

Pecyn Dogfen Gyhoeddus

Gareth Owens LL.B Barrister/Bargyfreithiwr
Chief Officer (Governance)
Prif Swyddog (Llywodraethu)



Swyddog Cyswllt:
Maureen Potter 01352 702322
maureen.potter@flintshire.gov.uk

At: Cyng Arnold Woolley (Cadeirydd)

Y Cynghorwyr: Marion Bateman, Mel Buckley, Tina Claydon, Jean Davies,
Carol Ellis, Gladys Healey, Dennis Hutchinson, Dave Mackie, Hilary McGuill,
Debbie Owen a Linda Thomas

1 Rhagfyr 2023

Annwyl Gynghorydd,

RHYBUDD O GYFARFOD HYBRID
PWYLLGOR TROSOLWG A CHRAFFU GOFAL CYMDEITHASOL AC IECHYD
DYDD IAU, 7 FED RHAGFYR, 2023 2.00 PM

Yn gywir

Steven Goodrum
Rheolwr Gwasanaethau Democraidd

Sylwch: Gellir mynychu'r cyfarfod hwn naill ai wyneb yn wyneb yn Siambr Cyngor yr Arglwydd Barry Jones, Cyngor Sir y Fflint, Yr Wyddgrug, Sir y Fflint neu ar-lein.

Bydd y cyfarfod yn cael ei ffrydio'n fyw ar wefan y Cyngor. Bydd y ffrydio byw yn dod i ben pan fydd unrhyw eitemau cyfrinachol yn cael eu hystyried. Bydd recordiad o'r cyfarfod ar gael yn fuan ar ôl y cyfarfod ar <https://flintshire.publici.tv/core/portal/home>

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 - 10)

Pwrpas: I gadarnhau, fel cofnod cywir gofnodion y cyfarfod ar 26 Hydref 2023.

4 RHAGLEN GWAITH I'R DYFODOL AC OLRHAIN CAMAU GWEITHREDU (Tudalennau 11 - 18)

Adroddiad Hwylusydd Trosolwg a Chraffu yr Amgylchedd a Gofal

Pwrpas: Ystyried Rhaglen Gwaith i'r Dyfodol y Pwyllgor Trosolwg & Chraffu Gofal Cymdeithasol ac lechyd a rhoi gwybod i'r Pwyllgor am y cynnydd yn erbyn camau gweithredu o gyfarfodydd blaenorol.

5 ADRODDIAD CANOL BLWYDDYN AR BERFFORMIAD CYNLLUN Y CYNGOR 2023-24. (Tudalennau 19 - 40)

Adroddiad Prif Swyddog (Gwasanaethau Cymdeithasol) - Dirprwy Arweinydd y Cyngor a'r Aelod Cabinet Gwasanaethau Cymdeithasol a Lles

Pwrpas: Adolygu'r lefelau cynnydd wrth gyflawni gweithgareddau a lefelau perfformiad fel y nodwyd yng Nghynllun y Cyngor.

6 COMISIYNU GOFAL CYMDEITHASOL (Tudalennau 41 - 46)

Adroddiad Prif Swyddog (Gwasanaethau Cymdeithasol) - Dirprwy Arweinydd y Cyngor a'r Aelod Cabinet Gwasanaethau Cymdeithasol a Lles

Pwrpas: Derbyn y wybodaeth ddiweddaraf am Adroddiad Archwilio Cymru ar Gomisiynu Cartrefi Gofal Pobl Hŷn yng Ngogledd Cymru.

Trosolwg i Aelodau o Adnewyddiad y Fframwaith Gofal Cartref yng Ngogledd Cymru.

ER GWYBODAETH

Gwasanaethau Cymdeithasol - Fideo Chwa o Awyr Iach

Rhannu ein fideo diweddaraf sy'n dangos yr arferion arloesol a rhagoriaeth ar draws Gwasanaethau Cymdeithasol Sir y Fflint gyda'r Pwyllgor

Sylwch, efallai y bydd egwyl o 10 munud os yw'r cyfarfod yn para'n hirach na dwy awr.

Mae'r dudalen hon yn wag yn bwrpasol

Eitem ar gyfer y Rhaglen 3

SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE **26 OCTOBER 2023**

Minutes of the meeting of the Social & Health Care Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Thursday, 26 October 2023

PRESENT: Councillor Arnold Woolley (Chair)

Councillors: Mel Buckley, Tina Claydon, Gladys Healey, David Mackie, Debbie Owen and Linda Thomas.

APOLOGIES: Councillors Jean Davies and Hilary McGuill

ALSO PRESENT: Councillors Dave Hughes and Paul Cunningham

SUBSTITUTION: Councillor Antony Wren (for Councillor Marion Bateman and Councillor Linda Thew (for Councillor Carol Ellis)

CONTRIBUTORS: Councillor Christine Jones (Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing); Chief Officer (Social Services); Senior Manager for Adults; Senior Manager – Safeguarding and Commissioning; Senior Manager Children and Workforce; Strategic Finance Manager; Strategic Finance Manager – Management Accounting and Principal Accountant.

IN ATTENDANCE: Social Care and Environment Overview & Scrutiny Facilitator and Democratic Services Officer

25. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

None

26. MINUTES

The minutes of the joint meeting held with Education Youth & Culture Overview and Scrutiny held on 29 June 2023 were approved and moved by Councillor Dave Mackie and seconded by Councillor Gladys Healey.

The minutes of the meeting held on 7 September, 2023 were approved and moved by Councillor Debbie Owen and seconded by Councillor Gladys Healey.

RESOLVED:

That the minutes be approved as a correct record.

27. FORWARD WORK PROGRAMME AND ACTION TRACKING

The Social Care and Environment Overview & Scrutiny Facilitator presented the current Forward Work Programme and reported that there had been difficulties scheduling a date for the meeting with Betsi Cadwaladr University Health Board (BCUHB) and consideration was now being given to the January meeting which would be confirmed shortly. Also in addition to the other items on 7th December there would also be a video from Double Click to update members. She reported that following a request from the Education Youth & Culture Overview & Scrutiny Committee a report on Out of County Placements had been provisionally scheduled for a meeting on 6 June. Another option, which would be at the discretion of the Committee, would be for it to be presented at the joint meeting to be held on 27 June.

Councillor Mackie commented that as both meetings were being held in June he thought it would be appropriate if the item went to the Joint Meeting on 27 June. The Social Care and Environment Overview & Scrutiny Facilitator agreed to add this to the joint meeting.

The Social Care and Environment Overview & Scrutiny Facilitator advised members that the workshop being held at the Westwood Centre was likely to be scheduled for January and reported on the Action tracking as set out in the report.

The recommendations within the report were moved by Councillor David Mackie seconded by Councillor Debbie Owen.

RESOLVED:

- (a) That the Forward Work Programme be approved;
- (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.

28. BUDGET 2024/25 -STAGE 2

The Strategic Finance Manager introduced the report the purpose of which was to review and comment on the budget pressures and cost reductions under the remit of the Committee. She gave a presentation on the Medium Term Financial Strategy and Budget Setting 2024/25 which covered the following points:

- purpose and background
- additional budget requirements of the Council 2024/25
- additional budget requirement – ongoing risks
- overall position after initial solutions
- summary and conclusions
- next steps for the budget setting process 2024/25
- budget process Stage 2
- budget process Stage 3 – (Final)

The Senior Manager - Safeguarding and Commissioning, Senior Manager Integrated Services - Lead Adults, Senior Manager - Children and Workforce and Principal Accountant (Social Services) continued the presentation which covered the following points:

- Social Services Cost Pressures; and
- Social Services Budget Reductions

Overview & Scrutiny committees were being asked to rigorously review their portfolio cost pressures, efficiency options and associated risks, and to identify any additional areas of cost efficiency. A summary of outcomes from those sessions would be reported back to the Corporate Resources Overview & Scrutiny Committee at the November meeting which would be open to all Members. Following receipt of the provisional settlement on 20 December, Overview & Scrutiny meetings in January would need to consider further budget reductions required to meet the remaining budget gap in order for the Council to meet its statutory obligation of setting a legal and balanced budget in February 2024.

