

# Pecyn Dogfen Gyhoeddus

**Gareth Owens LL.B Barrister/Bargyfreithiwr**

Chief Officer (Governance)

Prif Swyddog (Llywodraethu)



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Debbie Owen

12 Gorffennaf 2024

Annwyl Gynghorydd,

**RHYBUDD O GYFARFOD HYBRID**  
**PWYLLGOR TROSOLWG A CHRAFFU GOFAL CYMDEITHASOL AC IECHYD**  
**DYDD IAU, 18FED GORFFENNAF, 2024 10.00 AM**

Yn gywir

Steven Goodrum  
Rheolwr Gwasanaethau Democraidd

Sylwch: Gellir mynychu'r cyfarfod hwn naill ai wyneb yn wyneb yn Ystafell Bwyllgor Delyn, 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 RHAGLEN GWAITH I'R DYFODOL AC OLRHAIN CAMAU GWEITHREDU (Tudalennau 5 - 12)

Adroddiad Hwylusydd Arolygu a Chraffu

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

### 4 ADRODDIAD BLYNYDDOL CYFARWYDDWR Y GWASANAETHAU CYMDEITHASOL 2023/24 (TERFYNOL) (Tudalennau 13 - 88)

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

**Pwrpas:** Cyflwyno Adroddiad Blynyddol Cyfarwyddwr y Gwasanaethau Cymdeithasol i'r Aelodau, sy'n cynnwys y datblygiadau allweddol dros y flwyddyn ddiwethaf a'n blaenoriaethau ar gyfer y flwyddyn i ddod.

### 5 RHAGLEN GYFALAF GOFAL PLANT A'R BLYNYDDOEDD CYNNAR 2022-25 (Tudalennau 89 - 102)

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

**Pwrpas:** Diweddarau'r Aelodau ar raglen gyfalaf y blynyddoedd cynnar a derbyn cymeradwyaeth i:

- symud ymlaen i'r cam dylunio ac adeiladu (i gwrdd â Llywodraeth Cymru a Llinell Amser y Prosiect)
- penodi contractwr gan ddefnyddio Dyfarniad Uniongyrchol (fel y cytunwyd gyda'r tîm Dylunio)

**6** **CODI AM BENODEIAETH** (Tudalennau 103 - 138)

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

**Pwrpas:** Rhoi gwybodaeth i'r Aelodau am y cynigion i godi ffi reoli ar unigolion y mae'r Cyngor yn Benodai Corfforaethol drostynt.

**DEDDF LLYWODRAETH LEOL (MYNEDIAD I WYBODAETH) 1985 - YSTYRIED GWAHARDD Y WASG A'R CYHOEDD**

Mae'r eitem a ganlyn yn cael ei hystyried yn eitem eithriedig yn rhinwedd Paragraff(au) 14 Rhan 4 Atodiad 12A o Ddeddf Llywodraeth Leol 1972 (fel y cafodd ei diwygio).

Mae'r adroddiad yn cynnwys manylion am gontractau arfaethedig ac mae budd y cyhoedd o gadw'r wybodaeth yn ôl yn drech na'r budd i'r cyhoedd o'i datgelu tan y contractau wedi'u dyfarnu.

**7** **AILGOMISIYNU GWASANAETHAU GOFALWYR DI-DÂL** (Tudalennau 139 - 256)

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

**Pwrpas:** Ymgynghori ar yr adolygiad o wasanaethau gofalwyr a chynigion ar gyfer comisiynu.

***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

<b>Date of Meeting</b>	Thursday 18 <sup>th</sup> July, 2024
<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**

Tudalen 9

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible / Contact Officer	Submission Deadline
5 September 24 2.00 pm	Comments, Compliments and Complaints	To consider the Annual Report.	Assurance	Chief Officer – Social Services	
	Residential Care Sector Review 2024-2034	To receive an update	Pre-decision	Jane Davies	
	Micro-Care	To receive an update	Assurance	Lee Holman	
	Annual Performance Report 2023/24 to incorporate the Council Plan End of Year Performance Report 2023/24	To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan and to consider the Annual Performance Report.	Performance Monitoring	Facilitator	
24 October 24 2.00 pm	Safeguarding Hub	To receive a report outlining the strengths and challenges from the newly established Safeguarding Hub	Assurance	Chief Officer – Social Services	
5 December 2.00 pm	Financial Assessments and Charges	To receive a report	Assurance	Jane Davies	
17 January 25 10.00 am	RISCA Annual Report	To receive the annual report	Assurance	Mark Holt	
24 March 25 10.00 am					

9 May 25 10.00 am					
5 June 25 2.00 pm					
17 July 25 10.00 am					

**Regular Items**

Month	Item	Purpose of Report	Responsible/Contact Officer
	<b>Safeguarding</b>	To provide Members with statistical information in relation to Safeguarding - & Adults & Children	Chief Officer (Social Services)
<b>May</b>	<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)
<b>Sept</b>	<b>Comments, Compliments and Complaints</b>	To consider the Annual Report	Chief Officer (Social Services)
<b>January</b>	<b>Betsi Cadwaladr University Health Board Update</b>	BCUHB are invited to attend on an annual basis – partnership working.	Facilitator

Tudalen 10

### Action tracking from Social & Health Care OSC July 2024

Item/Date	Discussion	Action	By whom	Status
29 February 2024 RISCA Responsible Individual Report	Cllr Hilary McGuill asked if Rota Visits could be re-instated for Members of the Committee.	Rota Visits to be re-instated.	Mark Holt	Ongoing. Mark to Holt is developing a plan to get them back in place between now and the end of the year.
29 February 2024 Contextual Safeguarding	Cllr Hilary McGuill asked that examples of some of the 27 referrals be provided.	Information to be provided to the Committee. Frankie Norcross to contact Laura D'Arcy to provide the information	Frankie Norcross/ Laura D'Arcy	Completed  Circulated 5 June via email.
6 June 2024  Age Friendly Communities	Cllr Hilary McGuill requested that BT be lobbied, along with neighbouring Council's to request that a lower service rate be applied to low data users, in order to enable older people to be able to afford to purchase Internet and Landline Services.	Michael Jones to progress	Michael Jones	Ongoing
6 <sup>th</sup> June 2024  Age Friendly Communities	Cllr Marion Bateman requested that the Dementia Bus be made available to Members to experience the training provided.	Opportunity to be provided to experience the training	Janet Bellis/Michael Jones	Ongoing

<p>6<sup>th</sup> June 2024</p> <p>Safeguarding Adults and Children's Annual Report</p>	<p>Following a question from Cllr Dave Mackie around assurances, Craig Macleod suggested that a report outlining the strengths and challenges from the newly established Safeguarding Hub be added to the Committee's FWP.</p>	<p>Report to be added to Forward Work Programme</p>	<p>Facilitator</p>	<p>Completed</p>
<p>6<sup>th</sup> June 2024</p> <p>Deferred Charges Audit Report</p>	<p>In response to a question from Cllr Dave Mackie, it was agreed that a report on Financial Assessments and Charges be added to the FWP for a future meeting.</p>	<p>Report to be added to Forward Work Programme</p>	<p>Facilitator</p>	<p>Completed</p>

# Eitem ar gyfer y Rhaglen 4



## SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 18 <sup>th</sup> July 2024
<b>Report Subject</b>	Social Services Director's Annual Report 2023/24 (Final)
<b>Cabinet Member</b>	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The Director of Social Services is required to produce an annual report summarising their view of the local authority's social care functions and priorities for improvement as legislated in the Social Services and Well-being (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).

The annual report must evaluate the performance of the local authority in relation to the delivery of its social services functions in respect of the reporting year. It must also set out objectives in relation to promoting the well-being of people who need care and support, and carers who need support, for the forthcoming year.

The 2023/24 report highlights positive practice and developments including:

- Social Care Wales' Accolades Awards – Flintshire finalists and winner.
- CIW Performance Evaluation Inspection of Adults' and Children's Services.
- Early Years and Childcare developments and progress on key initiatives.
- Expansion of the local offering of Project Search.
- Progress on the Tŷ Croes Atti development and Maes Gwern hub.
- Positive initiatives overseen by the Dementia Project Board.
- Commissioning of support from Micro Carers.
- Progress for Providers update and examples of the programmes impact.
- Fostering, Foster Bear campaign and Mockingbird updates and positive outcomes.

### RECOMMENDATIONS

1	That Committee review and approve the Social Services Director's Annual Report 2023/24 and priorities identified for the 2024/25 financial year.
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## REPORT DETAILS

1.00	BACKGROUND
1.01	<p>The purpose of this annual report is to set out the local authority's improvement journey in providing services to people in Flintshire during 2023/24, including those who access information, advice and assistance, and those individuals and carers in receipt of care and support. The annual report also includes the improvement priorities identified for 2024/2025.</p>
1.02	<p>We assess our performance against each of the four areas in the Performance Improvement Framework – People, Prevention, Partnership and Integration, Well-being.</p> <p>The four areas include eight high-level quality standards as follows:</p> <p><b>People</b></p> <p>1.1 All people are equal partners who have voice, choice and control over their lives and are able to achieve what matters to them.</p> <p>1.2 Effective leadership is evident at all levels with a highly skilled, well qualified and supported workforce working towards a shared vision.</p> <p><b>Prevention</b></p> <p>2.1 The need for care and support is minimised and the escalation of need is prevented, whilst ensuring that the best possible outcomes for people are achieved.</p> <p>2.2 Resilience within our communities is promoted and people are supported to fulfil their potential by actively encouraging and supporting people who need care and support, including carers, to learn, develop and participate in society.</p> <p><b>Partnerships And Integration</b></p> <p>3.1 Effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people.</p> <p>3.2 People are encouraged to be involved in the design and delivery of their care and support as equal partners.</p> <p><b>Well-being</b></p> <p>4.1 People are protected and safeguarded from abuse and neglect, and any other types of harm.</p> <p>4.2 People are supported to actively manage their well-being and make their own informed decisions so that they are able to achieve their full potential and live independently for as long as possible.</p>

1.03

Some of the highlights and developments as a result of last year's priorities included in the report are as follows:

### **People**

- Direct Payments – Flintshire continue to play a significant role in the development of direct payments initiatives in Wales. Welsh Government are funding the extension of our Personal Assistant Portal to other local authorities and resources are shared and available for the benefit of other LA's.
- Workforce Development – The team continue to maintain a high standard of available training opportunities, and support staff and students through varying career progression and pathways. Support continues around the national safeguarding standards, digital skills, Mwy na Geiriau strategic framework and WeCare Wales.

### **Prevention**

- Early Years and Childcare – The Flying Start programme has been enhanced to offer all 2-year-olds part time childcare. The Phase 1 Childcare Capital programme was completed in March 2024, with eight new builds and one refurbishment. The new Early Years and Childcare webpage has been developed with parents and has now been launched.
- Special Guardianship Service – There have been a number of developments including launching a dedicated webpage and establishing a support group.
- Progression Service – The Progression Model continues to be expanded across services to promote people's independence skills and to support them to achieve their personal outcomes. The Progression Team is being strengthened to enable a focus on employment to expand the service offering for employment and work opportunities for individuals with disabilities.
- Supporting Carers – Uptake of the Young Carers ID card continues to increase, and the range of options for breaks for carers is now larger than ever. To support carers with heating costs, NEWCIS has a number of Winter Warm boxes and courses are being arranged with Scottish Power and Citizens Advice Flintshire to support carers with high energy costs.

### **Partnership and Integration**

- Tŷ Croes Atti – The final design plans have been approved and construction work is underway. Working in partnership with BCUHB, the facility will provide integrated social care and health care services, with one of the floors being dedicated to providing D2RA (Discharge to Assess and Recover) support to approximately 12 residents at any one time.

