers and their families has been extremely positive to date, some case studies are also provided in 5.03:</p> <p>‘NEWCIS has given us a great welcome and offered loads of exciting opportunities.’</p> <p>‘loved the launch events and pizza night’</p> <p>‘NEWCIS has helped my family and supported me with my school’</p>

	<p>“Was so happy with your mindfulness goodie bag. It made her feel really special so thank you”</p> <p>Carer received items purchased via grant: “Thank you I got my skateboard today. I love it, I’m going back out on it on the skate park soon”</p>
1.13	<p><u>Social Value</u></p> <p>As part of the contract award for this service, Flintshire was able to secure some social value commitments from NEWCIS which will be delivered throughout the contract period, which will be monitored and measured on the IMPACT system. The social, economic and environmental commitments that have been made for this contract include:</p> <ul style="list-style-type: none"> <li>○ Paid and unpaid work placement opportunities</li> <li>○ A training program which can support young carers into work/higher education, build confidence and self-esteem.</li> <li>○ Community-based volunteering opportunities relevant to the young carer’s interests.</li> <li>○ An intergenerational mentor/ buddy scheme part of the Celtic Business network with over 100 business members providing many links and opportunities with local employers.</li> <li>○ Offer young carers access to awareness events, campaigns and engagement exercises as part of the network with Carers Trust Wales.</li> </ul>
1.14	<p>In the short space that NYC has been running, plus in the context of operating with restrictions and business closures, NEWCIS has started to deliver some of these social value commitments as well as additional contributions; so far this includes:</p> <ul style="list-style-type: none"> <li>○ Securing extra funding for: <ul style="list-style-type: none"> <li>▪ well-being grants for young carers</li> <li>▪ specific events around Christmas for young adult carers</li> <li>▪ food and busy boxes during each lockdown for young carers and their families</li> </ul> </li> <li>○ Obtaining funding from WG and Digital Communities Wales for x20 Chromebooks</li> <li>○ Employment of a young adult carer</li> </ul>
1.15	<p><u>Young Carers ID Card</u></p> <p>In May 2019 the Deputy Minister for Health and Social Services, Julie Morgan, wrote to all local authorities in Wales outlining her commitment in rolling out a national young carers identification card model in response to the National Assembly’s Health, Social Care and Sport Committee Inquiry into the Social Services and Well-being Act 2014 and its impact on carers; as well addressing the three national priorities for carers in Wales – supporting life alongside caring; identification and recognition of carers; provision of information, advice and assistance.</p>
1.16	<p>The Welsh Government (WG) and Carers Trust Wales (commissioned by WG to facilitate and develop a suite of complementary resources to support the implementation of the national scheme) have been discussing the national model with all local authorities in Wales; the WG has chosen 5 local authorities to become early adopters of the scheme, Flintshire being one of them, to test specific elements of implementation, measure impact and share learning within nationally. Flintshire are well placed for this</p>

	development drawing on the learning and experience from the A2A card which has been used by young carers.
1.17	Flintshire has decided to take a partnership approach to the development of the national Young Carers ID Card, working with Conwy County Borough Council, Denbighshire County Council, Wrexham County Borough Council and Betsi Cadwaladr University Health Board (BCUHB) in order to strengthen the offer to young carers, share learning and support and provide greater recognition and transferability of the cards across the various counties. The partners, commissioned providers (NEWCIS for Flintshire and Credu for the other LA areas) with a group of local young carers have been working together on the local roll-out of the national model.
1.18	<p>Based on young carer feedback and learning from our existing A2A (Access to Action) card, we want the new Young Carers ID Card to:</p> <ul style="list-style-type: none"> <li>○ Be widely publicised prior to its launch so that it is recognised by professionals, young carers and the public – in order to do this we have developed a communication plan and are working closely with the key partners, such as education and health, who can help us to share the message and educate professionals. Carers Trust Wales have also developed several resources for us to use.</li> <li>○ Have a choice of formats of the ID, some younger carers preferred a wrist band to a formal card and some young adult carers would prefer an electronic version on their phone. As a result, we are planning to offer a hard plastic card, a wrist band and electronic card – giving young carers choice and control.</li> <li>○ Explore the option of an App for young carers who can then utilise additional functionality to support them, such as signposting information, key contacts, summary of their assessment and access to their ID card.</li> <li>○ Have a single referral pathway for young carers across the region; we are achieving this by working closely with both commissioned providers for the region so that the pathway for access to the ID is the same regardless of where the young carer lives, making it easier for professionals or young carers to access the card.</li> </ul>
1.19	The infrastructure to support the roll out and finalising of the proposals are being agreed currently, this will then be followed by a programme of awareness raising before the Young Carers ID Card is launched across the region, which is planned for the 16 <sup>th</sup> March 2020 (to mark Young Carers Awareness Day).

<b>2.01</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The Flintshire Young Carers Service has been jointly commissioned and funded by Social Services, Youth Services and BCUHB for a set period of 3 years, ending 31 <sup>st</sup> March 2023, with the added option to extend for a further 2 years. The contract value agreed by all partners for the duration of the contract period is a max of £71,000 per annum.
2.02	There are 3 members of staff leading the service and supporting young carers in Flintshire, they include: x2 Well-being Officers (1.5 FTE) and x1 Young Carers and Marketing Manager. As part of the regulations for TUPE, following the procurement process, one of the members of staff was transferred from the outgoing provider; which provided a level of continuity for young carers, a smoother transition and established the new service more quickly.
2.03	During the pandemic, NEWCIS has received support from Digital Communities Wales and received 20 Chromebooks for the use by young adult carers, funded by the Welsh Government. These Chromebooks aim to help young adult carers to access information and resources and stay connected. NEWCIS is also exploring the opportunity to support young carers with access to mobile phones, for those most in need, so that they can stay connected and access information more easily wherever they are.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	The contract and service delivery is subject to contract management, which is being led by Commissioners in Social Services; this includes regular and open dialogue with the provider, partnership working on service delivery, quarterly monitoring returns and annual monitoring reviews to ensure quality of service and that positive outcomes are being achieved for young carers.
3.02	There is a potential risk to the service, which follows the success of the awareness raising and identification of young carers to date by NEWCIS and also in light of the imminent launch of the Young Carers ID Card; the services is receiving a significant level of referrals and the impact of this is positive, we are reaching more young carers within our communities and offering them their statutory entitlements as well as preventative support. However, this also comes with its own challenges in terms of managing this demand and the quality of the service offered if demand outweighs resource. This risk is being monitored by all partners and a collective response will be agreed if and when needed.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	As part of the commissioning process for the Young Carers Support Service, young carers were engaged at all stages and took an active part in the design of the service specification and selection of the successful provider at the tender stage. Young carers gave Commissioners feedback on the previous service model and the things that are most important to them going forward; as a result the new service specification was amended so that the service included more outdoor activities and that there wasn't a set end to

	their support, it is now more focused on the young carer's well-being outcomes and proportionate to their needs.
4.03	For the tender of this new service, 4 young carers came forward offering to support Officers will the selection process (ranging between 8 – 13 years old). The young carers developed questions that they wanted to ask the bidding organisations and interviewed them directly themselves; their judgements along with the views of the Officers were combined to agree who the successful bidding organisation was; it is also worth noting that the young carers' preferred organisation mirrored that of the Officers, and they described them as "amazing". All the young carers fed back that they had enjoyed the process and also learnt a lot; and from the Commissioners perspective it also gave confidence that the successful organisation was the right one for our local young carers.
4.04	Young carers are seen as an equal partner in the development and delivery of the Young Carers Support Service; young carers are regularly consulted on the delivery model and things that matter to them, so for example when NEWCIS took over the service in July 2020 young carers were consulted on how they wanted the service to be delivered and in particular how best the service could support them during the pandemic with various restrictions in place. NEWCIS recognised that previously their services had been <u>adult carer focused and wanted</u> to quickly change that image; as a result local young carers worked with NEWCIS to design a new logo for the new service.
4.05	In addition and more recently, young carers are taking an active role in the development of the new Young Carers ID Card. Young carers in Flintshire took part in the design competition to develop the nationally recognised logo for the card across Wales; we are pleased to report that one of Flintshire's young carers was the successful winner and got the opportunity in 2019 to go and spend some time with a designer to bring their vision to life – the final nationally agreed logo can be seen in 5.02. Furthermore, young carers are being consulted on the local delivery of the national model for the young carers ID card, such as what forms of ID would work best for them and their circumstances, what they want the ID to look like and also how they want to launch the ID card locally. Young carers have excellent ideas and where possible together we make these happen.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Young Carers Service Specification
5.02	Young Carers ID Card – Agreed logo
5.03	Young carers and family feedback to date on the NYC service
5.04	Young Carers Feedback case studies
5.05	Young Carers Support Service – Newsletter Young Adult
5.06	Young Carers Support Service – Newsletter Young Carer

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<a href="https://www.newcis.org.uk/young-carers/">https://www.newcis.org.uk/young-carers/</a>
6.02	<a href="https://carers.org/about-caring/about-young-carers">https://carers.org/about-caring/about-young-carers</a>

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer:</b> Craig Macleod, Senior Manager: Children's</p> <p><b>Telephone:</b> 01352 701313</p> <p><b>E-mail:</b> craig.macleod@flintshire.gov.uk</p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<b>Carers Trust Wales</b> is a charity working for, with and about carers in Wales. Its work aims to improve the support, services and recognition for anyone living with the challenges of caring and it does this with partners such as the Welsh Government, third sector organisations and local authorities.
8.02	<b>NEWCIS</b> is the largest provider of carer services in Wales – delivering information, one to one support, training and counselling to carers who provide unpaid support to family or friends living in North East Wales. NEWCIS' headquarters and carers centre is based in Mold, Flintshire.
8.03	Transfer of Undertakings Protection of Employment Regulations (TUPE) – Employees transfer automatically to the new organisation with their terms and conditions of employment and continuity of service preserved.
8.04	A young carer is someone under 18, or a young adult carer to the age of 25, who helps look after someone in their family, or a friend, who is ill, disabled, has a mental health condition or misuses drugs or alcohol.