Councillor Linda Thew asked for the number of children receiving out of county placements. The Senior Manager (Children and Workforce) explained that the term out of county referred to children that the authority commissioned and cared for outside of the county's own provision. There were a number of children who lived in residential care homes in Flintshire which were classed as "out of county" because their support was provided out of county. There were 37 children currently in residential care that was not provided by the local authority but was commissioned. This did not mean that they were supported outside of Flintshire's geographical boundary. There were also 32 children supported by independent fostering agencies. The Out of County budget from a social care perspective was supporting 69 children every week with the addition of the educational costs.

Councillor Thew also referred to the cost for the new Senior Social Worker Posts and asked for a breakdown of the responsibilities that would be required for the role. In response, the Senior Manager, Safeguarding and Commissioning referred to the Social Worker Review and the additional pressure that this had created. It was explained that the pressure did not relate to the newly qualified social workers and experienced had remained the same. The changes related to the inclusion of the new Senior Social Worker grade with 12 posts in Children's Services, 16 in Adults Services and 1 in Safeguarding, 29 in total. The inclusion of this new GO7 grade had resulted in changes to the grades above and it was explained that Senior Practitioners became Deputy Team Managers with a 1 grade increase to GO8 with 17 in Children's Services, 13 in Adult Services and 1 in Safeguarding, 31 in total. The same process applied to Team Managers which were changed to GO9 with 8 Team Managers in Children's Services and 9 Adults Services with no changes in Safeguarding, 17 in total. This collective group related to the pressure.

Councillor Thew also asked how many children had Special Guardianship Orders. In response, the Senior Manager (Children and Workforce) confirmed that there were 63 Special Guardianship Orders at this time.

During a discussion around the recommendations outlined within the report, Councillor Paul Johnson (Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement) referred to the third recommendation and asked if this should be amended slightly to allow Members to forward any ideas of areas of cost efficiency to officers following the meeting.

The Chief Officer (Social Services) advised that the budget process was on-going with opportunities for suggestions to be included. He added that officers were open to ideas being presented to them at any time.

The Chair suggested that the recommendation around cost efficiency be amended to - that the Committee advise that no areas of cost efficiency had been identified at this stage.

The recommendations were moved by Councillor Dave Mackie and seconded by Councillor Gladys Healey .

RESOLVED:

- (a) That the Social Services portfolio's cost pressures be noted;
- (b) That the Social Services portfolio's options to reduce budgets be noted; and
- (c) That the Committee advise that no areas of cost efficiency had been identified at this stage.

29. NORTH WALES REGIONAL PARTNERSHIP BOARD (NWRPB) ANNUAL REPORT

The Senior Manager – Safeguarding and Commissioning introduced the Report stating that it was a requirement for each Regional Partnership Board to submit their annual report to their Scrutiny Committee for overview and that any feedback she received today she would send to the Regional Partnership Board on their behalf. She advised that this was part of the requirement under Part 9 of the Social Services and Well-Being (Wales) Act 2014 and that the purpose of the report was to give all partner agencies and Welsh Government an oversight of the work undertaken by the Regional Partnership Board, its activity during the year and priorities for the following year. She advised that the Regional Partnership Board had its own role to share a clear direction of travel for service development regarding integration of health and social care to insure the wellbeing of others.

She referred to key points in section 3 of the full appendix report:-

- Autism Code of Practice
- Capital
- Children and Young People Programme
- Commissioning
- Dementia Care pathway of Standards (Wales)
- Learning Disability Transformation Programme

- Market Stability Report
- Population Needs Assessment
- Regional Integration Fund (RIF)
- Research, Innovation and Improvement Coordination Hub
- Together for Mental Health Transformation Programme
- Workforce

Councillor Gladys Healey asked how long children had to wait before they saw a consultant concerning mental health issues and she was also concerned if children who received free school meals had a meal if they were sent home e.g. due to flooding. In response the Senior Manager – Safeguarding and Commissioning advised Councillor Healey that she didn't have the data to hand concerning the waiting list for child and adolescent mental health services but would make enquiries. She also explained that the provision of free school meals was part of the work fed into the market stability report and that the population needs assessment takes into account numbers of free school meals as well which helped as part of their planning. She added that each Local Authority and Partner Agency was responsible for its work as well as its collective piece of work and that Flintshire had worked hard to support individuals who relied heavily on the free school meal provision. She advised that whilst a large number of schools did close recently due to flooding they were purposely closed after 1pm so that lunch was provided.

The Chief Officer (Social Services) suggested that they pose the question to Betsi Cadwaladr University Health Board when they next meet concerning the Consultant waiting time for children with mental health issues. He also referred to 3.12 of the report concerning the mental health transformation programme and praised the community hubs that had been successful in supporting people to enable them to support themselves. He also wanted to make the Committee aware that Flintshire had taken the lead around social value and that it remained a key part of Flintshire's approach. He advised that the Regional Group, that the report referred to, was the only one in Wales that had been happening for the last 3 or 4 years which Flintshire County Council Chaired.

Councillor Thew questioned if the cost of the NWRPB was split equally between the 6 County's and how much Flintshire paid. The Senior Manager – Safeguarding and Commissioning advised payments were not all equal and that they were based on the funding formula for the Local Authorities so contributions differed but there were also contributions from other key partner agencies and not just the 6 local authorities. She stated that Flintshire normally pay £123,000 per annum but last year they had a reduction of £50,000 which meant they paid £73,000 in 23/24 and that the expectation was that would possibly go back up to £123,000. She advised that it was referred to in the budget efficiency papers.

The Chief Officer (Social Services) added it was a statutory requirement of Welsh Government that they have a Regional Partnership Board and that it was also an investment of Officer time and resource as many Officers sat on many meetings.

In response to further questions from Councillor Thew the Chief Officer (Social Services) apologised if he misled her and explained that every region had had a Regional Partnership Board for the last 4 or 5 years and that what he said was that not everywhere had an Active Social Forum which was different but now everyone in Wales did have to have one and that they were playing catch up with them. He also suggested that that her comment on how the Barnett formula that penalised Flintshire which in effect increased Council Tax had an effect on Flintshire residents as they had to travel to a main hospital outside of Flintshire which made it difficult for some to attend appointments and visit patients should be another question that they post to Betsi Cadwaladr University Health Board when they next meet.

The first recommendation was amended at the request of the Chair and this was moved by Councillor Gladys Healey and seconded by Councillor Mel Buckley. The second recommendation was moved by Councillor Gladys Healey and seconded by Councillor Linda Thomas.

RESOLVED:

- (a) That Members note the complexity, breadth and depth of the work that is required to be undertaken by the Regional Partnership Board; and
- (b) That Members note the progress undertaken in 2022/23 on the work areas being taken forward through the North Wales Regional Partnership Board.

30. MEMBERS OF THE PRESS IN ATTENDANCE

There were no members of the press in attendance.

(The meeting started at 2.00 pm and ended at 3.22 pm)

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Chair

Eitem ar gyfer y Rhaglen 4



SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

| | |
|------------------------|--|
| Date of Meeting | 7 December 2023 |
| Report Subject | Forward Work Programme and Action Tracking |
| Report Author | Social & Health Care Overview & Scrutiny Facilitator |
| Type of Report | 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

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| 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

| 1.00 | EXPLAINING THE FORWARD WORK PROGRAMME AND ACTION TRACKING |
|-------------|--|
| 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">1. Will the review contribute to the Council's priorities and/or objectives?2. Is it an area of major change or risk?3. Are there issues of concern in performance?4. Is there new Government guidance of legislation?5. Is it prompted by the work carried out by Regulators/Internal Audit?6. Is the issue of public or Member concern? |
| 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. |

| 2.00 | RESOURCE IMPLICATIONS |
|-------------|----------------------------------|
| 2.01 | None as a result of this report. |

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

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|-------------|----------------------------------|
| 4.00 | RISK MANAGEMENT |
| 4.01 | None as a result of this report. |

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

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

| | |
|-------------|--|
| 7.00 | GLOSSARY OF TERMS |
| 7.01 | Improvement Plan: 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