	<ul style="list-style-type: none"> <li>• Maes Gwern – The development of Maes Gwern will see the existing supported employment projects at Tri Ffordd in Bretton, and Growing Places in Shotton, relocate to Mold. The new purpose-built facility will provide sustainable, high-quality services, working in partnership with HfT and BCUHB, to provide health services and therapies, in addition to learning disability, mental health and autism support services.</li> <li>• Micro Care – an additional 14 new Micro-Enterprises have been set up this year and Flintshire are now able to commission the enterprises to deliver personal care.</li> <li>• Advocacy Services – Working in partnership with Wrexham CBC a new North-East Wales Advocacy Service has been created. Individuals looking for advocacy support can call one provider for all services, Advocacy Services North-East Wales (ASNEW). We have also re-tendered our Self Advocacy project and Advance Brighter Futures now deliver this in Flintshire and Wrexham.</li> </ul> <p><b>Well-Being</b></p> <ul style="list-style-type: none"> <li>• Children’s Residential Homes – We now have four of the five new homes successfully registered with CIW. The team in Tŷ Nyth have opened a model of Multi Systemic Therapy, Family Integrated Treatment, Integrated Treatment Model which is an evidence-based model that is widely used throughout America and is the first of its kind in Wales.</li> <li>• Short Term Emergency Accommodation – Flintshire now have four properties available to support people who find themselves homeless, or in need of accommodation urgently.</li> <li>• Flintshire Learning for Well-Being Programme – Leaflets are now being distributed to 50 venues, an increase from 24 venues in 2022/23, and includes a QR code which links directly to their website. This year new sessions such as graffiti and outdoor activities, including paddleboarding and archery, have been successful in engaging more young people.</li> </ul>
1.04	<p>The full Social Services Annual Report 2023/24 can be found in <b><u>appendix 5.01.</u></b></p> <p>The report has been designed by Double Click into an interactive PDF, which will also be available in Welsh and published on Flintshire County Council’s website.</p>
1.05	<p>The Annual Report also outlines the improvement priorities identified for 2024/2025, which include the following:</p> <p><b>People</b></p> <ul style="list-style-type: none"> <li>• Lead on direct payments initiatives at a national level.</li> </ul>



- Sign the pledge and adopt Welsh Government's Corporate Parenting Charter: A Promise for Wales.
- Pilot the workforce development skills matrix (Early Years & Family Support).
- Support the implementation of the All-Wales safeguarding standards.
- Continue to support the Digital Strategy, WeCare campaign and 'Mwy na Geiriau' strategic framework.
- Continue to support staff and students with social work and occupational therapy pathways and training.
- Continue to deliver the Health & Social Care Core Level 2 and 3 Practice qualifications via our assessment centre.

### **Prevention**

- Continue to grow our in-house fostering service.
- Continue to develop the Special Guardianship service.
- Develop childcare expansion and seamless childcare provision across programs.
- Achieve the childcare expansion target set by Welsh Government.
- Develop a national, regional, and local approach to Early Years Transformation.
- Pilot an evidence-based volunteer information provision to increase access and availability of information to support families and provide early intervention and prevention.
- Utilise the progression model as a way of promoting people's independence skills.
- Continue to expand the service offering for employment opportunities for disabled people.
- Continue to meet the demands of young people with learning disabilities for accommodation.
- Further development of our work to support young carers in their role.
- Continue to investigate and expand creative respite solutions to meet the needs of carers in bespoke and unique ways.

### **Partnership and Integration**

- Provide additional placements for step down care within our in-house provision (Tŷ Croes Atti).
- Support the building of a new integrated hub (Maes Gwern).
- Continue to grow the Micro-Care market, including access to commissioned care packages.
- Pilot an evidence-based volunteer parenting programme, offering parents an opportunity for peer-to-peer support.
- Investigate how to identify and connect with more carers, make our services more visible and accessible and raise awareness of carers in the local community.
- Recommissioning of carers services to begin in April 2025.

	<p><b>Well-Being</b></p> <ul style="list-style-type: none"> <li>• Implement the “Effective Child Protection” practice model and embed into practice within Childrens’ Services, over a 3-year programme.</li> <li>• Launch and begin the implementation of the NSPCC neglect-graded profile tool (GCP2).</li> <li>• Continue to grow our in-house homecare service.</li> <li>• Continue to look at new resources to support carers with the pressures due to the increase in cost of living.</li> <li>• Explore opportunities to support carers from ethnic minority backgrounds.</li> <li>• 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</li> </ul> <p>The full list of agreed priorities are included in the report (appendix 5.01) and are also attached as a separate document in <b><u>appendix 5.02</u></b>.</p>
1.06	The report is intended to provide the public, the regulator and wider stakeholders with an honest picture of services in Flintshire and to demonstrate a clear understanding of the strengths and challenges faced.
1.07	The report will form an integral part of Care Inspectorate Wales’ (CIW) performance evaluation of Flintshire Social Services. The evaluation also informs the Wales Audit Office’s assessment of Flintshire County Council as part of the annual improvement report.
1.08	The Social Services Annual Report has been prepared following an in-depth review of current performance by the Social Services Senior Management Team, Service Managers and Performance Officers. The improvement priorities contained within the report are aligned to the priorities contained within our Portfolio Business Plan and the Council Plan.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The priorities identified within the report are aimed at delivering service improvements, improving outcomes, and meeting local needs within the context of achieving challenging financial efficiencies and value for money. The improvement priorities contained within the report have been identified for delivery within existing resources.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	<p>The report is to be published by the end of September 2024.</p> <p>Approval for the final version is required. There is a risk if approval isn’t given in time, we may not meet publication deadlines.</p>

<b>4.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
4.01	Work began with Social Services Managers in October 2023 to gather updates on progress made with achieving the priorities set for 2023/24.
4.02	The draft Social Services Annual Report has been discussed at SSMT, Business COT and Scrutiny Overview Committee.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 - Social Services Annual Report 2023/24 (Final)  Appendix 2 - Social Services Priorities for 2024/25

<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	Contact Officer: Dawn Holt, Commissioning Manager Telephone: 01352 702128 E-mail: <a href="mailto:dawn.holt@flintshire.gov.uk">dawn.holt@flintshire.gov.uk</a>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	CIW - Care Inspectorate Wales ensure that services meet the standards the public expect. They register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales.

Mae'r dudalen hon yn wag yn bwrpasol

# Social Services



Tudalen 21

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Mae fersiwn Gymraeg o'r adroddiad hwn ar gael.

If you would like a copy of this report in your own language or in an alternative format such as large print, braille or on tape, please contact **01352 703020**.

# Introduction

This Social Services Annual Report is prepared under the requirements of the Social Services and Well-being (Wales) Act 2014 and Regulation and Inspection of Social Care (Wales) Act 2016, both of which place a statutory requirement on the Council to report annually on its Social Services functions.

The focus of this legislation is on well-being, and our report summarises the key things that we are doing in Flintshire to support our most vulnerable residents. It describes our challenges, provides our stakeholders with a picture of how we have performed and improved over the last year, and sets out our priorities for the coming year.

Stakeholders include the people using our services, our staff, elected members, the general public, our partners, regulators and Welsh Government. Engagement with stakeholders is fundamental to what we do and informs the development of our services and future plans.

In the report, we assess our performance against each of the four areas in the Performance Improvement Framework – People, Prevention, Partnership and Integration, and Well-being.

In each area we will evaluate:

- 1. What do we know about the quality and impact of what we are doing?**
- 2. How do we know? e.g. what evidence from research, engagement and the metrics are we using to inform this assessment?**
- 3. What are we doing well and how can we do better? What are our priorities for improvement, particularly over the coming year.**
- 4. What progress did we make on the areas for improvement identified in last year's report? What difference did we make?**

The work described in the report links to the national Quality Standards, which set out Welsh Government's expectations for the quality of support that local authorities must be providing.

The standards are set out below.

## The Quality Standards

### People

- 1.1** All people are equal partners who have voice, choice and control over their lives and are able to achieve what matters to them.
- 1.2** Effective leadership is evident at all levels with a highly skilled, well qualified and supported workforce working towards a shared vision.

## Prevention

**2.1** The need for care and support is minimised and the escalation of need is prevented, whilst ensuring that the best possible outcomes for people are achieved.

**2.2** Resilience within our communities is promoted and people are supported to fulfil their potential by actively encouraging and supporting people who need care and support, including carers, to learn, develop and participate in society.

## Partnerships and Integration

**3.1** Effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people.

**3.2** People are encouraged to be involved in the design and delivery of their care and support as equal partners.

## Well-Being

**4.1** People are protected and safeguarded from abuse and neglect, and any other types of harm.

**4.2** People are supported to actively manage their well-being and make their own informed decisions so that they are able to achieve their full potential and live independently for as long as possible.

There are instances where the work described in this report relates to multiple quality standards, however this will be detailed in the area most appropriate.





# Director's Summary of Performance

## Welcome to the 2023/24 Annual Social Services Report.

This year, despite the challenges we have faced, we have continued to positively support our most vulnerable residents to have voice, choice, and control over their own lives, reach their potential and live well in their communities.

In November 2023, CIW (Care Inspectorate Wales) undertook a full **Performance Evaluation Inspection of Adults' and Children's services**. This was the first full inspection the portfolio has received in over eight years and provided us with an opportunity to showcase the creative and innovative practice undertaken here in Flintshire.

The report has been published and the findings are largely positive, inspectors identified good work and practice across all services and thanked everyone involved for such a warm welcome and the positive input they experienced.

We consider the report to be a good and positive reflection of the ongoing hard work, commitment and dedication that staff give to their roles on a daily basis, and something we should all be very proud of.

To read the full report please [click here](#).

We are very proud to have had four finalists in this years' [Social Care Wales' Accolades Awards](#).

The Accolades recognise, celebrate, and share notable work in social care and childcare, play and early years in Wales.



## Flintshire Finalists

**Category:** Building Bright Futures for Children and Families  
**Finalist:** Child to Adult Team (C2A)

**Category:** Effective Leadership Award  
**Finalist:** Sandra Stacey, Marleyfield House Care Home Manager

**Category:** Working in Partnership  
**Finalist:** Micro-Care  
**Finalist:** North Wales Together: Learning Disability Transformation Programme

The awards ceremony was held in Cardiff on 25 April 2024, Sandra Stacey won the Effective Leadership Award, with the remaining nominees being highly commended finalists.

Congratulations to all involved for this outstanding achievement.

Developing our **in-house services and capital projects** continue to be a key focus for Flintshire and this is evident in our successes this year, and priorities moving forward into 2024/25.

**Some of the other highlights of 2023/24 include:**

- **Foster carer** recruitment has been active this year, with four new general foster carers approved and a further eight connected person carers.
- Four of our five new **Children's Residential Homes** have now been registered with CIW. One of the homes includes a Multi Systemic Therapy (MST) model which is the first of its kind in Wales.
- The **Progression Service** has expanded and now also includes a full-time Social Worker dedicated to working with neurodiverse individuals aged 16-18.
- Coleg Cambria held a very successful **Reverse Jobs Fair**, with support from Next Steps, HfT and Deeside Business Forum, to support individuals with disabilities into work.
- This year **Project SEARCH** offered two programmes and became the first Project SEARCH in the UK to offer a dedicated programme for adults aged over 25.
- North Wales Integrated Autism Service (**NWIAS**) have been very proactive this year promoting the service at a number of events throughout the region. Training has been carried out with ASNEW on Autism and Communication Skills and training is also being offered to Advocacy providers.
- The final design plans for **Tŷ Croes Atti** have been approved and construction work is well underway. To increase capacity for step down care within our in-house provision, 12 step-down **Discharge to Recover and Assess** (D2RA) beds have been agreed at Tŷ Croes Atti, which will increase the provision across Flintshire from its current level of 16 to a total of 28.
- The design concept for the **Maes Gwern** has evolved to incorporate areas to enable health services and therapies to be delivered at the new site, in addition to the learning disability, mental health, and autism support services, to create an **integrated social services and health hub**.
- This year has been hugely successful for the **Micro-Care** project. 14 new enterprises have been established, taking the total up to 45, and Flintshire are now able to commission support from Micro-Carers.
- A **Dementia Project Board** has been established to implement the Flintshire Dementia Strategy. The board includes representation from Social Care, Health and third sector partners. The board has worked collaboratively to oversee a number of positive initiatives this year to engage with individuals impacted by dementia.
- We have successfully recommissioned our **Advocacy Services** to ensure individuals are able to understand and communicate their care and support needs and make and/or challenge decisions about their care. The service has also been extended to include specialist advocacy provision for people with autism.