Mae'r dudalen hon yn wag yn bwrpasol



## **SERVICE SPECIFICATION:**

### **YOUNG CARERS SERVICE**

#### Introduction

Flintshire Social Services and the Youth Service aims to provide support to young carers living in Flintshire so that they can prioritise their own health, education and well-being needs, achieve what matters to them and maintain their caring role, should they choose, in a safe and supported way. This has been reinforced by the provision of support for carers under the Social Services and Well-being (Wales) Act 2014.

Flintshire Social Services delivers a range of services for carers, in-house and in collaboration with specialist third sector organisations who are well placed to meet the needs of carers.

In order to ensure that the support for young carers in Flintshire is built around what they really want, the new service specifications have been developed to:

- meet the needs of local young carers,
- achieve the well-being outcomes that they said were important to them,
- create greater flexibility so services can be more person-centred, and
- explore new and innovate ways young carers can be supported

Flintshire has developed a new model for its carer services by introducing a single gateway for adult carers, which replicates the model for young carers, so that carers can easily access information, advice and assistance, have a carer's needs assessment and find out about what support is available to meet their well-being outcomes. All carer service delivery organisations will work in partnership to achieve the vision of the local model which meets the North Wales Carers Strategy, 2018. It will be particularly important for the adult carers gateway and the young carers services to work closely to support young adult carers between the ages of 18-25, who are transitioning to adult services and/ or community support.

This service specification outlines the key well-being outcomes, responsibilities and requirements of the delivery organisation as part of this service contract; these are to be read in conjunction with the standard terms and conditions of the contract.

The service will be delivered in accordance with the timeframe and agreed payments as contained in clause 3.1 and Schedule 6.

## Service Requirements

### **Aims and Objectives**

The aims and objectives of this service is to provide a single and open access point for all young carers up to the age of 25 years old, their families, professionals and partner organisations to access information and make a referral. The service will be a one stop shop for a range of universal information, advice, signposting, access to assessments, one to one support (which will be person-centred, outcome focused, proportionate) and well-being support.

The service will be responsive to the needs of local young carers, promote and develop sustainable and natural support networks outside of the service with the aim of creating independent, happy and healthy young carers.

The service will include the following:

#### Tier 1 – Identification and information:

- Information, advice and signposting
- Awareness raising of young carers across a range of partners
- Delivery of the national young carers ID card

#### Tier 2 – Assessment and low level assistance:

- Carers needs assessments (including reviews)
- Regular social opportunities and time off from the caring role
- Upskilling and building resilience in young carers

#### Tier 3 – Direct support:

- Short term one to one support

The above elements will form the core offer for young carers and will respond to local needs and what support is valued by young carers in Flintshire as well as statutory requirements as prescribed under the Social Services and Well-being (Wales) Act 2014.

The service will be provided for young carers up to the age of 18 and young adult carers up to the age of 25. These groups of young carers are recognised as having different needs and as such there is a requirement for separate age appropriate support. The support for the young adult carers between the age of 18 and 25 is expected to be delivered in collaboration with the adult carers gateway, who is commissioned to deliver adult carers needs assessments (from 18 years plus).

The service will explore and develop new and innovative ways to support young carers, working with others such as health, social care, third sector organisations and young carers and their

families, to ensure that the carers strategy funding can continue to meet the growing demand of new carers in the future and expand the offer to young carers.

It is an expectation that the service will be inclusive to all types of young carers, accommodating their individual circumstances and explore new ways to engage and support the next generation of carers, including: working young carers, carers with multiple commitments, carers with transport issues, educational commitments and “21<sup>st</sup> century” young carers (the technology generation).

### **Who is the service for?**

The service is for any unpaid young carer living in Flintshire, up to the age of 25 years old.

Between the ages of 18 and 25 years old young carers will be supported, in collaboration with the adult carers gateway, to ensure that the carer receives the appropriate support and transition into adult and universal services.

### **Referral pathway**

The service will operate an open referral system and accept referrals from a range of professionals and partner organisations, including self-referrals. These referrals may include young carers in crisis.

### **When and where will the service be provided?**

The service will be delivered flexibly to meet the needs of all young carers across the whole of Flintshire.

The based for the service will be centrally located for ease of access for young carers and their families but community based support, including home visits and community facilitated sessions will be expected to meet young carers needs.

### **Service delivery expectations**

The following service delivery expectations will be adhered to by the delivery organisation throughout the contract period and reported on in accordance with the monitoring and reporting requirements:

- The service will be mobilised and operational within the first quarter of the contract being awarded, with the required staffing, training, recording and processing systems established and necessary referrals pathways all developed and in place
- Contact is made with young carers within a 5 day period following a referral.
- Young carer initial assessments are completed within a 28 day period following a referral
- Young carer reviews are completed within a 12 month period from the date of their last assessment, if not sooner if their circumstances significantly change.

- Young carers will be issued with their ID card within a 15 day period following referral
- The young carers ID card will be developed in line with the national directives, as prescribed by the Commissioner, and or Welsh Government, to ensure equitable offer for young carers across Wales.
- The bi-annual monitoring report must be available to the Commissioner within 6 weeks following the end of the half year period.
- Personal data relating to the young carer receiving carers assessments will be shared with the Commissioner on a bi-annual basis, and at the end of the contract period.
- The provider must make availability for an annual monitoring visit by the Commissioner in quarter 4, which will include a sample file audit.
- The Council will pay the delivery organisation bi-annually in advance for the agreed payments; correct invoices for the delivery period should be issued to the Commissioner in April and October of each year.

### **Working in partnership**

This service will work in partnership with the other carer delivery organisations to ensure that young carers can easily access any support that they require, as long as consent is given by the child or young person.

Flintshire Families First programme also supports young carers in Flintshire, providing targeted support with progression and attainment within an educational setting. It is envisaged that this service is delivered in partnership, as complementary support based on the needs of the young carer with seamless transition for carers between these two services. This Families First funding is subject to review and any changes to this funding will impact on this provision; an open dialogue and negotiation between the Commissioner and delivery organisation will take place if the service provision needs to be varied under the service contract to reflect any changes in the landscape for young carers.

The delivery organisation will be expected to form part of the Flintshire Carers Strategy Group, which meets quarterly, and has responsibility for ensuring local and regional carers strategies are being achieved as well as making sure Flintshire services are meeting local carers' needs. The delivery organisation will be responsible for updating and informing the Group of any changes or developments to this service as well as representing the needs and views of young carers, and their families, across Flintshire.

## Outcomes and Outputs

Commissioned Well-being Outcomes	Interim Outcomes and Outputs Success indicators:	Delivery Organisation's Responsibilities	Commissioners Responsibilities
<p><b>Partners are able to identify young carers, understand what that means for the child/ young person and are able to provide information, advice and signpost young carers to appropriate support services</b></p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 53</p>	<ul style="list-style-type: none"> <li>○ Partners are aware of the requirements under the legislation SSWB Act</li> <li>○ Partners are aware of how to signpost/ refer young carers to the right support services</li> <li>○ Number of individual partner organisations engaged with [50]</li> </ul>	<ul style="list-style-type: none"> <li>○ Raise awareness of young carers, their rights and how to access support across a range of partner organisations, including health, education, primary care and social services</li> <li>○ Develop a suite of promotional/ communication materials, using appropriate methods, that are audience appropriate</li> <li>○ A regular programme of awareness raising activities across a wide range of audiences, including health, education, primary care, social care, and the public</li> <li>○ Attend appropriate team meetings/ forums for partner organisations, including health, primary care and social services</li> </ul>	<ul style="list-style-type: none"> <li>○ Commissioner will share information and provide contacts links to support the sharing of information</li> <li>○ Ensure the partnership working between the delivery organisation, adult carers gateway and the Families First Consortia is working successfully</li> <li>○ To provide clarity on the roles and responsibilities of this service provision and the targeted support under the Families First funding to ensure they complement and do not duplication</li> <li>○ Ensure the GP Facilitator service commissioned by Flintshire Social Service is raising awareness of young carers, identifying them and signpost young carers to appropriate statutory, universal and community services.</li> </ul>
<p><b>Young carers are aware of their rights and what support is available to them</b></p>	<ul style="list-style-type: none"> <li>○ Young carers are more informed</li> <li>○ Young carers are empowered to express their views and feelings</li> <li>○ Young carers can easily identify what's important to them and develop ways to achieve their own objectives</li> <li>○ Young carers are linked with recreational and leisure opportunities</li> </ul>	<ul style="list-style-type: none"> <li>○ Work with health, education and social care colleagues in trying to engage with hidden young carers</li> <li>○ Promote and provide information to young carers about the service, what support that is available to them and the wider family, their rights to access an assessment and how to access appropriate support</li> <li>○ Develop a suite of promotion/ communication materials, using</li> </ul>	<ul style="list-style-type: none"> <li>○ Provide contact details for any internal colleagues who would be interested in the support provided to young carers.</li> <li>○ Raise awareness internally of the service and support for young carers</li> <li>○ Impact of the service is monitored and evaluated</li> </ul>