Tudalen 15

| Date of meeting | Subject | Purpose of Report | Scrutiny Focus | Responsible / Contact Officer | Submission Deadline |
|------------------------|---|--|------------------------|---------------------------------|---------------------|
| 18 January 24 2pm | Betsi Cadwaladr University Health Board | To receive an update from BCUHB | Assurance | Facilitator | |
| 29 February 24 2pm | Dementia Strategy Joint with BCUHB | To receive an update on the Dementia Strategy led by BCUHB | Assurance | Janet Bellis | |
| | Corporate parenting | To receive an update | Assurance | Chief Officer – Social Services | |
| | Contextual Safeguarding Report | To receive an update | Assurance | Chief Officer – Social Services | |
| 6 June 24 2pm | Deferred Payment Audit Report | To consider the findings of the report | Assurance | Chief Officer – Social Services | |
| | Age Friendly Communities | To receive an update | Assurance | Chief Officer – Social Services | |
| | Annual Safeguarding Report | To consider the Annual Safeguarding Report | Assurance | Chief Officer – Social Services | |
| 27 June 24 | Joint meeting with Education, Youth & Culture OSC | Out of County Placements update | | | |
| 18 July 24 10.00 am | Council Plan 2022-23 Year End Performance | To consider the end of year performance report for Social Services | Performance monitoring | Chief Officer – Social Services | |

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|--|---|--|-----------|---------------------------------|--|
| | Looked After Children Placements – Outcome of the review and impact on the Flintshire County Council Local Policy | To receive a report on the outcome of the review and impact on the policy. | Assurance | Chief Officer – Social Services | |
|--|---|--|-----------|---------------------------------|--|

Workshop to be held at the Westwood Centre Buckley – New Year

Tudalen 16

Regular Items

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

Action tracking from Social & Health Care OSC December 2023

| Item/Date | Discussion | Action | By whom | Status |
|---|---|--|--------------------|-----------|
| 8 June 23 NEWCES | A discussion took place regarding the possibility of apprentices being taken on by NEWCES. | That the managers look into the possibility of apprentices working within the Team | Jamie Featherstone | Ongoing |
| 20 July 2023 Child Care Sufficiency Assessment | The Committee welcomed the offer of a workshop to be held Centre for Members of the Committee. | Workshop to be arranged in the New Year . | Gail Bennett | Ongoing |
| 26 October 2023 | Out of County Placements to be considered at the joint meeting of Education, Youth & Culture & Social & Health Care on 27 June. | Add to forward work programme | Facilitator | Completed |
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Mae'r dudalen hon yn wag yn bwrpasol

Eitem ar gyfer y Rhaglen 5



SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

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|------------------------|---|
| Date of Meeting | Thursday 7 th December, 2023 |
| Report Subject | Council Plan 2023/24 Mid-Year Performance Monitoring Report |
| Cabinet Member | Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing |
| Report Author | Chief Officer (Social Services) |
| Type of Report | Strategic |

EXECUTIVE SUMMARY

The Council Plan 2023/28 was adopted by the Council in June 2023. This report presents a summary of performance of progress against the Council Plan priorities identified for 2023/24 at the mid-year position, relevant to the Social & Health Care Overview & Scrutiny Committee.

This report is an exception-based report and concentrates on those areas of performance which are not currently achieving their target.

RECOMMENDATION

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| 1. | To support the levels of progress and confidence in the achievement of priorities as detailed within the Council Plan 2023/28 for delivery within 2023/24. |
| 2. | To support overall performance against Council Plan 2023/24 performance indicators/measures. |
| 3. | To be assured by explanations given for those areas of underperformance. |

REPORT DETAILS

| 1.00 | EXPLAINING THE COUNCIL PLAN 2023/24 PERFORMANCE AT MID-YEAR | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------------|---|-----------------|---------------|--|--|-------|-------|-----|---------|----|---|---|-----------------------------------|----|----|---|-------------------------------|----|----|---|---------|----|---|---|-----------------------------------|----|---|---|----------------------|----|---|---|------------------------|---|---|---|-------------------------|-----------------|-----------------|---------------|
| 1.01 | The Council Plan Mid-Year Performance Report provides an explanation of the progress made towards the delivery of the priorities set out in the 2023/28 Council Plan for delivery within 2023/24. The narrative is supported by information on performance indicators and/or milestones. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.02 | This report is an exception-based report and concentrates on those areas of performance which are not currently achieving their target. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.03 | <p>Monitoring Activities</p> <p>Each of the sub-priorities under each theme within the Plan have high level activities which are monitored over time. 'Progress' shows action against scheduled activity and is categorised as:</p> <ul style="list-style-type: none"> • RED: Limited Progress – delay in scheduled activity and, not on track • AMBER: Satisfactory Progress – some delay in scheduled activity, but broadly on track • GREEN: Good Progress – activities completed on schedule and on track | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.04 | <p>Progress against Council Plan activity (Actions)</p> <p>In summary, our overall progress against the activities identified in the Council Plan for 2023/24 is:</p> <ul style="list-style-type: none"> • Good (green) progress was achieved in 67% (99) of activities. • Satisfactory (amber) progress was achieved in 30% (44) of activities. • Limited (red) progress was made in 3% (4) of activities. <table border="1"> <thead> <tr> <th rowspan="2">PRIORITY</th> <th colspan="3">ACTIONS</th> </tr> <tr> <th>GREEN</th> <th>AMBER</th> <th>RED</th> </tr> </thead> <tbody> <tr> <td>Poverty</td> <td>14</td> <td>3</td> <td>0</td> </tr> <tr> <td>Affordable and Accessible Housing</td> <td>11</td> <td>10</td> <td>0</td> </tr> <tr> <td>Green Society and Environment</td> <td>16</td> <td>11</td> <td>2</td> </tr> <tr> <td>Economy</td> <td>17</td> <td>5</td> <td>1</td> </tr> <tr> <td>Personal and Community Well-being</td> <td>18</td> <td>2</td> <td>0</td> </tr> <tr> <td>Education and Skills</td> <td>14</td> <td>6</td> <td>0</td> </tr> <tr> <td>A Well Managed Council</td> <td>9</td> <td>7</td> <td>1</td> </tr> <tr> <td>Overall Progress</td> <td>99 (67%)</td> <td>44 (30%)</td> <td>4 (3%)</td> </tr> </tbody> </table> | PRIORITY | ACTIONS | | | GREEN | AMBER | RED | Poverty | 14 | 3 | 0 | Affordable and Accessible Housing | 11 | 10 | 0 | Green Society and Environment | 16 | 11 | 2 | Economy | 17 | 5 | 1 | Personal and Community Well-being | 18 | 2 | 0 | Education and Skills | 14 | 6 | 0 | A Well Managed Council | 9 | 7 | 1 | Overall Progress | 99 (67%) | 44 (30%) | 4 (3%) |
| PRIORITY | ACTIONS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | GREEN | AMBER | RED | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poverty | 14 | 3 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Affordable and Accessible Housing | 11 | 10 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Green Society and Environment | 16 | 11 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Economy | 17 | 5 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Personal and Community Well-being | 18 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Education and Skills | 14 | 6 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| A Well Managed Council | 9 | 7 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Overall Progress | 99 (67%) | 44 (30%) | 4 (3%) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.05 | There are no activities which showed a red RAG status relevant to the Social & Health Care Overview & Scrutiny Committee. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| 1.06 | <p>Performance against the Council Plan Performance Indicators (Measures)</p> <p>Analysis of performance against the performance indicators is undertaken using the RAG status. This is defined as:</p> <ul style="list-style-type: none"> • RED - Under-performance against target. • AMBER - Where improvement may have been made but performance has missed the target. • GREEN - Positive performance against target. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------------|--|-----------------|-----------------|--|--|-------|-------|-----|---------|---|---|---|-----------------------------------|---|---|----|-------------------------------|---|---|---|---------|---|---|---|-----------------------------------|----|---|---|----------------------|---|---|---|------------------------|---|---|---|-------------------------|-----------------|-----------------|-----------------|
| 1.07 | <p>Analysis of the mid-year performance against the targets set for 2023/24 shows:</p> <ul style="list-style-type: none"> • 32 (46%) measures have a green RAG status • 14 (20%) measures have an amber RAG status • 24 (34%) measures have a red RAG status <table border="1" data-bbox="320 831 1393 1249"> <thead> <tr> <th rowspan="2">PRIORITY</th> <th colspan="3">MEASURES</th> </tr> <tr> <th>GREEN</th> <th>AMBER</th> <th>RED</th> </tr> </thead> <tbody> <tr> <td>Poverty</td> <td>6</td> <td>1</td> <td>3</td> </tr> <tr> <td>Affordable and Accessible Housing</td> <td>8</td> <td>3</td> <td>12</td> </tr> <tr> <td>Green Society and Environment</td> <td>4</td> <td>2</td> <td>5</td> </tr> <tr> <td>Economy</td> <td>3</td> <td>1</td> <td>1</td> </tr> <tr> <td>Personal and Community Well-being</td> <td>11</td> <td>2</td> <td>0</td> </tr> <tr> <td>Education and Skills</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>A Well Managed Council</td> <td>0</td> <td>5</td> <td>3</td> </tr> <tr> <td>Overall Progress</td> <td>32 (46%)</td> <td>14 (20%)</td> <td>24 (34%)</td> </tr> </tbody> </table> | PRIORITY | MEASURES | | | GREEN | AMBER | RED | Poverty | 6 | 1 | 3 | Affordable and Accessible Housing | 8 | 3 | 12 | Green Society and Environment | 4 | 2 | 5 | Economy | 3 | 1 | 1 | Personal and Community Well-being | 11 | 2 | 0 | Education and Skills | 0 | 0 | 0 | A Well Managed Council | 0 | 5 | 3 | Overall Progress | 32 (46%) | 14 (20%) | 24 (34%) |
| PRIORITY | MEASURES | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | GREEN | AMBER | RED | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Poverty | 6 | 1 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Affordable and Accessible Housing | 8 | 3 | 12 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Green Society and Environment | 4 | 2 | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Economy | 3 | 1 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Personal and Community Well-being | 11 | 2 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Education and Skills | 0 | 0 | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| A Well Managed Council | 0 | 5 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Overall Progress | 32 (46%) | 14 (20%) | 24 (34%) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1.08 | <p>There are no performance indicators (PIs) which show a red RAG status for current performance against target, relevant to the Social & Health Care Overview & Scrutiny Committee.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| 2.00 | RESOURCE IMPLICATIONS |
| 2.01 | There are no specific resource implications for this report. |