- The **Flying Start** programme has been enhanced to offer all two-year-olds part time childcare. To help support the need for additional **childcare** places, the Phase 1 Childcare Capital Programme was completed March 2024, with eight new builds and one refurbishment.
- The **Well-being and Recovery Team** are now fully operational and delivering excellent outcomes and the accommodation support element has also been launched. The service is proving very successful, and the feedback received has been positive.
- 25 providers across residential, domiciliary and extra care, have now achieved one of three awards (Bronze, Silver and Gold) through our **Progress for Providers** programme.
- Uptake continues to increase for our **Young Carers ID Card** with more than 400 young carers now registered.
- The Pen-Pal project has been set up to allow **carers** the opportunity to communicate with other carers internationally, to share ideas and provide peer support.



**Neil Ayling**  
Chief Officer, Social Services



**Craig Macleod**  
Senior Manager, Children's Services

“

*“This will be Neil Ayling’s final full Director’s Annual report as he is retiring in July. We would like to thank Neil for his valued service over the last 13 years and want to wish him all the best for his retirement. We are excited to announce Senior Manager for Children Services, Craig Macleod will be our new Chief Officer for Social Services. Craig has a wealth of knowledge and many years of experience within social care, and we look forward to welcoming him to the Chief Officer Team.”*



*Cllr Christine Jones  
Deputy Leader of the Council  
and Cabinet Member for Social Services*

”

# Context

## Leadership

### Who We Are

Elected Members represent the residents of Flintshire and play an important part in the governance of the Council, including agreeing the Council's priorities and approving policies to deliver continuous improvement. Flintshire Council has 67 Elected Members who represent their ward interests and participate in full Council meetings to oversee the performance of all aspects of the Council. One Member is chosen by the Leader to represent each portfolio area, these are known as Cabinet Members, and together with the Leader and Deputy Leaders, Chief Executive Officer and Chief Officers, they form the Council's Cabinet.

### How We Make Decisions

Each Cabinet Member is supported by Overview and Scrutiny Committees, and for Social Services this is the Social and Health Care Overview and Scrutiny Committee. Because of the close working relationship with the Education and Youth Portfolio, the Council also holds joint Social and Health Care Overview and Scrutiny Committee meetings, to discuss services for children and young people that cut across both Social Services and Education.



The Council Leader, Deputy Leaders, and Cabinet Member for Social Services are also involved in the Social Services work programme through the Social Services Programme Board, and the Cabinet Member also attends the Social Services Management Team meetings.

The officers of the Council are led by the Chief Executive Officer who is supported by Chief Officers responsible for each of the portfolio areas. The Chief Officer for Social Services has the statutory 'Director of Social Services' role. The Council's structural arrangements for both members and officers are clearly laid out. The constitution details how the Council operates, how decisions are made and the procedures that are followed to make sure that these decisions are efficient, transparent, and accountable to local people.

The Council also has its own internal governance through a system of internal audit. The outcomes of audits are monitored by the Audit Committee and officers can be called to give evidence to the committee should concerns be raised regarding their service areas.

## Workforce

### Flintshire Recruitment

Recruitment across the social care sector is a challenge nationally, however Flintshire has a number of creative initiatives in place to help drive recruitment. Flintshire commissioned Creed Communications Ltd to undertake a 3-month marketing campaign for social work and occupational therapy recruitment between May and August 2023.

To prepare for the campaign, key stakeholders were interviewed to understand Flintshire's unique selling points as an employer and to inform the messaging framework. The Council opted for a recruitment message of 'A Breath of Fresh Air' as a focal point.



During the campaign the adverts were seen 550,000 times across various platforms and clicked on 7,000 times. Around 2,000 then clicked to search for jobs on Flintshire's website.

Following on from the campaign's success, Flintshire has now brought the initiative in-house and launched their own ['A Breath of Fresh Air'](#) website and [Social Services Recruitment](#) webpage.

A film was created celebrating the achievements of Social Services to be shown at the Workforce Development Team's award ceremony. The film is entitled ['Social Services – A Breath of Fresh Air'](#) to link in with the existing campaign and continues to be used as a recruitment aid.

A task group has also been established to look at new and innovative ways to attract applicants for Home Care Worker posts, and a recruitment event was held in March 2024 with more work planned in 2024/25.

Flintshire has signed up to the Guaranteed Interview Scheme for individuals who have completed the Taster to Care or Introduction to Social Care. The Taster to Care programme, which was funded up to the end of March 2024, gave individuals a chance to experience working in the care sector first hand through training and a 4-week placement.

The WeCare campaign continues to promote the care sector throughout Wales. Flintshire is an active member of the North Wales Regional WeCare group, working closely with local schools and colleges as part of the regional ambassador programme.

### Micro-Care



Flintshire’s Micro-Care Project is a groundbreaking approach to support people or small business to deliver care and well-being services in the area. Micro-Care has strengthened the local care market by offering a different option for care and support, and by bringing a new source of people into the care market. This year Flintshire has taken advantage of the potential of Micro-Care by utilising it in directly commissioned packages.

### Staff Support and Professional Development

As inspectors noted during Flintshire’s Performance Evaluation Inspection, there is a stable and experienced Senior

Management Team in place across Adults’ and Children’s Services providing continuity of leadership. Leaders are accessible, approachable, supportive, and overall, ensure practitioners have the right training and skills. Flintshire has a comprehensive supervision policy and practitioners benefit from regular supervision.

Flintshire’s Workforce Development Team maintain a high standard of training opportunities and offer planned and responsive approaches to supporting the training and development needs of the social care workforce. The team support social work students, staff to undertake AMHP (Approved Mental Health Professional) and Pre-AMHP courses, and also support the Practice Educator Award, thus offering our Social Workers continued professional development and supporting career progression.

## Financial Resources

The **2022/23** budget for Social Services was set at £99.873m, which includes the Children’s Services element of £12.281m from the ‘Out of County’ budget. In **2023/24**, the budget included additional budget for service pressures of £10.073m and provided service efficiencies of £0.283m.

For **2024/25** the Social Services budget is set at £106.121m, which includes £13.795m for the Children’s Services element of the ‘Out of County’ budget. This budget includes service pressures of £5.766m and provided service efficiencies of £7.272m.

# Performance Assessment

## People

- **All people are equal partners who have voice, choice and control over their lives and are able to achieve what matters to them.**
- **Effective leadership is evident at all levels with a highly skilled well qualified and supported workforce working towards a shared vision.**

### Pride of Flintshire

Pride of Flintshire took place in June 2023. This event celebrates the achievements of our children looked after, including an award ceremony hosted by the young people themselves, and a range of fun activities for children of all ages.

The event is organised and hosted by Flintshire **Young Voices Speak Out** participation group.



The group offers children looked after in Flintshire the chance to have their voices heard, to contribute to developments of the service, give their feedback on policies and procedures within the local authority and attend the Children’s Services Forum.

The group welcomes guest speakers including the Police, Looked After Children’s Nurses and Housing. The group also have a number of days out throughout the year.



*“I really enjoy the group, I feel my voice is heard.”*

*“I enjoy meeting other young people in the same position I am.”*

*“I feel supported by the whole group and the staff.”*



## Direct Payments - Local, Regional and National Developments



Over the past 12 months Flintshire County Council have continued to play a significant role in the development of direct payments initiatives in Wales. Enabling people to pool their funding creatively to improve outcomes, efficiencies, prevent decline and empower people to work together and build improved resilience.

Flintshire's Personal Assistant Recruitment Portal continues to be the only example in Wales. Welsh Government have approached Flintshire and funded its extension to other local authorities, and the team are currently supporting Denbighshire to embed the platform into their systems and practice.

Flintshire's direct payment webpages continue to be developed, alongside a range of direct payments resources, public information literature, films, web resources, and safe recruitment processes. Flintshire has given permission for a number of local authorities to adopt the format of the webpages, and resources are shared and available for the benefit of other local authorities in Wales.

Most recently, a bilingual animated [public information film](#) has been produced by the team, and permission has been granted to

Gwent County Council to adopt this for their benefit.

Working in partnership with the NW LD Transformation Project, a range of information and tools have been developed to improve understanding of direct payments and their possibilities for adults with learning disabilities.

Flintshire are leading on the development of direct payments to support unpaid carers, working in partnership with citizens and local and national carers' organisations. The Direct Payments Support Service continues to develop its local services in response to statutory responsibilities and is accepted as a leading example of direct payments support in Wales. The team have been invited to talk at national conferences and are currently considering utilising I.T to improve opportunities for co-production. Data sets are being developed to both improve and inform how we do things, and this information is shared at a national level.

The Direct Payments Team Manager is Deputy Chair of the All-Wales Direct Payments Forum, taking a lead on the development of direct payments policy and practice nationally. They are also supporting with a national review into the Personal Assistant workforce in Wales, initiated by Welsh Government on behalf of the Social Care Fair Work Forum. Along with supporting Welsh Government around the wording for the Health and Social Care Bill in relation to direct payments for health care and supporting BCUHB (Betsi Cadwaladr University Health Board) to pilot Individual User Trusts.

For more information on direct payments please [click here](#).



## Mwy na Geiriau

As a local authority, we recognise that we have a responsibility and a duty as a community leader to promote, support and safeguard the Welsh language for the benefit of present and future generations. Being able to offer services to our most vulnerable residents in their own language, extends far beyond just the words we use, it brings a sense of belonging, connection, familiarity, safety, trust and so much more.

Over the past year, many Welsh language celebrations and activities have taken place with the help and support of our community. As part of their 'GOLUD' scheme, the Presbyterian Church of Wales have produced a CD of Welsh medium hymns and readings to support those living with dementia, and this has been shared with our residential care homes.

Throughout the year Welsh medium schools continue to visit care homes to sing and perform for residents in Welsh. As part of this year's [Menter Iaith Fflint a Wrecsam](#) programme of events for St David's Day, pupils from local schools visited Llys Eleanor, Llys Raddington and Croes Atti to sing, entertain and share the celebrations with residents. The team at Y Dderwen Children's Home, also supported the Welsh language and cultural diversity by celebrating St David's Day.

As an employer, Flintshire County Council have embarked on a project to ensure all employees complete their language skills assessment, and, with our colleagues from Iaith, have developed and delivered a new programme called 'Welsh Matters for Everyone', with a follow on for managers called 'Welsh Matters for Managers'. The aim of the programmes is to demonstrate the



importance of using the language in the workplace and how to encourage others to do so.

Our Workforce Development Team continue to support the 'Mwy na Geiriau' strategic framework and offer staff attending training and completing qualifications or traineeships, the opportunity to access training, workbooks and resources in Welsh, where available. Welsh language assessments are offered to learners at initial assessment, and the 'Mwy na Geiriau' framework and 'Active Offer' is included in the taught sessions of both health & social care students and social work trainees, in partnership with the North Wales universities.