	<ul style="list-style-type: none"> <li>○ Total number of young carers identified in Flintshire [240 to increase year on year]</li> <li>○ Number of new referrals received, with a breakdown of referral sources [80]</li> <li>○ Number of young carers offered an assessment [80]</li> <li>○ Number of young carers receiving information, advice and signposting [80]</li> <li>○ Number of young carers receiving a carers needs assessment and assistance [75]</li> <li>○ Number of young carers receiving an annual review [75]</li> </ul>	<p>suitable channels, that are age appropriate</p> <ul style="list-style-type: none"> <li>○ Offer of a carers needs assessment to all young carers</li> <li>○ Provide information, advice and signposting to all young carers, regardless if they take up the offer of an assessment</li> <li>○ Complete carers needs assessments for young carers, including in times of crisis, that are outcomes focused</li> <li>○ Complete annual (or in times of significant change) reviews with young carers</li> <li>○ A clear and open referral process is developed to ensure all referrals are recorded, actioned and monitored.</li> <li>○ Develop a referral process with the adult carers gateway for young adult carers and the Families First Consortia for targeted support, ensuring compliance with regards to data sharing</li> <li>○ Ensure staff are up to date with what support is available to young carers, linking with the adult carers gateway, DEWIS, Flintshire's First Contact Team, Flintshire's Early Help Hub and Family Information Service.</li> </ul>	<ul style="list-style-type: none"> <li>○ Any identified unmet or growing needs of young carers and their families to be explored further.</li> <li>○ Evaluate the partnership working between the delivery organisation, the adult carers gateway and Families First Consortia to ensure smooth access and the quality of service for young carers</li> </ul>
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		<ul style="list-style-type: none"> <li>○ Ensure all staff undertaking a carers needs assessment are suitably qualified and trained</li> <li>○ Any identified safeguarding concerns regarding young carers are dealt with following safeguarding procedures</li> </ul>	
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 55</p> <p><b>Young carers have access to a range of opportunities that supports their health, well-being and progression</b></p>	<ul style="list-style-type: none"> <li>○ Young carers are able to access a the right support at the right time, examples of</li> <li>○ Number of carers with a support plan [40]</li> <li>○ Breakdown of support needed and well-being outcomes of young carers</li> </ul>	<ul style="list-style-type: none"> <li>○ Where appropriate, a support plan will be develop following the young carer's needs assessment; this will demonstrate a clear pathway of support that enables the young carer to achieve the outcomes that they have identified and explore ways to develop their own natural sustainable support networks in the future</li> <li>○ Make available, direct one to one support for young carers in taking forward their agreed support plan</li> <li>○ Assist young carers in accessing a range of provision, including community based support and universal services</li> <li>○ Signpost and/ or make referrals to other third sector organisations, health and social care services and other projects which can support young carers/ young people</li> <li>○ Work with community and voluntary sector groups/ initiatives to make available a range of opportunities to young carers based on their desired outcomes</li> </ul>	<ul style="list-style-type: none"> <li>○ Any identified unmet or growing needs of young carers and their families to be explored further.</li> <li>○ The Commissioner will work with the delivery organisation and other commissioned providers to develop referral pathways, as required</li> <li>○ Ensure the partnership working between the delivery organisation, adult carers gateway and the Families First Consortia is working successfully</li> <li>○ To provide clarity on the roles and responsibilities of this service provision and the targeted support under the Families First funding to ensure they complement and do not duplication</li> <li>○ Feedback internally to colleagues on any social value that is achieved through this service.</li> </ul>

		<ul style="list-style-type: none"> <li>○ Identified unmet or growing needs of young carers and share with the Commissioner.</li> <li>○ Advocacy support, and any other specialist support, is offered to the young carer where appropriate, and a referral is made following consent</li> </ul>	
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 56</p> <p><b>Young carers have opportunities to do the things that they enjoy, giving them a break from their caring role</b></p>	<ul style="list-style-type: none"> <li>○ Positive mental health of young carers</li> <li>○ Isolation and social exclusion is reduced in young carers</li> <li>○ Peer support is available and valued by young carers</li> <li>○ Young carers have the opportunities to connect with people and places around them</li> <li>○ Number of young carers participating in respite opportunities [100]</li> <li>○ Number of young carers attending social groups/ peer support [100]</li> </ul>	<ul style="list-style-type: none"> <li>○ A range of age appropriate activities, trips and short breaks will be offered to young carers regularly throughout the year, being considerate of educational commitments,</li> <li>○ Barriers for participating in respite for young carers to be considered and mitigated for each young carer, where possible</li> <li>○ A range of regular peer support/ social groups, will be held for young carers, on a monthly basis, in the form that best suits the children/ young people, i.e. drop-ins, social live chats</li> <li>○ Transport to and from respite and social opportunities will be provided, if there are no other ways for the young carer to attend</li> <li>○ Work with community and voluntary sector groups/ initiatives to make available a range of opportunities to young carers based on their desired outcomes</li> <li>○ New ways to support young carers in accessing respite and social</li> </ul>	<ul style="list-style-type: none"> <li>○ Any identified unmet or growing needs of young carers and their families to be explored further.</li> <li>○ Feedback internally to colleagues on any social value that is achieved through this service.</li> </ul>



		opportunities will be developed, that are carer-led	
<p><b>Young carers have the right skills and confidence in undertaking their caring role</b></p> <p><b>Young carers understand their own health and well-being needs and how to maintain them</b></p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 57</p>	<ul style="list-style-type: none"> <li>○ Number of young carers who have completed the programme [75]</li> <li>○ Case studies of young carers who have completed the programme and gone on to achieve their well-being outcomes</li> <li>○ Young carers feel more informed and confident in areas which have an impact on their lives</li> </ul>	<ul style="list-style-type: none"> <li>○ Young carers are encouraged to participate in a 10 week skills building programme aimed at increases young carers resilience and confidence; topics that would be expected to be covered include: healthy lifestyles, relationships, mental health, well-being and relaxation, self-esteem and confidence.</li> <li>○ The 10 week programme is to be delivered in a fun and age appropriate way using interactive activities, talks and media.</li> <li>○ Young carers and their families are made aware of the programme and it is promoted to all as part of the service offer.</li> <li>○ Once young carers have completed the programme, they are signposted to universal and community services for further support, including the monthly young carer drop-ins.</li> <li>○ Work with community and voluntary sector groups/ initiatives to make available a range of opportunities to young carers based on their desired outcomes</li> </ul>	<ul style="list-style-type: none"> <li>○ The Commissioner and delivery organisation will work together to develop the resilience programme that is carer-led, fun and age appropriate.</li> <li>○ Evaluate the progression of young carers following the programme, using case studies and the outcomes achieved.</li> <li>○ Raise awareness of the programme more widely with regional colleagues in health and social care as a provision of good practice.</li> </ul>
<p><b>Young carers have access to the national ID card</b></p>	<ul style="list-style-type: none"> <li>○ Young carers are recognised within their community</li> </ul>	<ul style="list-style-type: none"> <li>○ Raise awareness of the young carers ID card with health, primary care and education, utilising the resources developed by Carers Trust.</li> </ul>	<ul style="list-style-type: none"> <li>○ The Commissioner will work with the delivery organisation and other commissioned providers to develop referral pathways, as required</li> </ul>

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tudalen 58</p>	<ul style="list-style-type: none"> <li>○ Young carers feels supported by their community</li> <li>○ Number of young carers offered an ID card [240 increasing year on year]</li> <li>○ Number of young carers registered with an ID card [150 increasing year on year]</li> <li>○ Progression and uptake of the young cards ID locally and nationally</li> </ul>	<p>This will be an ongoing requirement to ensure sufficient knowledge and support for the ID card</p> <ul style="list-style-type: none"> <li>○ General awareness raising of the young carers ID card with all stakeholders, including young carers and their families</li> <li>○ Develop referral pathways for the ID card to be administered</li> <li>○ Encourage partners to be 'young carer aware' and adopt quality standards in order to ensure full understanding of young carers and the impacts caring can have on their lives. This will build on from the Schools Charter that has been launched in Flintshire schools, aiming to create excellence in education.</li> <li>○ Process, printing and circulate all requests for a young carers ID card</li> <li>○ Continue to develop the young carers ID card locally to expand its offer and support for young carers, with transport, leisure, businesses and local communities (including any other opportunities that become available)</li> </ul>	<ul style="list-style-type: none"> <li>○ The Commissioner will update the delivery organisation of any national directives with regards to the young carers ID card</li> <li>○ The Commissioner and delivery organisation will work together to develop an implementation plan for the national young carers ID card</li> <li>○ Ensure the GP Facilitator service commissioned by Flintshire Social Service is complementary of this requirement and works to raise awareness, identify and signpost young carers.</li> </ul>
<p><b>Young carers feel valued and involved in the things that matter to them</b></p>	<ul style="list-style-type: none"> <li>○ Young carers are involved in the shaping and developing services</li> <li>○ Number of young carers engaged these opportunities [10]</li> </ul>	<ul style="list-style-type: none"> <li>○ Young carers will be involved in service development and their views/ feedback will be used to shape new activity and development the service</li> <li>○ Identify and encourage wider participation of young carers in local and national developments</li> </ul>	<ul style="list-style-type: none"> <li>○ Young carers views are taken into account in any decisions made regarding service planning and commissioning</li> </ul>

	<ul style="list-style-type: none"><li>○ Examples of initiatives that young carers have supported and summary of their feedback</li></ul>		
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## Legal Requirements

The delivery organisation shall comply with all regulations, standards, legislation, directions, code of practice and any amendments or replacements. The delivery organisation shall have up to date policies and procedures in place, fully adopted and understood by the organisation's staff. Listed below are some of the legislation and policy documents relevant to the service, but not exhaustive to.

The delivery organisation and the Council will keep to all relevant legislation and Welsh Assembly Government guidance, particularly the:

- Health and Safety at Work Act 1974
- Prevention of Corruption Act 1889 – 1906, 1916 and the 2001 amendments
- Race Relations Act 1976, Race Relations (Amendment) Act 2000
- Sex Discrimination Act 1975 (as amended by the Sex Discriminations Act 1980 and the Employment Act 1989)
- Disability Discrimination Act 1998
- Human Rights Act 1998
- The Crime and Disorder Act 1998
- The Social Services and Well-being (Wales) Act 2014
- Data Protection Act 2018
- Welsh Language Act and guidance “more than just words”
- Employment Regulations
- National Principles of Public Engagement – Participation Cymru
- Mental Capacity Act (awareness of)
- Articles of the United Nation Convention on the Rights of the Child (UNCR)
- European Convention of Human Right
- Citizens Voice and Control in Social Services (Wavehill Social and Economic Research, 2016)
- The Children (Leaving Care) Act 2000
- The Children Act 1989
- The Children Act 2004
- Adoption and Children Act 2002
- Wales Safeguarding Procedures 2020 (formally, All Wales Child Protection Procedures)

## Staff and Training

The delivery organisation is responsible for choosing and employing staff according to employment law and must follow good employment practice and comply with equal opportunities legislation.

The delivery organisation shall ensure that all staff engaged for the purpose of the services are at all times skilled, honest, qualified, experienced, instructed and supervised with regard to the provision of the service.

The Care and Support (Assessment) (Wales) Regulations 2015 (Reg 2) require that there must be a named person for every assessment and that she / he must have the skills, knowledge and competence to carry out the assessment and have received training in the carrying out of assessments (Reg 3). Part 3 Code of Practice (assessing the needs of individuals) stipulates that for this purpose the appropriate levels of qualification 'include':

- a registered social work or social care practitioner holding a professional qualification at level 5 or above, or
- a social care qualification at level 4 or above, which includes knowledge and skills in undertaking person centred assessments, under the supervision of a registered social work or social care practitioner

### Monitoring and Reporting

The delivery organisation will provide the Commissioner with a bi-annual monitoring report throughout the period of this contract, including personal information on the individuals accessing support during that reporting period.