| | | | | | | |
|---------------|--|-----------|---|------------|-------------|---------------|
| 3.00 | IMPACT ASSESSMENT AND RISK MANAGEMENT | | | | | |
| 3.01 | <p>Ways of Working (Sustainable Development) Principles Impact</p> <table border="1" data-bbox="304 1872 1370 2040"> <tr> <td>Long-term</td> <td rowspan="4">Throughout the Mid-Year Monitoring Report there are demonstrable actions and activities which relate to all the Sustainable Development Principles. Specific case</td> </tr> <tr> <td>Prevention</td> </tr> <tr> <td>Integration</td> </tr> <tr> <td>Collaboration</td> </tr> </table> | Long-term | Throughout the Mid-Year Monitoring Report there are demonstrable actions and activities which relate to all the Sustainable Development Principles. Specific case | Prevention | Integration | Collaboration |
| Long-term | Throughout the Mid-Year Monitoring Report there are demonstrable actions and activities which relate to all the Sustainable Development Principles. Specific case | | | | | |
| Prevention | | | | | | |
| Integration | | | | | | |
| Collaboration | | | | | | |

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|---|--|
| Involvement | studies will be included in the Annual Performance Report for 2023/24. |
| Well-being Goals Impact | |
| Prosperous Wales | Throughout the Mid-Year Monitoring Report there is evidence of alignment with the Well-being Goals. Specific strategic and policy reports include impact and risk assessments. |
| Resilient Wales | |
| Healthier Wales | |
| More equal Wales | |
| Cohesive Wales | |
| Vibrant Wales | |
| Globally responsible Wales | |
| Council's Well-being Objectives | |
| The Council undertook a review of its Well-being Objectives during the development of the Council Plan. The updated set of Well-being Objectives are a more focused set of seven. The Well-being Objectives identified have associated priorities for which they resonate. See the full list below. | |
| Priority | Well-being Objective |
| Poverty | Protecting our communities and people from poverty by supporting them to meet their basic needs and to be resilient |
| Affordable and Accessible Housing | Housing in Flintshire meeting the needs of our residents and supporting safer communities |
| Green Society and Environment | 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 |
| Economy | Connecting communities and enabling a sustainable economic recovery and growth |
| Personal and Community Well-being | Supporting people in need to live as well as they can |
| Education and Skills | Enabling and Supporting Learning Communities |
| A Well Managed Council | A responsible, resourceful, and trusted Council operating as efficiently as possible |

| | |
|-------------|--|
| 4.00 | CONSULTATIONS REQUIRED / CARRIED OUT |
| 4.01 | The actions/measures detailed within the Council Plan are monitored by the respective Overview and Scrutiny Committees according to the priority area of interest. |

| | |
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| 4.02 | Chief Officers and Senior Managers have contributed towards reporting of relevant information. |
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| 5.00 | APPENDICES |
| 5.01 | Appendix 1 - Council Plan 2023/24 Mid-Year Performance Monitoring Report. |

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|-------------|--|
| 6.00 | LIST OF ACCESSIBLE BACKGROUND DOCUMENTS |
| 6.01 | Council Plan 2023/28. |

| | |
|-------------|---|
| 7.00 | CONTACT OFFICER DETAILS |
| 7.01 | <p>Contact Officer: Margaret Parry-Jones, Overview & Scrutiny Facilitator Telephone: 01352 702427 E-mail: Margaret.parry-jones@flintshire.gov.uk</p> |

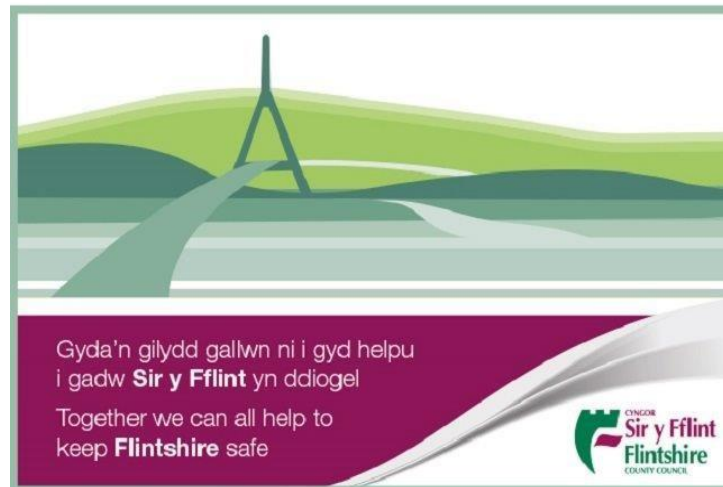
| | |
|-------------|--|
| 8.00 | GLOSSARY OF TERMS |
| 8.01 | <p>Council Plan: the document which sets out the annual priorities of the Council. It is a requirement of the Local Government and Elections (Wales) Act 2021 for organisations to ‘set out any actions to increase the extent to which the council is meeting the performance requirements.’ Plans for organisations should be robust; be clear on where it wants to go; and how it will get there.</p> <p>An explanation of the report headings:</p> <p>Measures (Key Performance Indicators - KPIs)</p> <p>Actual (YTD) – the year-to-date performance identified i.e., by numbers, percentages, etc</p> <p>Target (YTD) – The target for the year to date which is set at the beginning of the year.</p> <p>Current RAG Rating – This measures performance for the year against the target. It is automatically generated according to the data.</p> <ul style="list-style-type: none"> • Red = a position of under performance against target • Amber = a mid-position where improvement may have been made but performance has missed the target; and • Green = a position of positive performance against the target. |