For employees Flintshire also:

- Encourage attendance at Welsh language training and continue to release employees to attend training.
- Offer Welsh language taster sessions through Coleg Cambria for employees who do not have any Welsh language skills, (two-hour sessions for a six-week period).
- Offer Paned a Sgwrs weekly sessions to provide an opportunity to speak and practice Welsh language skills within an informal and supportive environment during worktime.
- Identify employees who do not have any Welsh language skills, to ensure they complete the [Cymraeg Gwaith/Work Welsh](#) e-learning taster course provided by the National Centre for Learning Welsh.

## Celebrating Social Care academic achievements

In October 2023, staff from across Flintshire Social Services celebrated their academic success at a special awards ceremony. Council employees, together with independent care provider employees, were rewarded for their achievements at the event.

A wide range of educational awards were celebrated including QCF Health & Social Care, Social Work, Occupational Therapy (OT), as well as other professionally recognised qualifications.





*“I was so pleased to have been at the ceremony and to present so many awards to our successful candidates, they were all well deserved. These awards are recognition of their hard work, and I would like to congratulate everyone on their achievements.”*

*Councillor Christine Jones  
Cabinet Member for Social Services*



## Workforce Development Team

This year has been very busy for our Workforce Development Team. In addition to the awards ceremony, the team have been working hard to ensure we achieve the priorities set for the year, whilst also supporting business as usual.

The team continues to maintain a high standard of available training opportunities for our social care workforce, including carers and the independent sector. Consistently offering high quality and quality assured training courses, through a variety of delivery methods, they also work closely with [FLVC](#) (Flintshire Local Voluntary Council) and [NEWCIS](#) (North East Wales Carers Information Service) to ensure our third sector partners regularly receive information on what is available.

Some of the achievements of the Workforce Development Team in 2023/2024:

Between 1st April 2023 and 31st March 2024, the team have supported:

- **3,493** individuals through the delivery of **334** courses, across the social care sector workforce.
- **36** learners to become certificated for the Health & Social Care Core qualification and **1** for the Practice Level 2 qualification. With a further **53** learners currently completing the Level 2 Core, Level 2 Practice, Level 3 Practice or Award in Dementia Level 2.

- **37** social work trainees through their traineeship (Open University and Wrexham students).
- **4** staff undertaking the 4-year part time OT traineeship via Wrexham university.
- **9** Flintshire Social Workers undertaking the Consolidation Award with Bangor university.
- **4** staff undertaking the AMHP and Pre AMHP courses.
- **6** staff members undertaking the Practice Educator Award.

Feedback on training courses:

- 1220 forms have been completed and returned.
- 88% of those said that the course had improved their knowledge.
- 97% rated the course 4+.
- 97% rated course delivery 4+.
- 97% fully met the training objectives.
- 96% fully met their personal objectives.

## Safeguarding

- Promoted the corporate e-learning package for Safeguarding. 906 (80.01%) of social services staff completed the module in 2023/24.
- Delivered regular safeguarding training to more than 70 staff working for independent and voluntary sector agencies.
- Continued to promote the All-Wales e-learning available via Learning@Wales and Social Care Wales website.

## National Safeguarding Standards

- Delivered presentations to support and raise awareness of the national safeguarding standards.
- Developed a safeguarding training programme (due to be finalised April 2024), to ensure Flintshire Social Services are offering training adequately aligned to the safeguarding standards.

## Digital Skills

- Further improved the digital skills of the workforce through offering digital skills and awareness courses.
- Advertised the training courses offered by Digital Communities Wales through Coleg Cambria.

- Actively promoted [Flintshire's Digital Hub](#) - a team member currently volunteers as a member of the Digital Squad.
- The team are members of the regional and Digital Communication groups, chaired by Digital Communities Wales.
- Sessions held include Digital tools for translation, Digital tools for dementia, Digital smart speakers - How to use a digital smart speaker to enhance health and well-being.

### Other areas

- Developed the **North Wales Local Family Justice Board Training sub-group**. Membership across partner agencies has been secured and meetings are taking place.
- Continued to support the ongoing work around **recruitment and retention** of social care staff by offering quality training, together with support for qualifications and traineeships, ensuring that staff feel confident in their roles and continued professional development.
- Continued to support the **WeCare campaign** and attended the Eisteddfod to support the recruitment agenda.
- Established a rolling programme of training for Flintshire's Learning Disability Services on Positive Behaviour Techniques (**RESPECT**), delivered by qualified and accredited in-house staff. In 2023/24, 28 staff completed this training and a further 10 staff completed a refresher course.

- Supported staff to access a 12-week foundation programme as an introduction into the work of an OT at Wrexham University. Supported staff interested in progressing into the role of Social Worker, by offering a series of foundation modules via the Open University.
- Supported the work undertaken by the **Early Years Pathfinder**. Working towards a skilled and confident workforce, and a training and competency-based development plan for roles within the early years system, which has strengthened co-production and effective use of resources.

### WeCare Wales



This year Flintshire represented [WeCare Wales](#) at careers events in Plas Derwen, Holywell, Elfed High School, Buckley, and Hawarden High School. We are also recruiting more WeCare ambassadors, to be able to reach more young people and educate them about the different career options and progression opportunities within the sector.

Flintshire is also registered with the Guaranteed Interview Scheme for individuals who complete WeCare Wales' Introduction to Social Care course.

## 2024/25 Priorities

- ✓ **Direct payments:** lead on direct payments initiatives at a National Level
- ✓ **Flintshire County Council to sign the pledge and adopt Welsh Government's '[Corporate Parenting Charter: A Promise for Wales](#)'.** To fully support the principles and promises set out in the Charter, and ensure our Children Looked After receive the highest standard of care and support.
- ✓ **Pilot the workforce development skills matrix to ensure staff deliver quality and effective services.** To include speech, language and communication, parenting, childcare and transformation as a minimum (Early Years & Family Support).
- ✓ **Support the implementation of the All-Wales safeguarding standards through delivery of a training programme which aligns to the competency groups within the national training framework.**
- ✓ **Continue to support the Digital Strategy by supporting the improvement of digital skills of our workforce.**
- ✓ **Maintain a high standard of available training and development opportunities for our social care workforce, including carers and the independent sector.**
- ✓ **Work with our regional partners, ensuring Flintshire are involved in the implementation of policies and training offers.**
- ✓ **Support the implementation of training and information from identified areas through the Single Unified Safeguarding Review (SUSR) process and CIW Inspection.**
- ✓ **Support the WeCare Campaign and the work around recruitment and retention of social care staff.**
- ✓ **We will remain committed to supporting the 'Mwy na Geiriau' strategic framework by ensuring we are able to offer training and resources bilingually when required.**
- ✓ **Support staff and students with a pathway into social work and occupational therapy.**
- ✓ **Continue to deliver the Health & Social Care Core Level 2 and 3 Practice qualifications via our assessment centre, providing necessary qualifications for our support staff working in Adult Services.**
- ✓ **We will continue to work with universities and support trainee Social Workers through their 3-year traineeship and offer help to our occupational therapy staff undertaking their traineeship.**
- ✓ **We will continue to support both social work qualifying training, and post qualifying training in Wales, including the first 3-years framework requirements for all post-qualifying Social Workers new into roles.**

## Prevention

- **The need for care and support is minimised and the escalation of need is prevented whilst ensuring that the best outcomes for people are achieved.**
- **Resilience within communities is promoted and people are supported to fulfil their potential by actively supporting people who need care and/or support including carers to learn develop and participate in society.**



### Early Years and Childcare

In line with the local authority statutory duty to ensure sufficient childcare places in Flintshire, several key initiatives are progressing, as well as the development of Welsh Government programmes.

The Flying Start programme has been enhanced to offer all 2-year-olds part time childcare. This is a phased expansion, Phase 1 has been implemented and Phase 2 is currently being rolled out across Flintshire based on Welsh Government criteria,

with an additional 23 children for 2024-2025. We are continuing to work towards seamless pathways for 2-year-old childcare, 3-year-old childcare offer, and early pre-school education provision, as well as ensuring the quality of childcare, for children with additional needs or vulnerability.

To help support the need for additional childcare places, and to create seamless pathways for children between childcare and education, the Phase 1 Childcare Capital programme was completed in March 2024. With eight new builds and one refurbishment, it is operating alongside the Phase 2 Childcare Capital Programme. In collaboration with Education and the childcare sector, addressing the needs in the Childcare Sufficiency Assessment, four Business Cases were submitted to Welsh Government for 2022-2025, and two have begun their feasibility survey. The new modular buildings will create an additional 50-60 additional childcare places available in Flintshire.

The Small Capital Grant from Welsh Government continues into 2024-25, and has been an extremely successful programme, making a difference to the childcare environment across Flintshire.

Work is ongoing towards the development of a national, regional, and local approach to Early Years Transformation, so that all our children aged 0-7 have the best possible start in life and can reach their full potential.

There has been significant benefit and system change due to partnership collaboration locally, regionally, and nationally, which is benefiting families. The work to date, including piloting and

testing innovative practice, will support Welsh Government in making further policy decisions across the sectors and spectrum of need, to ensure effective outcomes for all children and longer-term health and well-being outcomes.

Flintshire will work with a small advisory group from across Wales to progress thinking and policy direction at a national level.

A draft Early Years Strategy has been completed. However, following notification of the closure of the Early Years Pathfinder funding, this is due to be reviewed by the Flintshire Early Years Board and Regional Partnership in 2024 to agree the way forward, including the prioritisation of existing projects, for example, parent and infant relationships, Brain Story and resilience.

The priorities set out in the Early Years Strategy have been developed and the strategic direction is planned in accordance with 4 workstreams:

### **1. Evidence Based Interventions, Identifying Needs and Achieving Outcomes**

We aim to achieve wide collective ownership of the strategy and vision, for all children to have the best start in life. Work around the population data is developing and a baseline established. Areas being explored are shared information between the region, local authority and health, for example live birth data. A clearer understanding of the early years' population and the Nesta Cymru report has been helpful to enhance our business intelligence and support key areas of work, such as the Flying



Start expansion. Work is progressing towards a clear narrative of child outcomes at key life course points, such as birth, entry to learning and entry to school, and for vulnerable and complex needs population groups.

## 2. Workforce Planning and Practice Development

The Workforce Strategy for early years is near completion and is planned to be finalised in April 2024. Working in collaboration with the University of Oxford, the ‘Brain Story’ has been piloted and tested across all regions in North Wales. Evaluation information was presented to the Early Years Integration and Transformation regional meeting in January 2024. The evaluation was well received, and the training will be expanded upon over the next year.

## 3. Creating Accessible and Inclusive Services, Co-production, and Service User Engagement

Empowering Parents, Empowering Communities (EPEC) the parent volunteer programme is still delivering a high level of positive feedback for the core programmes. An additional autism module was piloted between September 2023 – March 2024, which showed increased confidence in parenting, improved relationships and stronger parent networks established as peer support.

Parent Champions commenced with a small number of volunteers trained to deliver parents’ information in their local community. This will help to centralise information for the public and allow for a more effective approach to signposting information.

The inclusion and engagement framework continues to develop, to ensure the voice of the child and parent influences the system. One of the big successes developed with parents is the new [Early Year and Childcare webpage](#), working with Health and their development of Best Start Hub.

## 4. Integrated Pathways and Transition Points

There are several Task and Finish Groups working towards further developing the system, for example, a pre-school pathway working group has been established to create seamless pathways through childcare to education, and to ensure children with needs are supported on this journey. Some of this work has now moved into business as usual due to its positive impact, for example speech and language within Education, and Video Interactive Guidance and Circle of Security working with CAMHS (Child and Adolescent Mental Health Services).