The bi-annual monitoring report will provide a detailed summary of the service provided, how the commissioned well-being outcomes are being achieved using qualitative data and quantitative data on the interim outcomes and outputs (as detailed in the Service Requirements). The bi-annual monitoring report must be available to the commissioner within 6 weeks following the end of the half year period.

In addition, the service will be required to provide data on the Welsh Government Performance and Improvement Framework, in particular the measures relating to carers. These will be agreed with the delivery organisation and included within the bi-annual monitoring report.

On an annual basis the Commissioner and the delivery organisation shall meet to evaluate the performance of the service against the contract and identified outcome measures. However, an open dialogue with the Commissioner is expected in order to report back any impacts to the delivery of the service, such as growing demand, staffing shortages and changes in needs of carers, to jointly develop plans for the continuation of the service with minimal impact on carers.

The delivery organisation will undertake its own quality assurance and gather feedback on carer's experiences of the service to ensure compliance with the service specification but also to ensure it is meeting the needs of carers. The Commissioner will also undertake a file audit of young carers supported to check compliance and quality assurance.

On occasion the Commissioner may make any reasonable requests for information on the service and its impacts to carers.

### Funding

The maximum available funding for the service contract is £71,000 per annum, for 2020-21.

Subsequent annual funding may be subject to change but will be confirmed with the delivery organisation 90 days before the new financial year. The lowest contract value for the duration of the contract period, until March 2023, will be a minimum of £51,000.

Any reduction in funding in the contract will be reflected within the commissioned outcomes and outputs by an equal percentage reduction, for example if the contract is reduced by 10% the outputs will be reduced by 10%.

The Council will pay the delivery organisation bi-annually in advance for the agreed payments; therefore payments will be made to the delivery organisation in April and October each year.

The delivery organisation is responsible for raising the correct invoice relating to the half year period of activity.

Schedule 6 of the contract document outlines the agreed contract value and annual payments for the service contract.

Young Carers



Gofalwyr Ifanc

Mae'r dudalen hon yn wag yn bwrpasol



We had lots of lovely feedback from the Young Carers themselves regarding the Busy bags. We have sent out 35 bags in total so far. It was really interesting to see what their favourite things were that we included in the bags in particular they loved the fiddle toys, stress balls and mindfulness journals. One young carer asked when he had to give the busy bag back and was overjoyed when we said it was his to keep forever.

- 'Thank you for bringing the busy bag it looks like lots of fun'
- 'I loved it! The stress ball was my favourite thing'
- 'I thought it was amazing'

We have also had some amazing feedback regarding the Takeaway and Quiz night, we had 10 families join us for family time at 5pm and then 15 young carers join us for the quiz at 6pm. It was nice to see some new faces on the Young carers quiz as a couple of the YC felt more confident to join the group after coming on to Zoom first with their family.

- 'Thank you for the just eat gift card, dinner had been ordered for 6pm! Lovely treat for me not having to cook too so thank you from all of us!!'

We have also already had some positive feedback regarding the groups held prior to launch week:

- Mum said that YC was so happy after joining the primary zoom group last week and said that "his face was beaming.. it was like Newcis had given him something that we as a family couldn't.. he really enjoyed it" Mum also explained that he was over the moon to spot a familiar face on the Zoom (a friend who lives locally).
- 5 Young carers attended the first Primary aged NEWCIS zoom group
- 5 Young Carers attended the first Secondary aged NEWCIS zoom group. One YC's microphone wasn't working on his device during the group so we were able to loan him a tablet. It was really rewarding to see him join our launch week events only a couple of days later and to be able to participate fully.

We have also been working on building our social media accounts and now have a combined following of 424 people across the NYC social accounts.

**Facebook** (last 28 days)

- Post engagements were up 95% to 253 and post reach was up by 8% to 672.
- We had 2 new likes which brings our total to 312

**Twitter** (whole of December)

- We made 3,125 tweet impressions which has slightly increased
- We gained 4 followers putting us at 105 total followers on Twitter.

**Instagram** (23<sup>rd</sup> – 29<sup>th</sup> December)

- Our reach was 79 and our impressions was 214
- We also gained 10 followers since last check in, we now have 178.

We've also had brilliant feedback from carers who have accessed grants, very thankful for the items purchased especially so close to Christmas.

## **Case Studies:**

### **Case Study (HP) – 01.09.2020**

H had been receiving invites to the young carers groups via Zoom, but staff had noticed that H had not been attending. From speaking with the family, staff became aware that H was dubious about being online. H had feelings of anxiousness about an online young carers group, and the family weren't comfortable using Zoom. Staff worked with the family to overcome this barrier with lots of encouragement, set up help, and an individual session with H and her mum. H met the NEWCIS team, chatted, and familiarised herself with the functions by playing fun games with staff. Following this, H attended the group sessions by herself and participated well in all activities.

### **Case Study (MG) – 01.09.2020**

During the 'keeping in touch' calls, it came to light that M was feeling very isolated during the pandemic. His own condition of cystic fibrosis meant that he was put into the 'high risk' category for coronavirus. Even though the restrictions had started to ease, M was still having to shield. During this time M's caring role had increased, and he had little respite and little contact with friends. Staff encouraged M to attend the young carers online groups which were starting that month. M now regularly attends the young carers groups via Zoom, and feedback from the family has been really positive "*his face beamed... like NEWCIS had given him something we'd not been able to... He really enjoyed it*". M was upset to hear some of his friends returning to school, and that he was still having to shield at home. Therefore, NYC staff got in touch with the Cystic Fibrosis Trust to see what further support they would be able to offer. Staff provided M with a calendar of online events for those specifically with cystic fibrosis, including online games/movie nights, yoga and singing workshops etc. The family were thrilled to hear of this and were grateful that he could also have the chance to mix with likeminded children with similar concerns. Staff provided the family with contact details for the event organiser, so that M can keep up to date with all future events. Staff also spoke with the head teacher at M's school, to inform them of his feelings of being excluded from learning. Options were explored, and M's teacher is now in touch with the family to fully support him educationally. M now also has an online tutor helping with his homework and feels as though he is able to achieve good academic outcomes.

### **Case Study (KP) – 03.12.2020**

Carers mum had seen our newsletter and reached out on K's behalf to say that K was finding things difficult at the moment. She requested information regarding grants for a new laptop to support K educationally, requested more information regarding events, counselling, one to one support and signposting. It was decided that a young carers needs assessment would be done, to determine the most appropriate support. Following assessment, an Early Help Hub referral was submitted. NYC staff found that K's teachers were unaware of the caring role and the difficulties K was facing in relation to her mental health (which were causing her miss periods of school). K was happy for NYC staff to discuss things further with school, and staff shared information with K's head teacher. K's teacher was thankful to be made aware, and discussed things that might make life easier for K, such as informing appropriate teachers of the circumstances so that she can have time out of class if she becomes overwhelmed. K will also have access to the young carers ID

card once details have been finalised. NYC staff asked teachers about the possibility of loaning a school laptop, so that we are making use of resources that may be already available. They said that laptops are in high demand and that they would monitor the need for a laptop for school purposes. They explained that once K is back in school full time that she will no longer require a laptop. School submitted a priority referral for K to access 'breathing space' counselling in school. One to one work is ongoing with K, but staff were successful in encouraging K to attend her first event with NEWCIS last month. K has been working with other professionals with regards to her mental health and has recently been diagnosed with an eating disorder. K is due to have regular meetings with a psychologist via Zoom and was conscious of her old laptop being unreliable. Staff have successfully delivered a Chromebook for K to keep, which should allow her to attend Zoom meetings and young carer events with ease during this pandemic. Carers mum said that when the Chromebook and Christmas goodie bag were delivered, K smiled. Carers mum was so thankful for the support and said that it is the first time that K has smiled in a very long time.

### **Case Study (AL) – 06/01/2021**

It had been noted that A's attendance at NYC groups and events was very sporadic and he would commonly say that he just had "too much going on" to be able to attend. After a good conversation with A and his mum it became apparent that the family were struggling a lot recently due to mum and dad's health declining and the financial situation worsening. There was a great deal of pressure on the family in the build up to Christmas, and A was trying to take a lot of the burden away from his mum and dad as he knows their health is not very good at the moment. The family were struggling to juggle paying bills, buying food, buying presents and just in general. Working with mum we managed to secure support from the CAB in appealing the decision regarding PIP payments for the family, this alleviated some pressure. Weekly phone calls and regular text support was set up for A so he felt like he had an outlet to talk and reach out if he felt things were overwhelming. A was also able to access a Carers Trust Grant to be able to have a new pair of trainers that fit and were weather proof, a GCSE art pack from school to continue with his studies and a suitable mobile phone to be able to join the NYC zoom activities more readily and keep in touch with friends during Lockdown. NEWCIS were also able to provide the family with an ongoing food box around the festive period which the family said "really took the pressure off". NEWCIS were also able to provide the family with a big bag of Christmas gifts for the whole family including warm blankets and throws. Upon delivering them, mum said that the presents and the throws would "put a smile on all the kids faces" and that they would be "arguing over the fluffy blankets" – the family were very grateful for everything NEWCIS could provide.

### **Feedback:**

"His face beamed, like NEWCIS had given him something we'd not been able to... He really enjoyed it"

"Thank you for the Just Eat card... Lovely treat me not having to cook so thank you from all of us!!"

"Thank you so much for the busy bag it looks like lots of fun"

"She would love a goodie bag. She appreciates everything you do for her x"

"This will cheer her right up, young carers to the rescue as always, thank you!!"

"Was so happy with your mindfulness goodie bag. It made her feel really special so thank you"

"Thanks for the gifts off the team, really excited for Christmas now"

"I love my goody bag soo much, thank you!"