Mae'r dudalen hon yn wag yn bwrpasol



Council Plan Mid-Year Performance Monitoring Report 2023/24

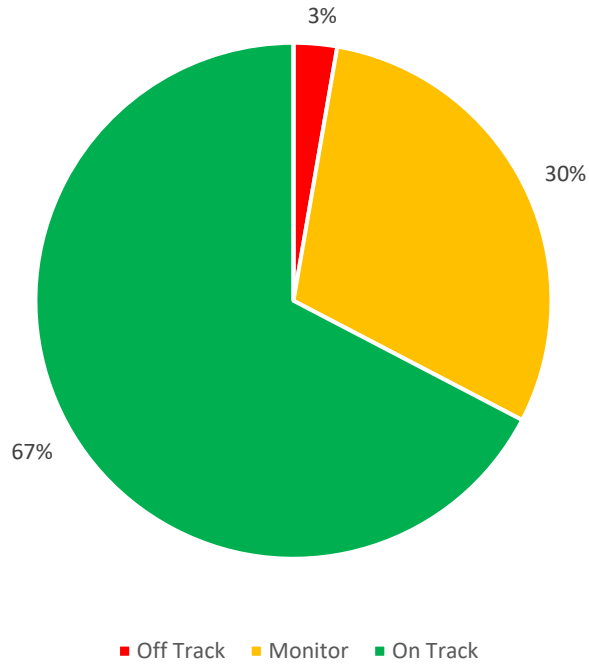
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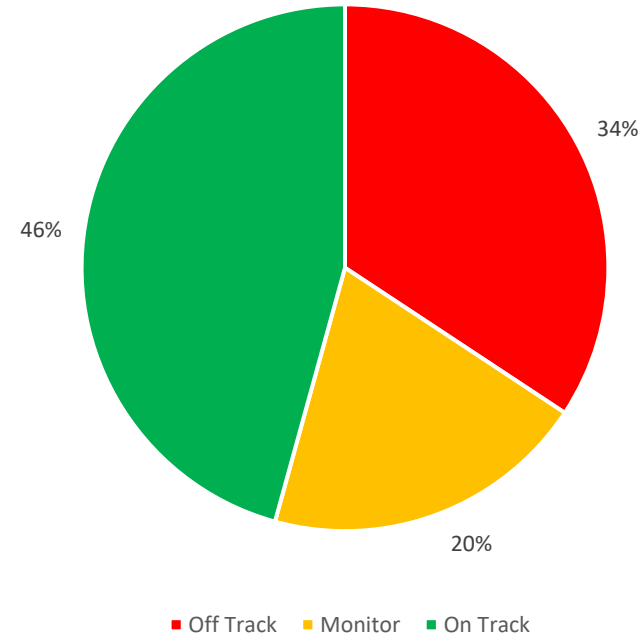
Analysis

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Council Plan - Action RAG Status



Council Plan - Measure RAG Status



Key

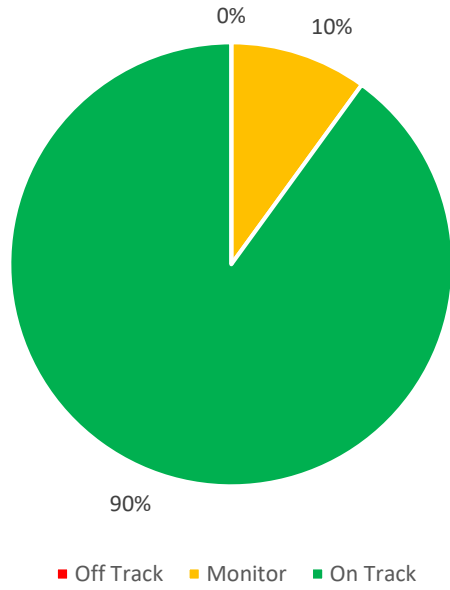
- ▲ Red: Limited Progress – delay in scheduled activity and, not on track.
- Amber: Satisfactory Progress – some delay in scheduled activity, but broadly on track.
- ★ Green: Good Progress – activities completed on schedule and on track.

Personal and Community Well-being

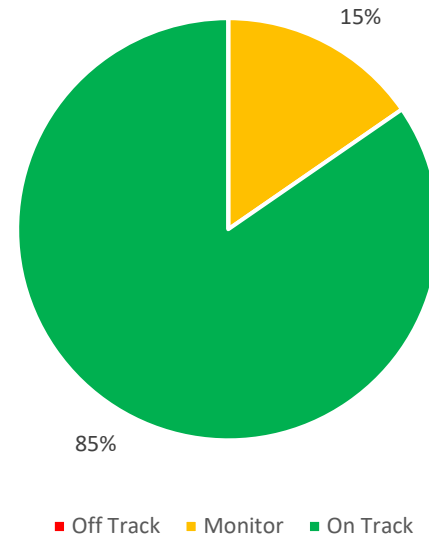
Personal and Community Well-being Overall Performance

Tudalen 28

Personal and Community Well-being - Action RAG Status



Personal and Community Well-being - Measure RAG Status



Independent Living

| Action | Percentage Complete | RAG | Comment |
|---|---------------------|-----|---|
| Complete a review of Community Mental Health provision and define a model for the future | 50% | ★ | A workload analysis has been completed and a report has been submitted to the Community Mental Health Team (CMHT). We are now working on establishing an improvement action plan. |
| Continue to grow the Microcare market, including access to commissioned care packages | 50% | ★ | There have been an additional 7 Micro-Carers setup during this financial year, with the foundational economy target of 10 expected to be surpassed by the end of 2023/24 (Quarter 4). This has grown the number of active Micro-Carers to 38. We have directly commissioned with 3 Micro-Care providers this year for personal care services, and 4 for well-being services. |
| Develop a national, regional and local approach to Early Years Transformation so that all our children ages 0-7 have the best possible start in life and are able to reach their full potential | 75% | ★ | The draft Strategy is being presented to the Early Years Partnership in October 2023, prior to launch and publication. Work within the Strategy is on-going, and the Strategy formalises the approach and Action Plan based on four workstreams adopted by the Welsh Government. The Strategy requires collaboration and partnership working across the whole Early Years system to ensure effective outcomes for all children and longer-term health and wellbeing outcomes. |
| Plan for the relocation of Tri Ffordd supported employment project to Maes Gwern in Mold | 50% | ★ | Design development for the Maes Gwern site has progressed throughout the year and the RIBA Stage 4 design is virtually complete and all necessary planning consents have been realised. The design concept has evolved to also incorporate health spaces at the site to create an integrated social services and health hub. The business case for Welsh Government Integration and Rebalancing Care Fund (IRCF) funding has been progressed and the application for the project was reconsidered and reviewed by the IRCF Panel in September 2023, following an initial presentation to the panel in July 2023. |
| Provide additional placements for step down care within our in-house provision (Cross Atti 2) | 50% | ★ | The Council has approved a final design for a new 56 bedroom residential care home in Flint, on the site which previously housed the Flint Cottage Hospital. This facility will offer residential care of the highest quality with state of the art facilities across 4 floors. One of these floors will be dedicated to providing Discharge to Recover and Assess support to approximately 12 residents at any one time, providing short term care that supports the reablement and recovery of residents following a period in hospital or other identified needs. This approach has been demonstrated to reduce or even remove the need for care packages upon their return home and sustains independence. We anticipate that this facility will be complete and operational by April 2025. |
| Support people to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership | 50% | ★ | We continue to promote personal and community well-being through the Learning Partnership. In the first half of this year, 22 Open Access courses were delivered to 160 individuals. |

| Action | Percentage Complete | RAG | Comment |
|--|---------------------|-----|---|
| Utilise the progression model as a way of promoting people's independence skills | 50% | ★ | The Progression Service currently supports 63 individuals using the Progression Model of Support to ensure people have increased independence, autonomy and control in their lives. The fundamental factors in achieving this relate to the social work teams ability to build relationships, promote positive risk taking, work together with the individuals to ensure strengths based, person centred, holistic and creative support is at the forefront in all we do. We address resistance from carers and family members in helping the individual achieve optimum independence, utilising the knowledge of the person and each other. By using tools such as communication profiles and aids, training, SMART goals and bench marking skills assessments we ensure each person that is referred to the team is made aware of their own strengths and how they can help themselves, what their friends and family can do, what is available in the community and how other professionals as well as assistive technology can help. We have reduced paid support by approximately 25% as a result. Progression Service are working closely with Learning and Physical Disability Teams to ensure Progression is embedded across adult disability services for both new referrals and current open cases. |
| Work in partnership with the Community Mental Health Team and Social Services Mental Health Support Service to develop clear pathways for individuals needing access to Mental Health Services, and a sustainable model for the future | 50% | ★ | A workload analysis has been completed and a report has been submitted to the Community Mental Health Team (CMHT). We are now working on establishing an improvement action plan. |
| Work with Housing to fund a small team of people to support individuals with low level Mental health problems to improve their housing | 50% | ★ | A Wellbeing and Recovery Accommodation Service was set up in partnership with Housing in September 2023, including one Social Worker and two support workers. |