## Special Guardianship Service

The Special Guardianship Service has continued to develop this year, staff capacity has increased and there has been an increase in the demand for SGO's (Special Guardianship Order's) via Children's First Contact Team.

There have been a number of developments in the service including:

- A Special Guardianship Support Group has been launched online.
- The first support group coffee morning and walk has been held which was a success, moving forward these will be held 3 monthly.
- [SGO webpage](#) has been created on the Council's website, which is easily accessible and contains a contact form which directs queries to a dedicated SGO inbox.
- Newsletters are now sent out to all Special Guardians three times a year, which helps open communication when the team are no longer supporting.
- Regular information is sent out using the SGO support inbox, to signpost individuals to relevant events, activities, and support within the local area.
- Nurturing attachments training, including training on online safety, is being run every 3 months for Special Guardians.

- Educating colleagues around Special Guardianship to help enable an SGO to be identified earlier and reduce the number of Children Looked After.
- Working closely with [AKFA Cymru](#) (Association for Fostering, Kinship and Adoption) to develop SGO support services across Wales.

## Multi Systemic Therapy



[Multi Systemic Therapy](#) (MST) is a short-term, intensive way of working with families when the young person in the family is getting in trouble at school, at home or with the police.

The MST Team has worked with 134 families across Flintshire and Wrexham since May 2020. From 1 April 2023 to 31 March 2024 the team closed 45 families completing full treatment. During this period, 93.33% of the young people remained at home, 80% were in education, employment, or training and 91.11% had no new arrests.



*“The therapist is a legend, she has helped this family, so amazingly I can’t give any more words for what she does. She is incredible.”*

*“I just wanted to say a little thank you to the whole MST team. My life has completely changed. Making me feel empowered and helped me to deal with difficult situations.”*



## Expansion of the Progression Team

The Progression Model continues to be expanded across services to promote people’s independence skills and to support them to achieve their personal outcomes.

The Progression Team is being strengthened to enable a focus on employment with additional posts being created, to enable the team to expand the service offering for employment and work opportunities for individuals with disabilities.

Since January 2024, there is a full-time Social Worker dedicated to working with neurodiverse individuals aged 16-18, ensuring support and guidance is provided to enable the individual to be independent of formal support going forward. The Social Worker links in with the IAS (Integrated Autism Service) team and other local services to ensure the individual is aware of all support available in their area. They have developed networks to enable collaborative working to ensure individuals are able to achieve what matters most to them. The support is measured using the Bench Marking Assessment form devised by the Progression Service, which tracks progression made from entering the service (benchmark) over a 6–12-month period and can be used as a visual aid that both the Social Worker and individual complete together.

A further development is the appointment of a Supported Employment Co-ordinator in March 2024, funded by the Transformation Grant. They will be working with the Learning Disability Team, contributing to the review process to identify opportunities for those who express an interest in paid employment.

## Project SEARCH



Project SEARCH is an international internship programme for individuals with learning disabilities, neurodiversity and/or autism. Flintshire County Council has proudly supported the project since its launch in 2019 in partnership with [HfT](#), and more recently BCUHB.

The last 12 months have been an exciting time for the local Project SEARCH programme in terms of innovation and development of the local service offering. Within Flintshire, the programme expanded to offer two distinct programmes and became the first Project SEARCH scheme in the UK to offer a dedicated programme for adults aged over 25. The expansion of the local service offering to running two schemes has proven to be a real success and has resulted in two graduation ceremonies being held for students to celebrate completing their internships with their family and friends.

“

*“Being with Project Search and working with Workforce Development has been a lovely experience for me to get ready for going into a real working environment”*

”

*Dylan is an intern from Project Search who worked with Flintshire’s Workforce Development Team on one of his rotations.*



“

*“Project SEARCH really highlights the skills and talent of our local young people. In Flintshire we are committed to ensuring everyone has the opportunity to work, earn a wage, develop their skills and be part of the community.”*

”

*Councillor Christine Jones  
Cabinet Member for Social Services*





### Supporting Individuals with Disabilities into Work

A partnership between Flintshire County Council, HfT and Deeside Business Forum has been formed to support individuals with mental health issues, neurodiversity and learning disabilities, to secure paid employment in their local community.

In February 2024, a reverse jobs fair was held at Coleg Cambria, with support from Next Steps and HfT. The event was well attended by over 50 individuals and organisations. Following on from the event, one individual has been approached regarding paid employment, and another individual is setting up their own business with support from Big Ideas Wales. As a result of the event’s success, Next steps and HfT are planning to organise another Reverse Jobs Fair in October 2024.

The [‘EmployAbility Hub’](#) has also been launched on the Deeside Business Forum website, which lists all the supported individuals who are seeking paid employment.

“Thank you for holding an event like this. It is very inspirational, and I really hope for them to get hired! Or start their own businesses with their expertise and talents.”

### Next Steps

Next Steps ran a career planning course in partnership with Adult Learning Wales in May 2023. The course covered career options, how to write a CV, what to wear for interview and an action plan on the steps to take to be ready for employment.

Next Steps worked with the Deeside Business Forum and Kings Academy to provide the learners with work experience and ‘real life’ interview practice. Eight learners started the course and six completed it, gaining an Award in Work Related Education qualification.

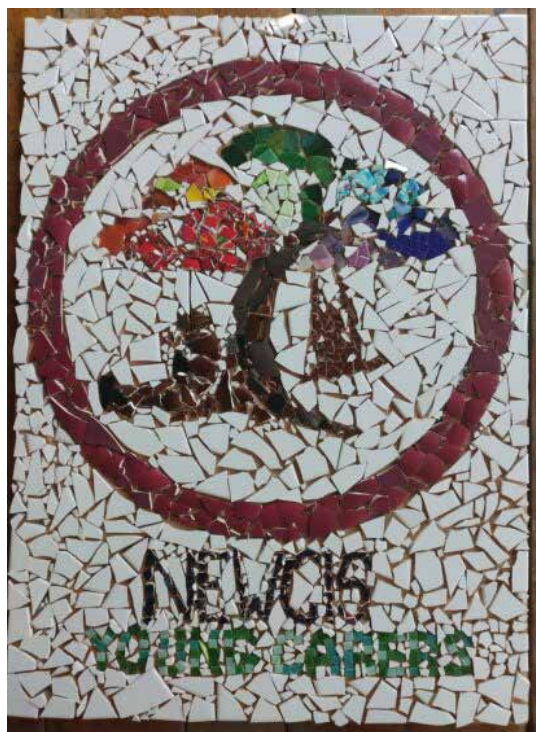
Outcomes for those individuals included:

- 2 individuals secured paid employment.
- 1 individual is working towards becoming self-employed.

- 1 individual started an accountancy training course.
- 2 individuals started volunteering to gain experience, structure and routine to their week, both are now actively seeking paid employment.

### Supporting Carers

Unpaid carers are a vital source of care and support for many individuals throughout Flintshire, relieving the pressure on formal care services significantly. The valuable impact of unpaid carers to individuals and communities in Flintshire cannot be underestimated.



### Young Carers

Engagement and uptake for our [Young Carer ID Card](#) continues to increase, with more than 400 young carers now registered with the scheme across Flintshire.

Work is also ongoing with colleagues in Education to increase awareness of young carers within schools through an accreditation scheme of training sessions for staff and links with NEWCIS. Ensuring they are able to identify young carers and support them with their education and any further support needs they might have. Not only is awareness being raised amongst staff in schools, but also throughout the school community with pupils learning about young carers, what some of their responsibilities could entail and what they can do to support each other. This awareness raising has been very successful, and this year the pupils at the Alun School in Mold voted to support NEWCIS Young Carers as their charity of the year. The money raised by the school will be spent on additional tuition for those who feel they need it leading up to their exams.

### Breaks for Carers

The range of options available through our award winning 'Bridging the Gap' scheme are now larger than ever, ensuring carers have the choice and control for a break that matters to them and meets their outcomes. Building on the success of 'Bridging the Gap', Flintshire launched a programme of direct payments for carers, in partnership with NEWCIS. Since the launch of the new scheme, we have seen an incredibly positive response with 48 carers being supported so far.

Carers reported that the direct payment scheme contributed positively towards their well-being and that of the cared for. Carers felt that they were able to sustain their caring role and maintain supporting their cared for to continue living at home. Our partner organisations have also shown great interest in the scheme and are feeding back that the carers they support believe this would be a significant help to them. Internally our Social Workers are seeing the incredible benefits of supporting carers to be creative in sourcing the support they need to sustain their caring role.

Since the scheme began, it is evident the ability for the carer to be creative in finding solutions to meet their outcomes, are far more cost and resource effective than the prescribed solutions available.

The 'Amser' Scheme has enabled us to support our third sector partners with applications for funding to deliver a number of different options for our carers to access breaks, ranging from hotel breaks to a meal out, or even a hobby that can be pursued from home.

Our young carers have been able to access camping trips and wilderness activities. The new 'Break Shop' created by young carers, provides items such as games and sports equipment to use at the group, and then take home to play with siblings and other family members.

### **Cost of Living Crisis**

To support carers with heating costs, NEWCIS has a number of Winter Warm boxes available which include radiator reflectors, window film and items of warm clothing and fleece blankets.

NEWCIS has also gained funding to buy electric throws, which helps to keep the heating turned down.

Courses are being arranged with Scottish Power and Citizens Advice Flintshire which will support carers with high energy costs. The courses look at energy saving methods and the financial help that is available to carers. Carers attending previous sessions advised the courses were very beneficial. Carers told us they learnt a lot and it would help them to reduce their bills in the future.

### **International Network of Carers**

The pen-pal project has been created to allow carers the opportunity to communicate, share ideas, collaborate, provide peer support and respite opportunities. The project has got off to a great start, with carers being matched with centres in Cheshire, Scotland, Australia and America. Carers are matched by age and interest, and we have received 51 referrals since we began in August 2023. Carers have requested some groups be held over zoom, so they can chat about their different areas and see each other face to face.

### **Re-commissioning of our Carer's Services for 2025 onwards**

Work is in progress to review our current commissioned services to understand what is working and where there may be gaps we need to fill to support our carers. We are working to ensure what will be commissioned is co-produced with carers themselves, ensuring that they have input into the services available.



## 2024/25 Priorities

- ✓ Continue to grow our in-house fostering service to support more children looked after.
- ✓ Continue to develop the Special Guardianship Service to reduce the need for children and young people to remain looked after.
- ✓ Develop childcare expansion and seamless childcare provision across programs. Achieve the childcare expansion target set by Welsh Government for the 2-year-old phase, Flying Start, Flying Start Outreach and 3–4-year-old childcare and additional support and continue the childcare capital programmes.
- ✓ 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.
- ✓ To include a regional approach to early years brain science through simple messages, metaphors, storytelling, and training - Oxford Brain Story.
- ✓ Pilot an evidence-based volunteer information provision to increase access and availability of information to support families and provide early intervention and prevention.
- ✓ Utilise the progression model as a way of promoting people’s independence skills.
- ✓ Continue to expand the service offering for employment opportunities for disabled people.
- ✓ Progress the newly formed partnership with Deeside Industrial Park which aims to bring employment opportunities for vulnerable people within Social Services.
- ✓ Continue to meet the demands of young people with learning disabilities for accommodation.
- ✓ Further development of our work to support young carers in their role, including but not limited to: further development of the Young Carers ID Card, focus on respite and breaks for young carers, engagement with education colleagues and schools, engagement with businesses and communities across Flintshire, support with training and education opportunities.
- ✓ Continue to investigate and expand creative respite solutions to meet the needs of carers in bespoke and unique ways.