"he loves his Christmas goody bag, so thank you so much"

Spoke with YC regarding a grant and carers mum text to say "Thank you so so much! She is elated and very excited 😊"

Carer received items purchased via grant: "Thank you I got my skateboard today. I love it, I'm going back out on it on the skatepark soon"

Carer received the news that they could access a food bag from NEWCIS and the parent said "Thank you so much, this means that we might actually have a shot at a normal Christmas this year"

J.L - given a Chromebook *"I've put the laptop to good use, I've been connecting with friends talking and having laughs over Christmas and New Year which was needed. I just want to say thank you again"* 05.01.21

### **Feedback from group:**

"I enjoy having someone to talk through"

"The peace and quiet"

"Thank you, the boys really enjoyed themselves"

"I was so nervous to join in, I couldn't have my camera on at first. But then it was really fun and I loved it!"

Mae'r dudalen hon yn wag yn bwrpasol

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[www.newcis.org.uk/young-carers](http://www.newcis.org.uk/young-carers) or [www.newcis.org.uk](http://www.newcis.org.uk)



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# NEWCIS Young Adult Carers News

Happy New Year!

Here is to a brighter 2021 for us all!

We have had a very busy festive period, on top of everything we have officially launched our Young Adult Carers (YAC) service! We have been in touch with all the YAC's registered with us at NEWCIS and made sure that they know we are here and the new support we can offer them; including grants, Bridging the Gap respite support and much much more! Some of the things we have been able to support our YAC's with so far have been:

We have gifted 4 Chromebooks to YAC's who needed an upgrade to complete A Level work.

A two night break away to recharge the batteries!

Equipment to support a budding YouTuber to follow their dreams!

A new pair of trainers just in time for running around getting sorted for the Christmas rush!

Tudalen 71

# CARER NEWS:

## Chromebooks:

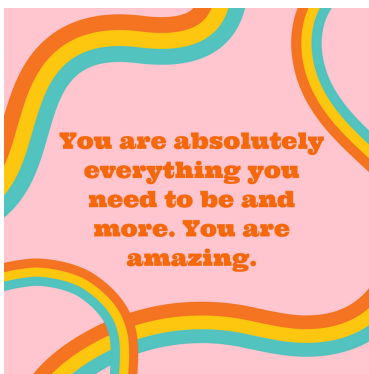
Digital Communities Wales have provided us with some Chromebooks for Young Adult Carers. So if you would benefit from a laptop to keep in touch with friends, or to help educationally then just let us know - because we still have some remaining!

## Grants:

We will have also told you about the funding we have received from The Quilter Foundation. We do still have some grant monies available, which allows us to provide small grants of around £150 to support carers with their well-being. This could be used by yourself to do something fun, or go towards buying something like a laptop or exercise equipment. Interested? Just get in touch!

## Bridging the Gap:

Did you know that NEWCIS also runs a respite scheme called Bridging The Gap? BTG can provide you with a little break from your caring role. It usually provides between 15-18 hours over a six-month period. Maybe you'd like to head out to see friends you've not caught up with for a while, or maybe you've got an important interview coming up - you can use these hours as you see fit!! You can choose from a list of providers who are signed up with us and choose what suits you best.



## DID YOU KNOW?


NEWCIS can offer lots of different kinds of support, to carers of ALL ages- not just Young Adult Carers! We have an Adult Carers service and a Young Carers service too! So if there are any adults in your life that might need some support as a carer, or younger people under 18; please get in touch with a member of the team via [www.newcis.org.uk](http://www.newcis.org.uk) or [enquiries@newcis.org.uk](mailto:enquiries@newcis.org.uk) or 01352 752525

Tudalen 72



# DATES FOR THE DIARY!

We have lots of upcoming events that our YAC's can get involved in, both linked with the Young Carers service and the Adult Carers Service. As there is a mixture of different events we have circled the ones that are specifically for young people, the rest are lead by the adult service. Please see each individual event for booking instructions. If you're finding it difficult to book on just pop us an email:

 [nyc@newcis.org.uk](mailto:nyc@newcis.org.uk)

## **(Zoom) Tuesday 2nd of February 11am - 12pm**

Join our 'Drop In' session for the launch of the Young Adult Carers service! This will be the first get together for Young Adult Carers to catch up with each other. and to find out what you want from the service. We can work together to plan future events and groups- so come along and join in.

**Book via: [www.newcis.org.uk/young-carers](http://www.newcis.org.uk/young-carers) or email [nyc@newcis.org.uk](mailto:nyc@newcis.org.uk)**



## **(Zoom) Friday 12th February 10am - 12pm**

### **Coping with Stress with Counsellor Judith Keefe: Part 1 of 2**

This course aims to help carers identify their causes of stress and consider some options for reducing or eliminating stress. It enables carers to consider how they try and cope with their inherently stressful role as a carer and provide some positive twists on handling stress. This is a two part course, please ensure you are able to attend both sessions.

**Book via: [www.newcis.org.uk/event-booking](http://www.newcis.org.uk/event-booking) or call us on 01352 752525.**



## **(Outdoor event) February Half Term 2021**

Fancy meeting other Young Adult Carers? Why not join us for a face to face meet up in the fresh air! Please be aware that the weather/restrictions might change our plans! So, keep an eye out on the website for details about this even closer to the time - if you book onto this event, we will keep you updated on any changes if necessary.

**Book via: [www.newcis.org.uk/young-carers](http://www.newcis.org.uk/young-carers) or email [nyc@newcis.org.uk](mailto:nyc@newcis.org.uk)**



## **(Zoom) Friday 19th February 10am - 12pm**

### **Coping with Stress with Counsellor Judith Keefe: Part 2 of 2**

This course aims to help carers identify their causes of stress and consider some options for reducing or eliminating stress. It enables carers to consider how they try and cope with their inherently stressful role as a carer and provide some positive twists on handling stress.

**Book via: [www.newcis.org.uk/event-booking](http://www.newcis.org.uk/event-booking) or call us on 01352 752525.**



(Zoom) Tuesday 2nd March 10am - 11am

### Guided Meditation with Jade Tree Healing

Meditation has many benefits for your physical, emotional and mental health. This includes helping to reduce depression, uplifting your mood, lowering your heart rate and blood pressure and increasing your melatonin levels to support your immune system.

Book via: [www.newcis.org.uk/event-booking](http://www.newcis.org.uk/event-booking) or call us on 01352 752525.



(Zoom) Tuesday 9th March 7pm - 9pm via Zoom

### Evening Carer Group: Easter Crafts

Join us to make Easter decorations at our virtual evening carer group! Instructions will be sent to you nearer the time. Remember this is an adults service event and there will be carers of all ages, 18+.

Book via: [www.newcis.org.uk/event-booking](http://www.newcis.org.uk/event-booking) or call us on 01352 752525.



(Zoom) Wednesday 10th March 10:30am - 12pm

### First Aid with British Red Cross

This course will give you the confidence to help your friends, family or even a stranger if they need it. Learn life saving skills such as dealing with an unconscious casualty, choking or someone who has severe blood loss and shock.

Book via: [www.newcis.org.uk/event-booking](http://www.newcis.org.uk/event-booking) or call us on 01352 752525.



(Social media) Tuesday 16th of March 2021

We are having a social media takeover for Young Carers Action Day. Join us in raising awareness of Young Carers and keep those eyes peeled for the launch of the Young Carers ID Card!



(Zoom) Tuesday 16th March 10am - 11am

### Guided Meditation with Jade Tree Healing

Meditation has many benefits for your physical, emotional and mental health. This includes helping to reduce depression, uplifting your mood, lowering your heart rate and blood pressure and increasing your melatonin levels to support your immune system.

Book via: [www.newcis.org.uk/event-booking](http://www.newcis.org.uk/event-booking) or call us on 01352 752525.



## (Zoom) Tuesday 30th March 10am - 11am

### Guided Meditation with Jade Tree Healing

Meditation has many benefits for your physical, emotional and mental health. This includes helping to reduce depression, uplifting your mood, lowering your heart rate and blood pressure and increasing your melatonin levels to support your immune system.

Book via: [www.newcis.org.uk/event-booking](http://www.newcis.org.uk/event-booking) or call us on 01352 752525.



## (Outdoor event) Easter Event - April 2021

We are very hopeful to hold a face to face Easter event outdoors! Things are a little uncertain with regards to restrictions at the moment, so keep an eye out on the website for more details closer to the time. If you book onto this event, we will keep you updated on any changes if necessary.

Book via: [www.newcis.org.uk/young-carers](http://www.newcis.org.uk/young-carers) or email [nyc@newcis.org.uk](mailto:nyc@newcis.org.uk).



## (Zoom) Tuesday 13th of April 10am - 11am

### Guided Meditation with Jade Tree Healing

Meditation has many benefits for your physical, emotional and mental health. This includes helping to reduce depression, uplifting your mood, lowering your heart rate and blood pressure and increasing your melatonin levels to support your immune system.

Book via: [www.newcis.org.uk/event-booking](http://www.newcis.org.uk/event-booking) or call us on 01352 752525.

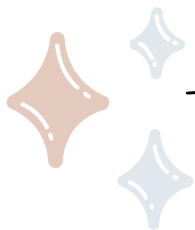


## (Zoom) Tuesday 27th of April 10am - 11am

### Guided Meditation with Jade Tree Healing

Meditation has many benefits for your physical, emotional and mental health. This includes helping to reduce depression, uplifting your mood, lowering your heart rate and blood pressure and increasing your melatonin levels to support your immune system.

Book via: [www.newcis.org.uk/event-booking](http://www.newcis.org.uk/event-booking) or call us on 01352 752525.



There are even more fun and interesting events that you can book onto with the NEWCIS adults service, have a little look on the events page [www.newcis.org.uk/event-booking](http://www.newcis.org.uk/event-booking) and book on if anything else takes your fancy!

**Disclaimer:** The online courses are hosted by Zoom. NEWCIS is in no way affiliated with Zoom and you should read and agree to Zooms privacy and security terms and conditions before using the platform. Go to [www.zoom.us](http://www.zoom.us) NEWCIS company limited by guarantee 9317097. Registered charity 1159934. Funded by Denbighshire, Flintshire and Wrexham Local Authorities, The National Lottery Community Fund and Betsi Cadwaladr University Health Board. Carers Trust Network Member.

Partner Rhwydwaith o

**YMDDIRIEDOLAETH  
GOFALWYR**

A Network Partner of

**CARERS  
TRUST**



Ynglwlw Cronfa  
**GYMUNEDOL  
COMMUNITY  
FUND**



Mae'r dudalen hon yn wag yn bwrpasol

 01352 752525  
 nyc@newcis.org.uk  
 [www.newcis.org.uk/young-carers](http://www.newcis.org.uk/young-carers)



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Did you know that our newsletters can be sent straight to your inbox? Please contact us to update your preference and help us save on postage.