Independent Living

| Measure | Measure Description | Actual | Target | Last Year | Performance | Performance Trend |
|---|---|---------|--------|-----------|----------------|-------------------|
| CSS003M | Direct Payments as a % of home-based services | 42.90% | 40.00% | 41.00% | <p>42.90%</p> | |
| <p>Whilst the overall figure is positive, the percentage is heavily influenced by service areas who are almost exclusively utilising direct payments. The following details the percentage take up of direct payments for each service area; Disabilities 67.9%, Mental Health 82.6%, Vulnerable Adults 100%, Children 98.3%, Adult Carers 100%, Substance Misuse 100%, and Older People 12.7%. Further work needs to be done to improve opportunities for more older people to self determine their care and support solutions via a direct payment.</p> | | | | | | |
| CSS004M | Percentage of urgent requests for equipment that meet or exceed the national 1 Day response standards | 100.00% | 98.00% | 100.00% | <p>100.00%</p> | |
| <p>A total of 5,165 items have been delivered within 1 working day for the second quarter. The North East Wales Community Equipment Service continues to meet the standard set by Welsh Government.</p> | | | | | | |
| CSS005M | Percentage of requests for equipment that meet or exceed the national 7 Day standard | 100.00% | 80.00% | 100.00% | <p>100.00%</p> | |
| <p>A total of 10,051 Items have been delivered within the 7 day delivery standard set out by Welsh Government. The Community Equipment Service currently operate 20% over the standard.</p> | | | | | | |

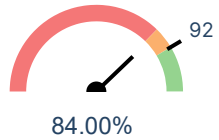
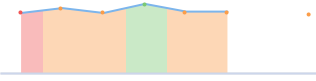
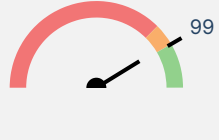
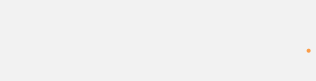
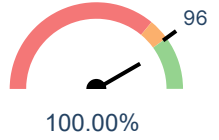

| Measure | Measure Description | Actual | Target | Last Year | Performance | Performance Trend |
|--|---|--------|--------|-----------|---|---|
| CSS006M | Percentage of equipment that is re-used | 95.00% | 70.00% | 93.00% | <p>A gauge chart with a red arc from 0 to 70 and a green arc from 70 to 100. A needle points to 95.00%.</p> | <p>A bar chart showing a single green bar representing the current performance level.</p> |
| <p>The North East Wales Community Equipment Service is currently maintaining an Equipment Re-use percentage of 95% for quarter 2. This has equated to a total cost avoidance for the quarter of £598,513, this results in a £1,146,095 cost avoidance for the year thus far.</p> | | | | | | |
| CSS007M | Number of courses delivered by the Learning Partnership | 22.00 | 22.00 | | <p>A gauge chart with a red arc from 0 to 22 and a green arc from 22 to 100. A needle points to 22.00.</p> | <p>A bar chart showing a single green bar representing the current performance level.</p> |
| <p>22 Open Access courses were delivered between April and September 2023.</p> | | | | | | |
| CSS008M | Number of attendees for courses delivered by the Learning Partnership | 160.00 | 160.00 | | <p>A gauge chart with a red arc from 0 to 160 and a green arc from 160 to 100. A needle points to 160.00.</p> | <p>A bar chart showing a single green bar representing the current performance level.</p> |
| <p>160 individuals attended Open Access courses between April and September 2023.</p> | | | | | | |


Total 32

Safeguarding

| Action | Percentage Complete | RAG | Comment |
|--|---------------------|-----|--|
| Prepare for the implementation of the new Liberty Protect Safeguard procedures | 100% | ★ | The UK Government have announced that they do not intend to bring forward the necessary legislation to implement the Liberty Protection Safeguards (the LPS) within this Parliament. This means that Welsh Government cannot bring forward its own regulations to implement the LPS in Wales. Despite this decision, the Welsh Government has confirmed that it remains committed to providing funding to protect the rights of those who lack mental capacity under the current Deprivation of Liberty Safeguards (DoLS) system to ensure that that these rights are protected ahead of any future implementation of the LPS. |
| Promote the corporate e-learning package | 40% | ● | Between 1 April – 30 September 2023, 886 Social Services staff completed the corporate e-learning safeguarding module, equivalent to 76% of the workforce. We also delivered 5 safeguarding training sessions to 63 staff working for Independent and voluntary sector agencies. The All-Wales e-learning module available via the Corporate Learning Pool and Social Care Wales website continues to be widely and regularly promoted. |

Safeguarding

| Measure | Measure Description | Actual | Target | Last Year | Performance | Performance Trend |
|---|--|---------|--------|-----------|---|---|
| CSS009M | Percentage of adult safeguarding enquiries that met the 7 day timescale | 84.00% | 92.00% | 98.00% |  |  |
| <p>Between April and September 2023, 536 safeguarding reports for adults have been received. Of the reports that resulted in Section 126 enquiries being undertaken, 84% of these enquiries met the national timescale. This is below our target, due to the significant increase in demand, when compared to 407 in the same period the previous year. The Safeguarding Unit continue to prioritise safeguarding reports on an individual basis.</p> | | | | | | |
| CSS010M | Percentage of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales | 98.10% | 99.00% | |  |  |
| <p>237 reviews of child protection plans have been completed between April and September 2023. 98% of these were completed within timescales.</p> | | | | | | |
| CSS011M | Percentage of Pre-birth assessments completed within timescales | 100.00% | 96.00% | |  |  |
| <p>Between April and September 2023, 29 risk assessments for unborn babies have been completed, all within timescales. Our resilience is being managed by an Agency Team to help ensure our Safeguarding Assessments are being completed within timescales.</p> | | | | | | |

| Measure | Measure Description | Actual | Target | Last Year | Performance | Performance Trend |
|---------|---|---------|---------|-----------|--|---|
| CSS012M | Percentage of children who were reported as having run away or gone missing from home who were offered a return interview | 100.00% | 100.00% | 100.00% |  100.00% |  |

There were 140 episodes where children were reported missing from home, involving 40 children. All children were offered a return interview. We do have a number of young people who refused or didn't engage in the period. The majority of young people who go missing are known to Social Services.