## Partnership and Integration

- **Effective partnerships are in place to commission and fully deliver fully integrated, high quality sustainable outcomes for people.**
- **People are encouraged to be involved in the design and delivery of their care and support as equal partners.**

### Welsh Government Officers Visit Flintshire

In November 2023, Flintshire had a great opportunity to showcase just a few of the innovative practices and projects we are all very proud of when we received a visit from Albert Heaney CBE, Chief Social Care Officer for Wales, and Taryn Stephens, Deputy Director Improvement, Social Services and Integration Directorate at Welsh Government.

Albert and Taryn visited Marleyfield House Care Home where they met Foster Bear and learnt about the Mockingbird project in Fostering. Albert and Taryn also had a tour of Cyflawni at Marleyfield House, learnt about D2RA pathways and were given a virtual tour of the plans for we have in place for Tŷ Croes Atti,

our new care home in Flint to replace the existing Croes Atti Care Home.

Two Flintshire Micro-Carers, Rachel Jones and Yvette Mallalieu were also present to share with Albert and Taryn their experiences of being Micro-Carers and how they support Flintshire residents and their families.





### Tŷ Croes Atti Care Home

Flintshire County Council have approved the final design plans for a new 56-bedroom residential care home in Flint, which is being built on the site of the former Flint Cottage Hospital. Construction work is well underway, and we anticipate the development will be completed by the end of May 2025.

The project involves the relocation and expansion of the current 31 bed care home in Flint to the new site. Working in partnership with BCUHB, the facility will provide integrated social care and health care services and offer residential care of the highest

quality using state of the art facilities across four floors. One of these floors will provide D2RA 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.

The project has a value of approximately £18 million and has received just over £11 million in funding via the Welsh Government's Integration and Rebalancing Capital Fund (IRCF) and Housing with Care Fund (HCF) capital programmes. The remaining funds are being provided by Flintshire County Council's capital programme.

“

*“It is great to be delivering these services to our Flintshire residents. We are really proud of the innovation in Flintshire and the continued investment to the development in Flintshire’s Services.”*

”

*Councillor Christine Jones  
Cabinet Member for Social Services*



## Maes Gwern Integrated Social Services and Health Hub

The development of Maes Gwern will see the existing supported employment projects at Tri Ffordd in Bretton, and Growing Places in Shotton, relocate to Mold. The original design concept for the Maes Gwern hub has progressed to include areas to enable health services and therapies to be delivered at the site, to create an integrated social services and health hub.

The business case for Welsh Government Integration and Rebalancing Care Fund (IRCF) was reconsidered and received conditional approval in September, with Ministerial approval for the full amount of funding requested (£2.9 million) being received in November 2023. The remaining £1.8 million will be funded from the Council’s capital programme. The RIBA Stage 4 design has been completed and construction is due to start in April 2024.

The new purpose-built facility will provide sustainable, high-quality services, working in partnership with HfT and BCUHB, to provide health services and therapies, in addition to learning disability, mental health and autism support services. The build for the project is estimated to be 12-months and the projected opening date for the facility is April 2025.

## Flintshire receives membership from the World Health Organisation



Flintshire has received the accolade of becoming a member of the Global Network of Age-friendly Cities and Communities. Established by the World Health Organisation (WHO) in 2010, the Age-friendly network connects cities, communities, and organisations across the world with a shared vision of making their communities a great place to grow older.

Flintshire joins more than 1,400 cities, counties, and communities across 51 countries around the world in being recognised as working to improve the age-friendliness in their area. As the second community in Wales to achieve membership, along with the city of Cardiff, this supports Welsh Government’s vision for Wales to be an age friendly nation, where people of all ages are supported to live and age well and can participate in their community.

For more information about ‘Age Friendly Flintshire’, please [click here](#).

## Flintshire Dementia Strategy and Dementia Project Board

Flintshire County Council, supported by BCUHB, developed a Dementia Strategy for Flintshire in 2020. An update was published in November 2021 which can be accessed on [Flintshire's website](#), along with a range of information about support services and community activities for people living with dementia and their carers.

The Flintshire Strategy is aligned to the [North Wales Dementia Strategy](#) and [All Wales Dementia Care Pathway of Standards](#). A Dementia Project Board has been established to implement this strategy. The Board includes representation from Social Care, Health and third sector service partners, who work collaboratively to engage with people impacted by dementia, to ensure that local needs and priorities are met and that communities are inclusive and supportive. The Board has overseen a number of positive initiatives and projects in the last year. These include:

- A new North Wales Dementia Friendly Community scheme.
- A community listening campaign and community engagement event in Mold.
- Person centred support provided by the Dementia Support Workers, Social Workers, and Occupational Therapists.
- Specialist workers across Social Services and Health working to share skills to support younger people with dementia, and those with an early onset diagnosis.

- Support to unpaid carers and engagement with communities, led by NEWCIS.
- Dedicated dementia lead within the Workforce Development Team, developing the knowledge and expertise of Social Services staff and care provider teams.



- The Progress for Providers accreditation programme for care providers supporting people living with dementia.
- Investment in promotion of North Wales Police Service's 'Herbert Protocol', helping to support the service to locate missing persons who are living with dementia.
- Community-based therapy services, working in close collaboration with Social Services to provide post diagnosis support.
- Memory Support Pathways and the Flintshire Dementia Centre, delivering positive outcomes for pre and post diagnosis support to people living with dementia and unpaid carers and families.
- Additional equipment and resources provided, including dementia friendly radio sets and robotic therapy pets for extra care tenants and care home residents.

## Micro-Care

2023/24 has been a hugely successful year for the Micro-Care project in Flintshire. 14 new Micro-Enterprises have been established, taking the overall number of providers delivering social care and support up to 45. These Micro-Carers have supported around 200 people in Flintshire across the last financial year, and with a new cohort of businesses coming through, this number is expected to grow.

Flintshire has supported a Micro-Care provider to setup as a day service for people with dementia in the community, running out of two separate locations to cater for demand in different areas. 14 people now attend this service, providing valuable respite services and outcome focused interventions for people with dementia in Flintshire.

A major step for Micro-Care has been the ability to commission the enterprises to deliver personal care for those most in need. This has worked successfully, with 5 Micro-Carers being commissioned in Flintshire across the year. The outcomes from these services have been exceptional, with Micro-Carers being able to deliver flexible services that adapt to an individual's outcomes.

This year we celebrated the positive work undertaken by Micro-Care at a celebration event attended by over 40 people, the majority being Micro-Carers and individuals they support. The Council were able to express their gratitude and hear about the positive work undertaken in the community, and the successes people have made from setting up their own micro-enterprises.



The project was also nominated for a Social Care Wales Accolade award and shortlisted as a finalist. Many Micro-Carers met the judges and portrayed passionately the value of Micro-Care as part of the social care sector and what it has meant to them personally. We are very proud that Micro-Care has gained recognition as a highly commended finalist.

To find more about becoming a Micro-Carer, or to find more about services they offer, please [click here](#).



### Progress for Providers

Progress for Providers is an accreditation programme that sets out clear expectations about the delivery of individualised care for residential and domiciliary care providers in Flintshire. It uses person-centred tools and practices to help staff teams change the way they support people and engage with families. Progress for Providers promotes staff development and enables people receiving care and support to have more choice and control by focussing on what matters most to them.

Having embedded these tools in their service delivery, 25 providers have achieved one of three awards (Bronze, Silver and Gold). Providers have also been adapting the tools to work for

them and find they are learning more about the individuals they support, allowing them to provide better care.

Examples of the impact from working with Progress for Providers:

**The Oaks** (Silver) has fully embraced the tools, and by working with family to understand the life history of the people they support, are able to bring to life the person they were previously, and not simply seeing who they are now. They also utilise the Decision-Making Agreement, which contains lots of person-centred and detailed information around decisions that are important to people and how they would like to be involved in those decisions, ensuring they feel in control of their life.



**Castell Ventures** (Silver) support residents with learning disabilities and have adapted their recruitment strategy to include the One Page Profile. By asking each candidate to complete a profile before their interview, they can ensure there will be compatibility between the successful candidate and the individuals they will be supporting.

**Wellfield** (Gold) have displayed outstanding documentation and it is evident that person centred care is a priority for the home. It is embedded into practice and documentation and appears to be at the heart of everything they do.

**Plas Yr Ywen** (Gold) have fully embedded Progress for Providers into their services, for example, a tenant had a stroke in 2016 which left them with cognitive difficulties including significant communication issues and trouble with word finding. The tenant likes to complete jigsaws but was getting frustrated because they couldn't recall which staff member had supported them. From completing the learning log and reflecting on what worked well and what didn't work well, a team member suggested putting the mini profiles with staff names and photographs in the tenant's apartment to help remind them. It is also important for the tenant to have their hair styled after a shower, meaning it is important the person who supports with the shower is capable and confident in styling hair. This person-centred, important information is captured on the matching support tool.

**Marleyfield House** (Gold) not only does the Progress for Providers programme have an impact on the care and well-being of residents, but staff members can also benefit from the use of the person-centred tools. For example, Marleyfield House supports a diverse level of care needs ranging from residential, respite, short term care and residents living with dementia.

Using the 4 plus 1 Questions tool, management were able to ascertain that for residents living with dementia, or a dementia related illness, it is vital that staff need to be supported with more knowledge at the early stages, to prevent misinterpretation of the effects of dementia, and see the person not the illness. To support staff members, a Dementia Training File was introduced with easy-to-follow guidelines provided by the Alzheimer's Society, to assist with supporting residents and families on the main forms of dementia, along with end-of-life care. Team meetings, group discussions and reflective practices continue to be held to implement the guidance.

To see the full list of providers achieving these awards [click here](#).

## Advocacy Services

Our advocacy services have been re-tendered from January 2024. We have joined with Wrexham County Borough Council as part of this tender process to create a new North-East Wales advocacy offer. Previously there were two providers in Flintshire, and an alternative in Wrexham, and feedback was that accessing advocacy could at times be confusing. Now people looking for advocacy support can call one provider for all services, [Advocacy Services North-East Wales](#) (ASNEW). The new sub-regional service is still in its infancy but has already supported 163 advocacy cases in its first quarter.

We have also re-tendered our Self Advocacy project and [Advance Brighter Futures](#) now deliver this in Flintshire and Wrexham. This has given the opportunity for a fresh new look at how services empower people to advocate for themselves

and prevent the need to seek statutory advocacy support in the future. Advance Brighter Futures have set out to re-evaluate the existing provision in Flintshire and codesign and relaunch a brand-new service in April 2024.

### Disability and Sensory Loss Services

Following a successful tender exercise, Flintshire, in partnership with Wrexham Council, have retendered the sensory support services with [Vision Support](#) and [DSN](#). The services will be delivered on a sub-regional footprint to offer efficiencies and better capacity management in the area. The new contracts are due to start on the 1st of May 2024, and we are looking forward to working together with both Wrexham and partners in providing a high-quality service.

### Autism Services

North Wales Integrated Autism Service ([NWIAS](#)) has been very active this year, promoting the service and ensuring individuals with autism in North Wales get the support they need. NWIAS now have a regular programme of advice hubs in all six counties of North Wales. These are run on a monthly basis in public venues which facilitate access to information and support. The team also run post assessment support in terms of six-week support groups to enable neurodivergent individuals to gain coping skills.

Promotional days have been held at Ewloe Sports and Social Club, Flintshire, The Imperial Hotel, Llandudno and Oriel House Hotel, St Asaph, which have been successful in attracting more than 350 people. 71 organisations were showcased at these events who were able to offer support to attendees,



both individuals and families. There were also opportunities for networking between organisations and all events have been well received. More events are planned for 2024/2025 in Anglesey and Wrexham. NWIAS also had a stall at the Flint and Denbigh show which attracted more than 80 personal enquiries, enabling us to reach even more individuals.