# NEWCIS Young Carers News

*Happy New Year!*

Here is to a brighter 2021 for us all!

We have had lots of festive fun during the Christmas period! We delivered Christmas gifts to our Young Carers, along with goodies especially for our Christmas Workshops. We have received lots of lovely feedback from young carers and their families:

"I love my goody bag soo much, thank you!"

"Thanks for the gifts off the team, really excited for Christmas now"

"This will cheer her right up, young carers to the rescue as always, thank you!!"

"It made her feel really special so thank you"

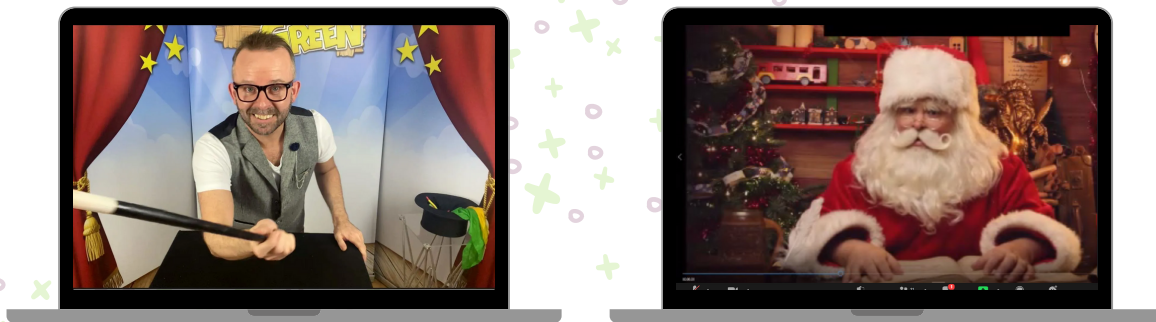


# CARER NEWS:

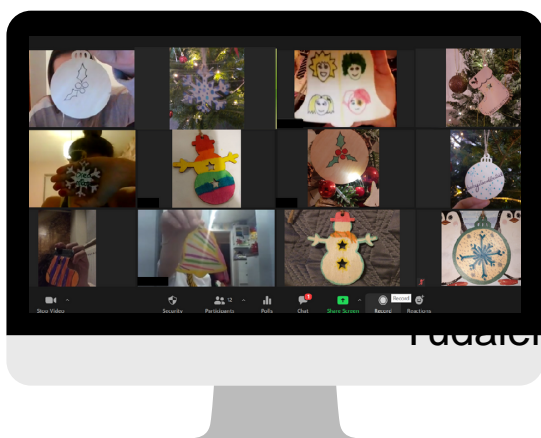
Would you like to know what we've been up to?! Well, Chrysalis Pets put on a great 'Animal Show and Tell'. We saw and learnt about a wide range of animals, from creepy crawlies, to furry friends.. We even got to see some family pets along the way!



Our Christmas party delivered by magician, Andy Green, was super magical! There was lots of comedy, interactive magic, mind reading, along with some slight of hand illusion! It was great to have so much fun together – even in these strange times! The big man himself, Father Christmas, even made an appearance!



In the run up to Christmas we had some Christmas workshops - making and decorating gingerbread and creating some decorations for the Christmas tree! Between Christmas and New Year we also held a drop in over zoom. We all shared our stories about Christmas and all of the fun we had with our families over a cup of hot chocolate. We reflected on the year that has passed and shared our hopes for the new one on it's way!



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# DATES FOR THE DIARY!

We have lots of exciting upcoming events that our young carers can get involved in! Please let us know if your child would like to attend any of the following events via:



Email: [nyc@newcis.org.uk](mailto:nyc@newcis.org.uk)

Book on our website: [www.newcis.org.uk/young-carers](http://www.newcis.org.uk/young-carers)



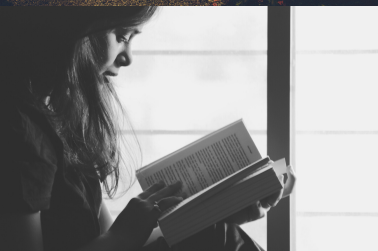
## (Zoom event) Wednesday 10th of February 2021

Self-love and self-care is something we often overlook, especially carers, who dedicate their time to looking after someone else. So to celebrate this coming Valentines Day, we'll be getting together on Zoom to discuss all things self-care.



## (Outdoor event) February Half Term 2021

Why not join us for a face to face meet up in the fresh air! Please be aware that the weather/restrictions might change our plans! So, keep an eye out on the website for details about this closer to the time - if you book onto this event, we'll keep you updated on any changes if necessary.



## (Zoom event) Thursday 4th of March 2021

World Book Day 'Book Club'. Sign up and join in with us discovering a new book together. Keep an eye out on social media for our fancy dress competition too!



## (Social media) Tuesday 16th of March 2021

We are having a social media takeover for Young Carers Action Day. Join us in raising awareness of Young Carers and keep those eyes peeled for the launch of the Young Carers ID Card!



## (Outdoor event) Easter Event - April 2021

We are very hopeful to hold a face to face Easter event outdoors! Things are a little uncertain with regards to restrictions at the moment, so keep an eye out on the website for more details closer to the time. If you book onto this event, we will keep you updated on any changes if necessary.

**Disclaimer:** The online courses are hosted by Zoom. NEWCIS is in no way affiliated with Zoom and you should read and agree to Zoom's privacy and security terms and conditions before using the platform. Go to [www.zoom.us](http://www.zoom.us)  
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# Eitem ar gyfer y Rhaglen 7



## Social and Health Care Overview and Scrutiny Committee

<b>Date of Meeting</b>	21 January 2021
<b>Report Subject</b>	Marleyfield House Residential Care Home Buckley
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer for Social Services
<b>Type of Report</b>	Operational Update

### **EXECUTIVE SUMMARY**

Marleyfield House, residential care home in Buckley was identified as a suitable site to develop and increase existing capacity by an additional thirty two beds therefore providing accommodation to support sixty four people in total.

The thirty two bed expansion at Marleyfield House in Buckley is currently under construction, with work on site beginning in April 2020. This project utilises funds from Flintshire's Capital Programme as well as two funding streams from Welsh Government, the Integrated Care Fund (ICF) and the Innovative Housing Programme (IHP).

The design demonstrates an innovative approach to supporting individuals in residential settings. It offers increased usable communal outdoor space and accessibility to support the well-being of residents. Each room will have personal outdoor space either through a balcony on the first floor or a patio on the ground. The plans allow increased operational functionality, a closer link with the existing facilities, and supports both recovery for short term residents and well-being for long term residents.

This paper gives an overview of progress to date on site and upcoming key milestones prior to its completion in the spring of 2021, including the delivery of the operating model of the home.

### **RECOMMENDATIONS**

1	Members note the progress made on the Marleyfield House Expansion Project as a strategic priority for Social Services.
2	Members note the key upcoming project activities including developing and implementing the operational model with the Health Board.

## REPORT DETAILS

<b>1.00</b>	<b>PROGRESS UPDATE FOR THE MARLEYFIELD HOUSE EXPANSION PROJECT</b>															
1.01	Following a 12 month Design and Planning phase, we entered into contract with construction firm Willmott Dixon to construct a 32 bed expansion at the Marleyfield House care home site in Buckley in March 2020. This project supports the councils plan to increase its in-house residential capacity and continue to deliver high quality care and will double the capacity of home. This expansion will also support additional Step Up Step Down bed capacity for use by Betsi Cadwaladr University Health Board (BCUHB)															
1.02	In partnership with BCUHB, the project utilises funds from the ICF to carry out construction. The project was also awarded £2.022million through the Innovative Housing Programme scheme (IHP) delivered by Welsh Government due to the impact the model of care the building will facilitate will have on the wellbeing of residents. The total cost of the project upon entering contract was £8.97 Million (See Table 1)															
1.03	<p><b>Table 1 – Costs of build, including oncosts</b></p> <table border="1"> <thead> <tr> <th>Item</th> <th>Cost</th> </tr> </thead> <tbody> <tr> <td><b>Willmott Dixon construction of extension (Stage 4 costs)</b></td> <td><b>£ 8,370,243.00</b></td> </tr> <tr> <td><b>Property and Design Consultancy (F.C.C.) - £160,000</b></td> <td><b>£ 250,500.00</b></td> </tr> <tr> <td><b>Project Management 2 years (Social Services) - £95,500</b></td> <td></td> </tr> <tr> <td><b>Flintshire County Council Contingency Budget</b></td> <td><b>£ 150,000.00</b></td> </tr> <tr> <td><b>Additional FF+E to be purchased by F.C.C. Budget</b></td> <td><b>£ 200,000.00</b></td> </tr> <tr> <td><b>Total</b></td> <td><b>£ 8,970,743.00</b></td> </tr> </tbody> </table>		Item	Cost	<b>Willmott Dixon construction of extension (Stage 4 costs)</b>	<b>£ 8,370,243.00</b>	<b>Property and Design Consultancy (F.C.C.) - £160,000</b>	<b>£ 250,500.00</b>	<b>Project Management 2 years (Social Services) - £95,500</b>		<b>Flintshire County Council Contingency Budget</b>	<b>£ 150,000.00</b>	<b>Additional FF+E to be purchased by F.C.C. Budget</b>	<b>£ 200,000.00</b>	<b>Total</b>	<b>£ 8,970,743.00</b>
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1.04	Groundworks began on Site in March 2020 immediately after entering into contract. The programme has maintained its focus and ambition in that the COVID-19 pandemic and subsequent national lockdown(s) did not, and has not to date, resulted in any delay in programme delivery on site. Safe on-site working practices adhering to Welsh Government guidelines have been followed throughout.															
1.05	Some unforeseen costs to the project including ‘soft spots’ discovered in initial groundworks and a critical upgrade to the existing nurse call systems to have the site fully functioning under one system have been carefully managed and the project still remains within budget.															
1.06	Work on site has developed at pace, and progress is substantial (please see Section 5.00 for recent photographs of the site.) The current estimated date to complete the build is the 21st of May 2021.															