Direct Provision to Support People Closer to Home

| Action | Percentage Complete | RAG | Comment |
|--|---------------------|-----|---|
| Continue to grow our in-house fostering service to support more looked after children | 50% | ★ | The general carer recruitment is steady, with two new carers approved between April and September 2023. A further five connected person approvals have enabled children and young people to be placed with family as an alternative to foster care. |
| Continue to grow our in-house homecare service to support more people to live at home, utilising a rolling scheme of recruitment | 40% | ● | We have faced significant challenges in recruiting to our community-based teams. We are continuously reviewing our recruitment strategy for homecare and looking for alternative ways to advertise and encourage new applicants. |
| Deliver a programme of registered Children's Homes to help avoid the need for residential placements outside Flintshire | 50% | ★ | We have 3 of the 5 new homes successfully registered with Care Inspectorate Wales (CIW). We continue to work with CIW around the registration process for one of the homes and we are working on the documentation in readiness for applying for registration for the other home. Within the service we are continuing to recruit to the roles and this is something that is a challenge in the current climate. We are working with 'We Care Wales' and local providers such as Job Centre Plus as well as in house teams and departments such as our HR partners. The work force continue to develop their skills and attend all learning and development opportunities available to them where possible. |
| Develop childcare expansion and seamless childcare provision across programs | 50% | ★ | Phase Two of the Flying Start two year olds part time child care expansion is currently rolling out in Flintshire. Take up is satisfactory to the projection and 11 new childcare providers are registered to provide Flying Start childcare. The Early Years and Childcare Capital Phase Two work is currently in the status of "Starting up a project". Business justifications (bids) will be submitted to Welsh Government (WG) in the next four weeks to secure funding subject to Cabinet approval. Additionally, small capital funding also supports the development of seamless childcare provision across Flintshire to support the Childcare Offer, Early Entitlement, and Childcare and Play Funding. All of the work supports the Council's strategic objectives in line with the Welsh in Education Strategic Plan (WESP) and Childcare Sufficiency Assessment (CSA), and is fully funded by Welsh Government. |
| Explore the recommissioning of advocacy services on a regional basis | 50% | ★ | The contract went out to tender in partnership with Wrexham County Borough Council. Responses have been received and providers have been interviewed. The evaluation was completed on 29th September 2023, with contract award reports submitted in the following week. |
| Increase skills around autism with respect to advocacy | 50% | ★ | Training has been offered to Advocacy providers and included in future contracts. E learning is now available through the National Autism team. |

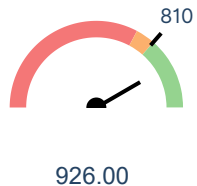
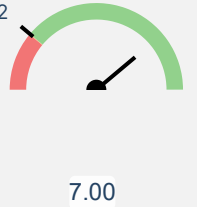

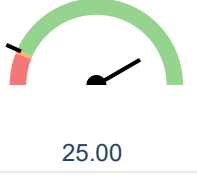
Local Dementia Strategy

| Action | Percentage Complete | RAG | Comment |
|---|---------------------|-----|--|
| Establish a Dementia Strategy Implementation Group, to include representation from people with lived experience | 50% | ★ | A Dementia Strategy Project Board was established in 2022 to implement the key actions identified in the Flintshire Dementia Strategy. The actions align with the implementation of the All Wales Dementia Care Pathway of Standards. The Project Board meets every two months and receives input and feedback from citizens by linking to the Dementia Friendly Community Chairs Group. The Board is currently overseeing the implementation of the new North Wales Dementia Friendly Community recognition scheme and the Dementia Listening Campaign. |

A Well-connected, Safe and Clean Local Environment

| Action | Percentage Complete | RAG | Comment |
|--|---------------------|-----|--|
| Work in partnership, actively support and engage with community led groups by developing Local Environmental Quality initiatives | 100% | ★ | There has been a significant amount of work and collaboration with internal and external partners and a lot of progress has been made in many of the communities across Flintshire. Fly tipping, dog fouling and littering Campaigns have been implemented and all have been successful in promoting the initiatives we are wanting to maintain. |

A Well-connected, Safe and Clean Local Environment

| Measure | Measure Description | Actual | Target | Last Year | Performance | Performance Trend |
|--|---|--------|--------|-----------|---|---|
| CAU026M | Number of current monthly members with NERS, Well-Being and Junior subscriptions | 926.00 | 810.00 | |  | |
| <p>Throughout the six-month period April-September, the National Exercise Referral Scheme (NERS) averaged 345 direct debit paying members per month, Well-Being (post-NERS exit membership) averaged 106 per month, and Junior (11-17 years) averaged 475 per month.</p> | | | | | | |
| CST011M | Number of targeted environmental educational campaigns undertaken promote improved Local Environmental Quality | 7.00 | 2.00 | 3.00 |  |  |
| Tudalen 39 | <p>Dog Fouling - Working collaboratively with KWT and Groundworks North Wales, we have engaged with scout groups, brownies and local schools to promote the Bag it Bin it campaign, with glow in the dark signage placed on dog bins to deter night time offenders. This supports our preventive approach and has demonstrated the effectiveness of the Public Space Protection Orders. The Green dog walking campaign has now been successfully launched with encouraging numbers of our dog walking community signing up. Educational Fly tipping events have been arranged for Flint, Bagillt and Buckley areas, these followed environmental audits which highlight environmental problems in the community. At least eight letter drops have taken place over the last six months in Flint, Connah's Quay, Buckley, and Pen y Ffordd targeting residents on environmental improvement initiatives.</p> | | | | | |
| CST022M | Number of community engagement events attended to promote improved Local Environmental Quality | 25.00 | 4.00 | |  | |
| <p>At least eleven environmental audits have taken place in the last six months with local members. These have been requested across many of the towns in Flintshire and have related to Fly tipping. The audits have been in collaboration with FCC Housing, Area Co-ordinators, Community Groups, Volunteers, Schools and Housing Associations. Ongoing events and educational campaigns have been identified and are progressing. In the last six months at least nine community events have been attended and these include, Denbigh and Flint Show, Connah's Quay Festival, Higher Kinnerton Festival and 999 Day in Flint. We had a stand at each event and were able to pass on advise, leaflets etc alongside working with external and internal partners. We have been working with businesses regarding local litter picking days and at least three were carried out in June and July 2023. We have also had litter picking days with three schools in May and June 2023.</p> | | | | | | |

Mae'r dudalen hon yn wag yn bwrpasol

Eitem ar gyfer y Rhaglen 6



SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

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|------------------------|------------------------------------|
| Date of Meeting | 7 th December 2023 |
| Report Subject | Social Care Commissioning |
| Cabinet Member | Cabinet Member for Social Services |
| Report Author | Chief Officer (Social Services) |
| Type of Report | Operational |

EXECUTIVE SUMMARY

The purpose of this report is to provide an overview of Commissioning in Social Services and the structures set up to support this function and to provide oversight of the regional Domiciliary Care Framework refresh that is currently being worked on.

Denbighshire County Council previously led on an electronic procurement exercise to establish a regional North Wales Domiciliary Care Agreement (NWDCA) for Services for adults on behalf of the six North Wales Local Authority partners and BCUHB. This agreement was adopted by all partners, including Flintshire, and commenced 1st April 2018 and is due to end 31st March 2025.

A further procurement exercise is now in the planning phase with the purpose of reviewing the criteria and opening the domiciliary care agreement to the market. In order to provide services to a wider client group, it has been agreed for the revised agreement to incorporate complex care and children and young people.

The tender will be conducted on the basis that it provides the Commissioning Partners with the maximum flexibility in terms of the duration of the NWDCA and for attracting additional / new providers to be appointed during the lifetime of the NWDCA under Procurement Regulations.

RECOMMENDATIONS

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| 1 | That members note the work of the contracts and commissioning team, and the number of services they support and develop both in Flintshire and out of county. |
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| 2 | Members note the planning work being undertaken for the new regional domiciliary care framework agreement needed to replace the existing framework which runs to 31 st March 2025. |
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REPORT DETAILS

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| 1.00 | Background |
| 1.01 | <p>Commissioning is the Local Authority’s cyclical activity to assess the needs of its local population for care and support services that will be arranged by the Authority, then designing, delivering, monitoring and evaluating those services to ensure appropriate outcomes. In the current economic climate, with increasing demand for services and reducing budgets, social services are smarter in the way we organise and deliver services. We have adapted our approach to the commissioning of services to work closely with families, carers, service providers, other North Wales Local Authorities and the Health Board, to collaboratively come up with ideas that will allow us to use our resources more wisely, while ensuring the continued delivery of quality services. Work can be organised on a local, regional or national basis dependent on the level of need and complexity.</p> |
| 1.02 | <p>A small team of contract officers and care brokers, managed by a contracts manager support the day-to-day monitoring and commissioning of services. This team is responsible for:</p> <ul style="list-style-type: none"> • Contract Monitoring and Maintenance • Service and Market Development • Collaborating and Building Relationships • Commissioning and Contract Development • Annual fee setting process for inflationary increases to care fees. <p>The team work in accordance with current legislation and procedures in ways that reflect best practice, achieve value for money and foster social value. They work closely with procurement and legal departments to manage contract variation & exception processes, and ensure reports are completed within agreed timescales and to specified terms and conditions.</p> <p>Team members represent the Local Authority in regional commissioning exercises, including the development, implementation and evaluation of regional contract frameworks and agreements. Participate in and represent Flintshire County Council in elements of national commissioning exercises as required and ensure effective stakeholder inclusion and co-production as part of all commissioning exercises.</p> <p>The care brokers facilitate placement sourcing for the majority of individuals including domiciliary care, residential and nursing care, hospital discharge, and high-cost adult and children’s residential services both within the Local Authority area and out-of-county. These roles are critical in supporting the flow of residents through the various health ad social care systems.</p> <p>In addition, we have a small team of planning and development officers who manage our large commissioning activities such as the new capital developments, advocacy services, learning disability day services,</p> |