Training has been carried out with ASNEW on Autism Awareness and Communication Skills, and NWIAS actively promote Autism Wales' online learning on this subject which has led to increased publicity and access for both professionals and the public. Training is also offered to advocacy providers and contracts now detail expectations around skills and knowledge in supporting autistic people.

NWIAS has been successful in obtaining Welsh Government funding through their Neurodiverse Improvement programme to fund additional autism spectrum disorder (ASD) assessments to reduce the waiting list which stood at 21 months.

NWIAS has undertaken research in conjunction with Bangor University in relation to customer satisfaction, and together with specialist staff in Flintshire Council, have developed an online survey satisfaction tool. This tool is used to monitor the performance of the service and will be reviewed on a quarterly basis to improve performance. The team also ensure they receive regular feedback for groupwork that is carried out, to be able to continue to co-produce the courses to ensure inclusion with the autistic community.

NWIAS has also developed a new consultation model for professionals requesting input from the service, to develop professional autism practice and to assist in case management of autistic adults. This has been well received and the team have been able to support the Community Mental Health Teams (CMHT), the Eating Disorder Service and Substance Misuse Services to develop practice in relation to autism assessments. The clinicians also participate in multiagency meetings to give advice in relation to complex casework.

### Mental Health Services

During 2023/24, Social Services have further developed preventative and early intervention services for people struggling with their mental well-being in an effort to avoid the need for statutory services. In addition to commissioning support from FLVC for social prescribing services within the CMHT, the Well-being and Recovery Team now have three Social Workers providing the following services:

- Children and Families Well-being Worker – this role offers information and guidance to people who are struggling

with their mental well-being and have dependents who are children. Parents can be signposted to mental health resources in the Flintshire area.

- Adults Well-being Worker – this role offers information and guidance to people who are struggling with their mental well-being and may be having difficulties finding the support they need. They are based in the Flint Library Hub on Fridays between 12pm and 2pm. This worker also works in conjunction with [NEWMind](#) to facilitate a peer led support group for those experiencing issues associated with personality disorder. This was included as an example of good practice in a recent ITV Wales documentary.
- Well-being Accommodation Support Worker - this role provides support to people who are struggling with their mental well-being and may be at risk of losing their homes as a result.

In September 2023 the Well-being and Recovery Team launched its Accommodation Support element, which consists of one Social Worker and two Support Workers. This new team was developed using Housing Support Grant funding to respond to the housing issues being experienced by people with lower-level mental health problems and/or substance misuse issues. Difficulties include financial problems leading to non-payment of rent, relationship breakdowns leading to homelessness, hoarding behaviours, and a range of other housing needs. Staff in the housing departments felt they lacked knowledge and expertise in working with people with mental health and substance misuse issues and were finding it difficult to address housing problems where these were the underlying causes.

The Well-being Accommodation Support Team has been set up using agreed processes with housing teams, and referrals can be made by any individual or professional via the Flintshire Housing Gateway website.

The feedback from the project has been positive, communication between the Well-being and Recovery Team and the Housing Solutions Team has been good and they have embedded themselves well.

The number of referrals has tripled from 12 units of support to 47, which has resulted in individuals being able to access mental health services who previously would have not been able to. The addition of the Well-being and Recovery team has meant that individuals have benefited from a Social Worker's input to ensure they are referred to and access the relevant services. Individuals are now receiving professional advice and assistance from a specialist team.

Housing Solutions Officers have fed back that individuals are engaging well with the Well-being and Recovery Workers. The waiting list for support from mental health services within HSG has decreased, and the Well-being and Recovery Team currently have 35 cases between them.

For more information about the Mental Health Services available please [click here](#).

## 2024/25 Priorities

- ✓ **Provide additional placements for step down care within our in-house provision (Tŷ Croes Atti).**
- ✓ **Support the building of a new hub for the relocation of Tri Ffordd supported employment project to Maes Gwern in Mold.**
- ✓ **Continue to grow the Micro-Care market, including access to commissioned care packages.**
- ✓ **Pilot an evidence-based volunteer parenting programme, offering parents an opportunity for peer-to-peer support and to test whether volunteer services are as effective as paid services.**
- ✓ **Investigate how to identify and connect with more carers, make our services more visible and accessible and raise awareness of carers in the local community.**
- ✓ **Recommissioning of carers services to begin in April 2025.**

## Well-being

- People are protected and safeguarded from abuse and neglect and any other types of harm.
- People are supported to actively manage their well-being and make their own decisions so that they are able to achieve their full potential and live independently for as long as possible.

### Fostering

#### Foster Bear Campaign Success Story

The Foster Bear campaign was launched in January 2023 in collaboration with Primary Schools across Flintshire to raise awareness of local authority fostering and outline the urgency to recruit more foster carers in the county.

So far, thirteen primary schools have welcomed Foster Bear into their classrooms, and children are given an activity pack that contains a Foster Bear teddy and activity book to take home. The campaign educates children and their families about local authority fostering and the benefits of children looked after staying local.

“

*“We have always thought about fostering then along came Foster Bear from our daughter’s school. Our daughter took great care of Foster Bear, and it came everywhere with us. It was a great message to send.”*

”

*Craig and Clare were the first new foster carers to sign up after their daughter brought foster bear home.*





### Foster Bear's First Birthday

[Foster Wales Flintshire](#) hosted a very special birthday party in February 2024, to celebrate a year since the launch of their innovative Foster Bear campaign. Local foster carers and children were invited to attend the party to play games, create crafts and celebrate Foster Bear's first birthday.

“

*“Foster Bear is a fantastic way of getting the message out in Flintshire that fostering is such an important and rewarding role, that everyday people in our communities can take on and have such a huge positive impact on the lives of young people.”*

”

Neil Ayling  
Chief Officer, Social Services  
Flintshire County Council





### Raising Awareness

In support of the Foster Wales national campaign 'Bring Something to the Table', the Flintshire Foster Wales Team were at Broughton Shopping Park on a number of dates throughout January and February to raise awareness, educate people about fostering with Flintshire, and answer any questions.

### Mockingbird

The Mockingbird programme replicates an extended family in constellations of 6-10 fostering households, led by a Hub Home Carer and Liaison Worker. The constellation community offers vital peer support and guidance alongside social activities and sleepovers, to strengthen relationships and permanence for children and young people. There are currently three constellations in Flintshire, all of which are going well with lovely friendships and relationships.

This year we have seen multiple instances of foster carers increasing their capacity, either from respite carer to fulltime, or from one placement to two placements, due to the confidence they have gained from the Mockingbird programme. Another positive outcome that we have experienced this year is a case where a child who would have been placed in an out of county residential placement, has been able to stay in foster care in Flintshire alongside their siblings.

### Children's Residential Homes

Flintshire's commitment to developing a programme of Children's homes to help avoid the need for residential placements outside of the county is ongoing. Over the last 12 months, we have been successful in registering 4 of our 5 new Children's Residential Homes with CIW. The team in Tŷ Nyth have opened a model of Multi Systemic Therapy, Family Integrated Treatment, Integrated Treatment Model (MST FIT ITM), which is an evidence-based model that is widely used throughout America and is the first of its kind in Wales. The team have regular monitoring meetings with the consultants from MST, have clear documentation in place to support with the quality of

the service delivery, and the home's Responsible Individual visits regularly to complete monitoring visits, in line with the regulation requirements.

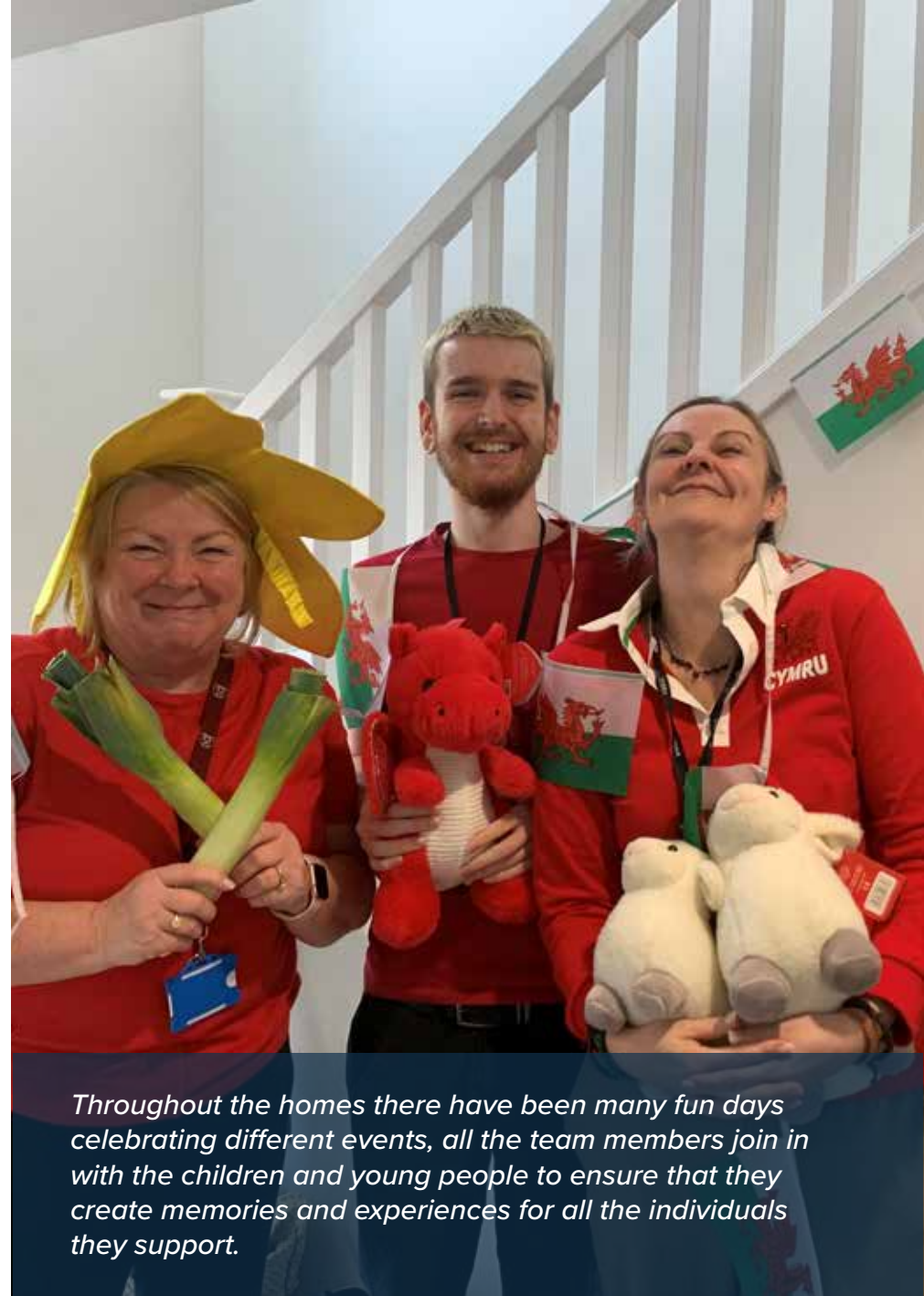
In December 2023, the team celebrated the first young person moving back to live with their family full time. The young person had been in care for 9 years, has now finished the full programme, been closed to the MST FIT team, and continues to live together with family. Following on from this success, another young person has since moved home to family and another young person is currently in the programme.

The team members within the service have supported Children's Services with emergency situations, and have supported young people in their family homes, within Flintshire's emergency provision, as well as within other properties in the local community.

The teams have been embedding evidence based therapeutic approaches within all the homes, and further training is booked this year which will support the development of this. There is a psychologist working closely with the service which has been key in supporting the workforce to develop their skills, improving practice, and understanding the young people and how we can best support them.