1.06	<p>The new design demonstrates an innovative approach to supporting individuals in residential settings. The design is sympathetic to the topography of the site and allows for increased usable outdoor space and accessibility to support the well-being of residents. It allows increased operational functionality, a closer link with the existing facilities, and supports both recovery for short term residents and building in familiarity and open spaces to support future long term residents who may be living with memory loss and dementia.</p> <p>All rooms are orientated so that the views to the south are maximised for all residents' bedrooms with large amounts of glazing, supporting excellent levels of daylight. Each bedroom will also have access to outdoor space, a 'balcony area' for those on the top level, and access to the landscaped garden area for those on the ground floor. There are two lifts at either end of the building to reduce travel distance for staff to support operation. The build will include substantial improvements to the existing kitchen facilities and external landscape that will support the site as a whole.</p>
1.07	<p>In order to continue to deliver the high quality care that is already being delivered at Marleyfield House, we are working both internally and with BCUHB to develop a model that will support how individuals will access the short term beds in an efficient and effective way that will maximise reablement and recovery for residents on a short term basis.</p>
1.09	<p>Learning is being taken from Ty Treffynnon Care home to further strengthen this operational model. Ty Treffynnon has demonstrated that a new approach to support people to leave hospital in a timely manner and recover away from an acute hospital environment can have great benefits. These include reducing recovery time, increasing engagement with therapeutic and reablement services, and an increase in well-being.</p>
1.10	<p>Work will continue at pace in 2021 to ensure that there is sufficient staffing and robust processes and communication links in place to ensure that the operation of the expanded care home is a success.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	<p>This project will utilise Intermediate Care Funding approved by the Welsh Government, who have indicated very positive support for the project. Approval has been gained for contributions from Flintshire County Council Capital Programme over the next two years to further support the development. In addition, funding from the Welsh Government's Innovative Housing Programme has been awarded to the project.</p>
2.02	<p>Colleagues within Social Services, in close partnership with BCUHB, are currently developing the model of care that will be delivered on site upon completion. BCUHB are providing a revenue contribution which will support the operation of the building and are ensuring that appropriate health capacity is available to the building in order to manage the pull on resource, facilitating residents' wellbeing and recovery (if staying on a discharge to assess basis).</p>

2.03	To deliver this model of care we will be recruiting additional care support staff as well as restructuring the management model of the site now that it will be substantially larger. This work will be completed by May 2021 and it is expected that residents will first utilise the site in June 2021.
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<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	The home and the operational model within will have a great positive impact on residents and the wider community. There will also be a positive impact on acute hospital settings which will be able to discharge individuals who no longer require acute clinical input but would benefit from a period of assessment and rehabilitation in an environment that will actively support these aims.
3.02	The risks associated with admitting residents imposed by the Covid-19 pandemic will be closely monitored as the build progresses and a comprehensive risk analysis will be put in place to minimise risk of infection when additional beds are open for use in June 2021.
3.03	Workmen on site are adhering strictly to safety and sterilisation protocols on site, following closely the legislation implement by Welsh Government, ensuring social distancing and mask wearing to minimise risk of infection between workmen and the risk of infection to the home.
3.04	The project has a governance structure in place. Risks are managed by operational groups and escalated to the Project Board when required.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
4.01	N/A – Operational Update

<b>5.00</b>	<b>APPENDICES</b>
5.01	Site photograph (November 2020) – Progress to date
5.02	Site photograph (November 2020) – Sedum Roof
5.03	Site photograph (November 2020) – Bedroom

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer: Neil Ayling, Chief Officer, Social Services Telephone: 01352 702500</b>

E-mail: Neil.J.Ayling@flintshire.gov.uk
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<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<b>ICF (Integrated Care Fund):</b> Welsh Assembly Government fund that helps health boards and social care partners in local authorities, housing and voluntary sectors to work together to support frail and older people, people with a learning disability, children with complex needs due to disability or illness and carers, including young carers.
8.02	<b>Discharge to Assess:</b> The ‘Discharge to Assess’ model is intended to ensure speedy discharge from hospital to home and to deliver assessment in the best place. People often function differently in their own home than in the hospital environment. The hospital environment is recognised as an institutional and alien setting that can disable people, limiting their opportunity to manage core activities of daily living independently. People are more relaxed in their own home, they know the environment well, are comfortable and the balance of power is more equal.
8.03	<b>Step-Up, Step-Down:</b> Step-Up, Step-Down provides short stay beds to support people coming out of hospital who are medically fit, but not yet ready to go home, and where a home care package is not yet in place. The beds are also used to help people in the community who become unwell avoid hospital admission and long-term placements.
8.04	<b>Willmott Dixon:</b> Willmott Dixon is a privately-owned contracting and interior fit-out group. Founded in 1852, it is family run and dedicated to leaving a positive legacy in our communities and environment.  Willmott Dixon are the assigned construction partner for the Marleyfield build project.

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# Eitem ar gyfer y Rhaglen 8



## Social and Health Care Overview and Scrutiny Committee

<b>Date of Meeting</b>	21 January 2021
<b>Report Subject</b>	Update on Plas y Ywen Extra Care, Holywell
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief officer Social Services
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Flintshire Social Services and Wales & West Housing Association will imminently be opening Flintshire's fourth extra care scheme in Holywell, Plas yr Ywen.

The new £8.5m Plas yr Ywen extra care scheme, located on the former Ysgol Perth u Terfyn site Halkyn Road, will offer 55 one and two bedroom apartments for people aged 50 and over living in Flintshire who have a care and support need.

The scheme will follow the successful housing with care model, with an on-site care and support team and a range of facilities to promote and support independent living. In addition, it will have seven apartments on its memory floor to support individuals living with dementia or memory loss.

Construction of Plas yr Ywen commenced in 2018, it was due to open its doors in late January, but this has now been delayed following the announcement of the enhanced health protection regulations. A new date will be set for opening when the health protection measures allow for this.

## RECOMMENDATIONS

1	To provide an update to Members on the progress of the Plas yr Ywen extra care scheme and the operational timeframe.
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## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE INFORMATION UPDATE ON PLAS YR YWEN EXTRA CARE SCHEME, HOLYWELL</b>
1.01	Working in partnership, Flintshire Social Services and Wales & West Housing Association will imminently be opening Flintshire's fourth extra care scheme in Holywell, which takes forward the Council's priority in the Council Plan.
1.02	The new scheme, which is located on the former Ysgol Perth y Terfyn site on Halkyn Road Holywell, will offer 55 modern apartments consisting of x43 one and x12 two bedroom apartments for people aged 50 and over living in Flintshire who have a care and support need.
1.03	Flintshire Social Services, along with its Housing Association Registered Social Landlord (RSL) partners, has a strong track record of providing extra care services and has 3 schemes already in operation in Flintshire: Llys Eleanor (Shotton), Llys Jasmine (Mold) and the most recent Llys Raddington (Flint).
1.04	Extra care continues to be an extremely popular housing choice for older people in Flintshire, which offers them the opportunity to live independently whilst having the support of an on-site care and support team, if and when needed.
1.05	Construction of the £8.5m extra care scheme commenced in 2018 with its local building partner Anwyl; work has progressed well, with slight delays encountered as a result of Covid-19 pandemic and the nationwide lockdowns. The hand-over for Plas y Ywen is scheduled for 8th January 2021.
1.06	The scheme will follow the successful housing with care model, with an on-site care and support team and a range of facilities that promote independent living. Replicating Llys Jasmine and Llys Raddington, Plas yr Ywen will have x7 apartments on its memory floor to specially support individuals living with dementia or memory loss.
1.07	The facilities at Plas yr Ywen are similar to those in our existing schemes in Shotton, Mold and Flint. These include: <ul style="list-style-type: none"><li>o 55 modern spacious apartments with en-suite walk-in shower rooms and contemporary fully fitted kitchens</li><li>o Private terraces and balconies</li><li>o Assisted bathrooms</li><li>o On-site restaurant, serving freshly cooked meals daily</li><li>o Lounge and activity areas</li><li>o Guest suite</li></ul>

	<ul style="list-style-type: none"> <li>o Laundry facilities</li> <li>o Landscaped gardens and a unique ancient woodland walk</li> <li>o Buggy store</li> </ul>
1.08	The scheme has benefitted from a comprehensive marketing campaign which has resulted in a total of 232 expressions of interest from individuals and families, mainly from the Holywell locality.
1.09	<p>During the last 18 months partners have focused on the planning and preparation for the operational opening of Plas y Ywen, this has included:</p> <ul style="list-style-type: none"> <li>o 123 home visits have been undertaken to assess those individuals who have expressed an interest in the scheme. Many of these are currently being re-assessed due to the delays encountered and the changes in individual circumstances.</li> <li>o The Approval and Allocation Panel has approved 51 individuals to date and to allocated 43 apartments. A further 9 individuals pending a panel outcome and 17 on the waiting list.</li> <li>o Appointment of the Extra Care Manager (Wales and West Housing), the Care and Support Manager and Senior Support Worker (Flintshire Social Services) have been made. These members of staff during the Covid-19 pandemic were re-deployed to other critical front line services in order to help respond to the crisis.</li> <li>o A full care and support team has been recruited. These staff too were re-deployed to other services, such as Ty Trefynnon (formally Coed Duon) and will be starting in Plas yr Ywen once it opens.</li> <li>o Dedicated occupational therapy and financial assessment support have been secured for the scheme in the lead up to opening and post move in.</li> <li>o A training programme has been scheduled to commence in January 2021, once the building has been handed over, this will include generic, on-site and specific training for all staff relating to the building, telecare and the care and support.</li> </ul>
1.10	Plas yr Ywen will see a new smart digital solution being used in the scheme; the Appello Living Hub is a digital system which enables audio and video communication, along with valuable data insights to flow between properties, individual homes and site staff. Features of the system include: digital emergency alarm, voice and video calling, notifications, video door entry, telecare compatibility and smart home connectivity. The Site Management dashboard features, which will benefit the care and support team, include: call records and 7 day histories, pendant device management, battery life alerts and notifications.
1.11	This is a positive step forward which will enable individuals to be more empowered to lead independent and fulfilled lives through a blend of support and technology. The Living Hub has open standards which means it can integrate with existing technologies such as Amazon Eco and other voice activated devices. There is also a Living Hub App available which has internet connection so can download reminder apps, daily diary apps, skype and other family communication apps.
1.12	Individuals will start to move into the scheme as soon as public health guidance allows. A mobilisation plan is currently being finalised by partners to facilitate a smooth move in period for everyone.