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| | <p>community disability services, regional frameworks and third sector contracts. This can include a range of activities from the initial needs analysis and service specification development through to contract tender and award, contract management, service reviewing and decommissioning of services.</p> |
| 1.03 | <p>The team supports the ongoing relationship, contract monitoring and practice development with the range of services listed below:</p> <ul style="list-style-type: none"> • 27 Older Peoples Residential and Nursing homes • 24 Domiciliary Care Agencies • 13 Children and Young People Residential Home • 10 Learning Disability Residential Homes • 12 Supported Living • 4 Extra Care • 10 Micro-carers • Out of County Placements (particularly if there are concerns within the service) • Range of third sector contracts delivering both regulated and unregulated social care services <p>This involves development of progress for providers within regulated services and managing any services of concern through the escalating concerns process. It also supports the development of new services / service providers in the area.</p> <p>Progress for providers is a self-assessment tool and training/support package delivered to services to help improve their person-centred practice and quality of service to meet individual outcomes. The programme is making a real difference to the well-being of people receiving care and support. The tools that are being used, such as one-page profiles and learning logs, are helping staff support people to do what really matters to them in their day-to-day lives and are developing staff ability and confidence to work in a really person-centred way.</p> |
| 1.04 | <p>Areas of work on the forward work plan include supporting the Cottage Nursing Home to reopen and hopefully provide essential placements for both nursing and EMI nursing needs; recommissioning of learning disability day and work opportunities; development of Croes Atti Newydd and Maes Gwern; recommissioning local carers services; recommissioning community disability services; refresh of the regional domiciliary care framework and implementation of the new regional contract for residential and nursing homes.</p> |
| 1.05 | <p>Annual Care Fee Uplifts</p> <p>The contracts and commissioning team also support the annual process for care fee uplifts working to ensure fair cost of care is considered and that value for money is achieved. The team work with a wider range of stakeholders including providers, health colleagues and other North Wales authorities.</p> <p>Fees are calculated in different ways dependent on the setting:</p> <p>Care Homes - North Wales Local Authorities and BCUHB have been working together on a model for calculating care home fees for some time</p> |

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| | <p>and a subgroup of the Regional Commissioning Board, the Regional Care Fees Group have been overseeing this work. An agreed and tested methodology is used to calculate a North Wales fee and each Local Authority uses this information, alongside other factors (mainly affordability) to derive its own care fees for the financial year. There is a very sensitive balance in considering fee rates which include aiming to fund the true cost of care and ensuring the rates are affordable.</p> <p>Domiciliary Care is calculated in Flintshire through an open book exercise with 3 -5 care providers who provide supporting information which is independently ratified by the contracts team, to derive a sustainable care fee for domiciliary care which takes into account local authority affordability.</p> <p>Supported Living and High Cost / Low Volume Placements are calculated through discussion with individual care providers to review the care packages of individuals, the outcomes achieved, existing fee rate and previous increments and costs. Fee increases are negotiated within the fee setting envelope. For providers who operate across North Wales, a regional group meet to discuss uplift requests and share information and, in some cases, jointly negotiate and agreed uplift.</p> <p>Children’s Residential Care Placements - Placements made through the National 4 C’s framework are negotiated at a national level. Care provided off-framework is individually negotiated, however, this financial year a regional group has worked together to co-ordinate uplifts and share information. Cost calculators were requested for all placement uplift requests received and these were compared across the region and uplifts negotiated.</p> |
| 1.06 | <p>Domiciliary Care Framework / North Wales Domiciliary Care Agreement Re-Tender</p> <p>Denbighshire County Council were the previous ‘Lead Partner’ when the Invitation to Tender (ITT) for the existing North Wales Domiciliary Care Agreement (NWDCA) was issued in 2017. This Agreement commenced on 1st April 2018 and is due to end on 31st March 2025.</p> <p>Denbighshire County Council will again act as ‘Lead Partner’ on the re-tendering of the regional NWDCA for Domiciliary Care Services for Children / Young People / Adults and their families / carers on behalf of the six Local Authority partners and BCUHB in North Wales (‘the Commissioning Partners’). The current NWDCA covers ‘Standard’ Domiciliary Care Services for adults only.</p> <p>The North Wales Regional Commissioning Board wishes to renew the Agreement as this will enable the Local Authority and Health Board partners to work with external providers to further develop the range of domiciliary care and support services available across North Wales. This will ensure that providers appointed to the Agreement operate under agreed contractual terms & conditions.</p> <p>Renewing the Agreement ensures that the Local Authority and Health Board partners meet the requirements of the ‘Social Services & Wellbeing</p> |

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| | <p>(Wales) Act 2014' and the 'Regulation & Inspection of Social Care (Wales) Act 2016' and can work with appointed providers to develop high quality domiciliary care and support services across the region.</p> <p>The ITT will be conducted on the basis that it provides the Commissioning Partners with the maximum flexibility in terms of the duration of the NWDCA and for attracting additional / new providers to be appointed during the lifetime of the NWDCA under Procurement Regulations.</p> <p>The specification for the service has now been developed and will be shared with providers for consultation as part of its development process. It can take 9-12 months for a full commissioning exercise to be undertaken, particularly a large regional project.</p> |
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| 2.00 | RESOURCE IMPLICATIONS |
| 2.01 | Posts are budgeted within Social Services base budget. |
| 2.02 | Domiciliary Care Framework (NWDCA re-tender) - It is projected that the funding for the North Wales Agreement would continue to be met within existing budgets within Social Services. All costs associated with the ITT tender exercise will be funded through contributions from all partners to the Regional Commissioning Board |

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| 3.00 | IMPACT ASSESSMENT AND RISK MANAGEMENT |
| 3.01 | The team support a number of assurance processes to mitigate risks within the council not least through contract management. They contribute to supporting greater market stability, provider improvement and practice development. They manage the escalation process when the quality of a service is under question and support providers to learn and improve when mistakes happen. |

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| 4.00 | CONSULTATIONS REQUIRED/CARRIED OUT |
| 4.01 | <p>The contracts and commissioning team regularly consult with a range of stakeholders on the various exercises undertaken including service users, carers, family members, other social care professionals, health colleagues, providers, regulators to name but a few.</p> <p>Domiciliary Care Framework – the draft revised specification has just been finalised and will be circulated to a range of stakeholders, including current providers, for consultation as part of the preparation for the tender exercise.</p> |

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| 5.00 | APPENDICES |
| 5.01 | <u>N/A</u> |

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| 6.00 | LIST OF ACCESSIBLE BACKGROUND DOCUMENTS |
| 6.01 | <u>N/A</u> |

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| 7.00 | CONTACT OFFICER DETAILS |
| 7.01 | Contact Officer: Dawn Holt, Commissioning Manager Telephone: 01352 702128 E-mail: dawn.holt@flintshire.gov.uk |

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| 8.00 | GLOSSARY OF TERMS These are provided corporately on the Infonet (link) and maintained by the Executive Office |
| 8.01 | Mwy Na Geiriau Framework - A Strategic Framework for Promoting the Welsh Language in Health, Social Services and Social Care. It was published in 2016. |
| 8.02 | WeCare Campaign – An All Wales online Social Care Recruitment Programme advertising posts in care as well as providing useful information, case studies and stories about how working in care can make a difference. |