1.13	It should be highlighted that the Covid-19 pandemic has understandably had an impact on the development of the scheme and the move in of individuals, for example individual circumstances have changed, health and care needs have changed, partners are required to follow all national guidance on tenancies and move ins etc. However, the move in plan for individuals ensures the safety of everyone concerned whilst also providing a warm welcome into their new home.
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	As with previous extra care scheme developments, Flintshire County Council has worked in partnership with Wales and West Housing Association in supporting the capital investment required for the building and land. Wales and West Housing Association has utilised capital funding from a range of sources to support the development, including Welsh Government Social Housing Grant funds, ICF and Housing Finance Grant. Wales and West are the owners of the building so will therefore be the responsible landlord for all tenancies and will manage and maintain the building.
2.02	The care and support at Plas yr Ywen is being provided in-house by Flintshire Social Services. The required revenue funding from the social care budget has been approved from 2020/21 onwards.
2.03	The care and staff team have been successfully recruited and trained in readiness for their commenced employment in Plas yr Ywen. Due to the pandemic, majority of the staff team were recruited in readiness for the opening in early 2020, however these individuals were re-deployed to other services such as Ty Trefynnon and it is worth highlighting that this temporary move has given invaluable experience to the staff team which will benefit the individuals living in Plas yr Ywen.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	Extra care is most successful when it uses the thirds model for the mix of care needs (one third low level needs, one third medium level needs and one third high level needs); this helps us to manage the care and support needs, ensures flexibility and times of support across the team. There is currently a risk that we won't achieve this model based on the allocated individuals and current interest in the scheme. Unfortunately, Covid-19 and the associated delays has resulted in changes of care and support needs of individuals and also the anxiety/ fear about the potential move into such as scheme (when national guidance has been advising the most vulnerable to socially distance and protect themselves); this has resulted in a shift in the mix of care needs. Partners have been working closely to raise awareness that medium and higher levels of care needs are still welcomed within the scheme and this is being closely monitored by senior managers. Both Wales and West and Flintshire are in agreement that the scheme should not just been filled to avoid voids but filled with the correct individuals who would benefit most from living in extra care.



3.02	The moving local picture of the pandemic continues to be closely monitored and there is a risk if national restriction are re-introduced that there will be adjustments made to the planned opening or operations of Plas yr Ywen. Guidance from Welsh Government and Public Health Wales will be monitored and followed at all times to ensure a safe opening of the scheme.
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<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	N/a – operational update.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Elevation plan pdf
5.02	Woodland General Layout plan pdf
5.03	Construction Pictures 1
5.04	Construction Pictures 2
5.05	Construction Pictures 3
5.06	Construction Pictures 4

<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: Susie Lunt, Senior Manager Integrated Services, Lead Adults, Social Services Telephone: 01352 701407 E-mail: susie.lunt@flintshire.gov.uk</b>

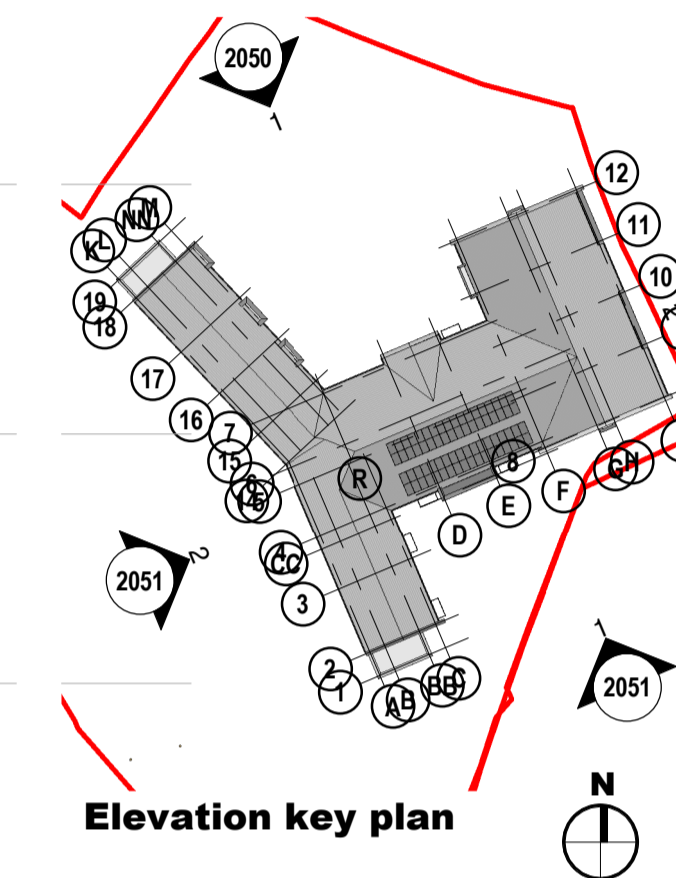
<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<b>Extra Care Scheme</b> – extra care schemes provide independent living and greater housing choices for some older people in Flintshire. Flintshire has three existing schemes in Shotton, Mold and Flint, with a four scheme under construction in Holywell.
8.02	<b>Registered Social Landlord (RSL):</b> The vast majority of Registered Social Landlords are also known as Housing associations. Housing associations are independent, not-for-profit organisations that are

	registered with the government to provide homes for people in housing need.
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**Notes**

Figured dimensions are to be used in all cases. Dimensions should not be scaled from drawing. All existing dimensions should be checked on site before commencement of the work. Any discrepancies in dimensions should be clarified with the Architect prior to commencement of the work. No deviation from this drawing will be permitted without the prior written consent of the Architect. This drawing is to be read in conjunction with all the relevant Mechanical and Electrical drawings. This drawing is to be read in conjunction with the relevant Structural Engineer's drawings, structural calculations and recommendations. This drawing is to be read in conjunction with the relevant Fire Safety Strategy drawings.

This drawing is copyright and to be returned to the architect on completion of the contract.



**1 Elevation 1**

Scale: 1 : 100

Tudalen 99



**2 Elevation 2**

Scale: 1 : 100

**Material**  
External cladding materials shown for illustration only. Exact details are to be agreed with LA.

Rev.	Revision description	Drawn	Checked	Date
A08	Issued for Stage 4	EP	NM	29.05.18
A05	Issued for Tender	EP	NM	09.03.18
A04	NMA Issue	EP	NM	20.02.18
A03	Approved Issue of Drawing	EP	NM	07.12.17
A02	Approved Issue of Drawing	EP	NM	29.11.17
A01	Approved Issue of Drawing	EP	NM	22.11.17

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Project  
**WWH - Extracare Perth Y Terlyn - Holywell**  
Halkyn Road

Title  
**GA Elevations as Proposed - Sheet 1**

LMA Project	Drawing number	Rev.
1456	HEC-LMA-00-XX-DR-A-2050	A06

Mae'r dudalen hon yn wag yn bwrpasol

# Woodland General Layout Plan (Scale 1/250 at A1)

## Precedent Images



Woodland Glade Garden- See insert below

## Woodland Garden Glade (Scale 1/100 at A1)



- KEY**
- Planning**
    - Planning Boundary
  - Surfacing**
    - 'Ultirec' Recycled Surfacing (Surfacing Type1- dwg ref D6627.11) By Tarmac (or similar approved). Tanalised timber edge
    - Self-binding Gravel (Surfacing Type2- dwg ref D6627.11) Breedon Aggregates 'Wayfarer' (or similar approved).
    - Existing Path Cleared of Vegetation and lightly graded to a smooth surface.
    - Loose 20mm single size stone with 50mm soil cover
  - Walls, Features and Furniture**
    - Log Wall (dwg ref D6627.13) (Steel Braced). Logs sourced from site clearance
    - Log Pile Entrance Arch (dwg ref D6627.13) (Steel Braced). Logs sourced from site clearance
    - Log lengths to Define Seating Area Logs sourced from site clearance
    - Recycled Plastic Tables and Seats Crews Mess Table (1750 x 1200mm) and 8 Chairs (680 x 850mm) Colour: Brown.
    - Recycled Plastic Bench Recycled Plastic Sloper Three Seat by Marmax. Colour Brown.
    - Timber Steps (dwg ref D6627.10) See Details
    - Steel Handrails See Details
    - 1.8m high Vertical Bar Steel Fencing to Boundaries. Fencing by IAE or similar (Colour- Dark Green)
  - Trees and Vegetation**
    - Existing Trees to Remain Approximate Location and Crown Spreads shown
    - New Tree Planting See Schedule
    - New Planting (See Planting Plan and Schedules)
    - Future Community Planting Areas (For information only)
    - Amenity Grass
    - Spring Bulbs within Grass Areas
- Contractor to translocate any bluebells disturbed during works into areas of existing woodland as directed by project manager.

- Levels**
- Contractor to allow for earth grading between existing and proposed levels.
- 119.50+ Proposed Levels
  - 1/20 Gradients to Pathways
  - Slopes and Grading

All proposals shown are indicative and are subject to minor alterations. Setting out on site to take place between landscape architect and arboriculturalist to achieve scheme objectives and limit impact on existing trees and their roots.

Do not scale from drawing.

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Rev	Description	Drawn	Approved	Date
A	Amendments to memory walk	JTS	GDA	14.11.17

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Project  
**Holywell ECU**

Title  
**Landscape Masterplan- Woodland Area**

Drawing Number  
**D6627.005A**

Scale	Date
Various at A1	02/11/2017
Drawn ES	Checked JTS
Approved GDA	

Drawing to be read in conjunction with detailed drawings, planting schedules and specification for works



Existing View to Veteran Trees (Holm Oak and Beech) (Approximate position for new Bench)

1.8 high x 3.5m wide high vertical bar steel gate. (Blore Finial)

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Tudalen 103

Mae'r dudalen hon yn wag yn bwrpasol





Tudalen 105

Mae'r dudalen hon yn wag yn bwrpasol



Tudalen 107

Mae'r dudalen hon yn wag yn bwrpasol



Tudalen 109

Mae'r dudalen hon yn wag yn bwrpasol