### Long-term Accommodation for Young People with Learning Disabilities

Flintshire continues its work to meet the demands of accommodation for young people with learning disabilities. Progress is ongoing and good links have been made with the Housing Associations.



*Throughout the homes there have been many fun days celebrating different events, all the team members join in with the children and young people to ensure that they create memories and experiences for all the individuals they support.*



### Short-term Emergency Accommodation

Flintshire now have four properties available to support people who find themselves homeless, or in need of accommodation urgently. The most recent addition is a bedsit which has been used to accommodate a young person with autism who was at risk of homelessness.

The Progression Service have supported this young person to engage in the community locally and visit another supported living establishment to build natural friendships. As a result, the young person feels they can live independent of a formal package of support and are being supported to find long term accommodation in the area as they wish to continue building on the networks and friendships they have made.

### Llys Jasmine 10th Anniversary (Extra Care)

Llys Jasmine tenants and staff celebrated the scheme’s 10-year anniversary in October 2023. Llys Jasmine was the second extra care scheme opened by Flintshire County Council. To date Flintshire has developed 4 extra care schemes across the county, offering enhanced housing and support services to enable individuals to remain in the community for longer. Across the 4 schemes, there are 239 apartments, including 30 specially adapted for people living with dementia.



*Plas Yr Yrwen celebrating the King’s coronation*



*Llys Jasmine 10th Anniversary celebrations*



*Tenants from Llys Eleanor enjoying one of their regular trips out*



### Plas Yr Ywen (Extra Care) Official Opening

Plas Yr Ywen’s official opening took place in September 2023. We were honoured to have First Minister, Mark Drakeford, open the scheme and the event was well-attended by residents, staff, Councillors, and the local Mayor.

### Homecare Services

Flintshire continues to utilise a rolling scheme of recruitment to grow our in-house homecare service to support more people to live well at home, however, recruitment across social care continues to be a challenge. To rise to this challenge, the homecare service has a designated task team looking at new and innovative ways to attract applicants to the service, and a recruitment event was held in March 2024. This work is ongoing and will support the service to grow and expand the offering to people living in our communities.

The teams’ fleet of all-electrical cars have doubled this year. They now have six Renault Zoe’s, enabling the service to deliver home care across the county in a sustainable way and help support Flintshire’s [Climate Change Strategy](#).





### Flintshire Learning for Well-being Programme

The [Flintshire Learning for Well-being Programme](#) is a partnership between Flintshire County Council and several partners, providing free courses to anyone aged over 18 living in Flintshire who are struggling with their mental well-being and/or their carers.

The programme brochure details all the activities and courses available and is accessible online or as a paper copy. Leaflets are now being distributed to 50 venues, an increase from 24 venues in 2022/23, and includes a QR code which links directly

to the Flintshire Learning for Well-being website. The addition of the QR code has also resulted in an increase of engagement on social media.

Feedback questionnaires are completed after each session to assess the quality and impact of the courses. Discussions and social media engagement also help inform what courses may need to be added to the brochure. New sessions such as graffiti and outdoor activities including paddleboarding and archery, have been successful in engaging more young people and it is planned to include more of these activities in the brochure going forward.

“

*“Attending SAFE was a turning point for me. It helped me to be where I am now, attend a full-time job and helping others.”*

*“Absolutely loved it. Brilliantly explained and a wealth of knowledge. Such a wonderfully empowering activity. Thank you so much.”*

*“Thank you for a lovely informative session with lots of good ideas in a kind welcoming atmosphere.”*

”



#### **Flintshire Learning for Well-being Programme - 10th Anniversary Event**

In October 2023 the programme celebrated its 10th Anniversary with a networking and information sharing event at Flint Library.

The event was a great success with 10 partners attending, including [KIM Inspire](#), [North-East Wales MIND](#), [Aura](#), [Advance Brighter Futures](#), Social Services Well-being Team, SAFE and [FLVC](#). The Well-being volunteers provided taster sessions of some of the courses on offer, including floristry, sugar craft and Dungeons and Dragons, and the Photography and Watercolour courses displayed some of the amazing work they have produced. The Well-being & Recovery Social Workers were also on hand to offer advice and guidance. Over 60 people attended the event, many of whom had not heard about this service before.

Due to feedback received from the event, it is planned to hold an annual event every October, to showcase the brochure and the courses and activities that are on offer.

## National Exercise Referral Scheme

The National Exercise Referral Scheme ([NERS](#)) is an evidenced based health intervention funded by Welsh Government. The scheme incorporates physical activity and behavioural change, to support individuals to make healthier lifestyle choices to improve their health and well-being.

Flintshire's Occupational Therapy and Single Point of Access (SPOA) Teams continue to refer individuals to scheme as appropriate.

NERS continues to be promoted amongst relevant practitioners within the service to maintain awareness and ensure the benefits of the scheme continue to be accessed by eligible individuals.

## Signposting Individuals to Third Sector and Social Prescribing

Formal arrangements with FLVC have increased social prescribing capacity, and a regular surgery is also held in Deeside offering advice and information.

## 2024/25 Priorities

- ✓ **Implement the 'Effective Child Protection' practice model and embed into practice within Children's Services, over a 3-year programme.**
- ✓ **Launch and begin the implementation of the NSPCC neglect-graded profile tool (GCP2), to support with identifying and appropriately managing risks relating to neglect.**
- ✓ **Continue to grow our in-house homecare service to support more people to live at home, utilising a rolling scheme of recruitment.**
- ✓ **Continue to look at new resources to support carers with the pressures due to the increase in cost of living.**
- ✓ **Explore opportunities to support carers from ethnic minority backgrounds.**
- ✓ **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.**

# Other Information

## Inspections and reviews



### Adults' and Children's Services Performance Evaluation Inspection

From 27 November to 8 December 2023, CIW visited Flintshire Social Services to undertake a full, routine Performance Evaluation Inspection (PEI) of both Adults' and Children's Services. The purpose of the inspection was to review the local authority's performance in exercising its social services duties and functions in line with legislation.

Inspectors identified good work and practice across all services and thanked everyone involved for such a warm welcome.

The inspectors summarised their findings as follows:

- There is a stable and experienced Senior Management Team in place across both services providing continuity of leadership.
- Partner agencies, providers and stakeholders told us that leaders are visible and there are good relationships at a senior level with open communication.
- Practitioners also stated leaders are accessible, approachable, and supportive, and overall, ensure practitioners have the right training and skills. A few practitioners (16%) from Children's Services who responded to the staff survey noted the leadership and culture within the local authority needed to improve, although (86%) said they were well-supported by managers. Similarly, practitioners (91%) from Adults' Services who responded to the staff survey also stated they were well supported by managers.
- There are procedures in place to induct new staff members, although at times they would benefit from increased pastoral support. It is acknowledged that a new face-to-face social work collective has been set-up to offer peer support to all Social Workers across Children's and Adults' services.
- Practitioners clearly know the people they support very well. In response to a survey by CIW, many people said they felt respected and listened to by practitioners.

- Recruitment and retention of social care practitioners is a national challenge across Wales. The local authority continues to work hard on strategies to support continued recruitment and retention of staff. Examples include commissioning a communications agency to promote working for the local authority and increasing capacity in the Workforce Development Team.
- The recent restructure across both services is acknowledged and has potential to provide more resilience, opportunities for greater support and oversight, as well as career progression. A few practitioners across both services felt the consultation about changes in structure had not adequately considered practitioner's views and had impacted their morale as it did not benefit everyone.
- The local authority is well sighted on market stability in its area and the needs of its population. There are examples of the local authority implementing successful strategic plans in response to identified need and the lack of certain support services in its area. This has been achieved by working in partnership with BCUHB and other relevant partners to develop innovative services with significant capital investment. Examples include Marleyfield Care Home and Tŷ Nyth Children's Care Home.
- The local authority has a comprehensive supervision policy. Practitioners benefit from regular supervisions, although the practice and standard of recording is inconsistent. The best supervision records focus on reflective practice and professional development. In other examples, more reflection on practice, and an improved focus on professional curiosity, outcomes and staff well-being is required.

- The local authority benefits from good corporate and political support. There is a focus on ensuring statutory duties are met. Senior leaders, managers and politicians recognise significant action and resource is required to ensure the local authority's ability to deliver statutory safeguarding responsibilities. As a result, the local authority commissioned two managed care agency teams in Children's Services to provide additional capacity. This is impacting positively on the outcomes for children and families.

The full report is available on [CIW website](#).

### Flintshire Fostering Service Inspection

In addition to the inspection of Adults' and Children's Services, there was also a separate CIW inspection of Flintshire Fostering Services from 27 November to 01 December 2023.

The inspection planned to:

- Focus on the extent to which the service is complying with the required regulations set out within The Regulated Fostering Services (Service Providers and Responsible Individuals) (Wales) Regulations 2019, and The Local Authority Fostering Services (Wales) Regulations 2018.
- Consider the outcomes for children who use Flintshire Foster Service.

The inspectors summarised their findings as follows:

*“The local authority fostering service is provided with sufficient care, competence, and skill, having regard to the statement of purpose. The fostering service provides foster placements for children who are looked after by the local authority and provides on-going support to foster carers. The fostering service provides the assessment of general foster carers and connected foster carers. A designated manager and a senior manager who is also the Responsible Individual oversees the fostering service.*

*The fostering service has a staff team who are competent, committed and have the skills and knowledge to meet the requirements of the service. Staff retention is good, and staff feel supported. The local authority targets the recruitment of foster carers appropriately and is committed to increasing the number of foster carers.*

*Children receive care from foster carers who are supported by the fostering service to promote and improve well-being outcomes. Children’s health and educational needs are prioritised, they have access to a wide range of resources. Foster carers have access to the Mockingbird initiative for support, advice, and guidance. External agencies provide advice and support to children and foster carers to develop relationships and attachments.”*

The full report is available on [CIW website](#).

## Llys Gwenffrwd Residential Home Inspection

Llys Gwenffrwd is a local authority run, 30 bed residential care home in Holywell. The home received an inspection from CIW on 31 August 2023. The inspector gave positive feedback about the quality-of-life resident’s experience, as well as the systems and processes operated by the manager and staff.







The inspectors summarised their findings as follows:

*“People live in a service which is homely and welcoming. There are plenty of spaces to sit and relax. There is a calm, relaxed atmosphere, and people are supported by well-trained staff who know them well. People are encouraged to contribute their views to the running of the home, and their views are taken seriously. There is a range of activities on offer, and these are personalised to people’s individual preferences. Care staff are supported by a management team which is approachable and responsive to their needs.”*

The full report is available on [CIW website](#).

## Hafod Short-Term Care Inspection

Hafod is a local authority owned short-term care service, offering respite care for people and their carers. CIW completed an inspection of the service on 15 February 2024 and a summary of the inspector’s findings are below:

People feel happy at Hafod and families expressed how good the service is. One gentleman packs his bags two weeks in advance and many people refer to it as going on holiday. Staff are comfortable in their role and there was lots of positive feedback about the staff team. People can bring in items from home and there is a warm, homely feeling to Hafod. There was evidence of lots of activities on offer. Personal plans, daily notes and positive behaviour support plans are all excellent, and as a result people feel safe that staff are able to meet the needs of the individuals who stay there. Medication is well managed, and the medication assessment charts were completed to a high standard. There were some lovely photos on the walls of the activities that people partake in (although they do need an update).

Whilst Hafod doesn’t carry out a full fire drill practice, the inspector felt there was a good understanding of fire safety, legionella and asbestos care. Recruitment had been positive, the systems allowed for safe recruiting and DBS (Disclosure & Barring Service) checks were all in place. The training matrix had been updated recently and was of a high standard, however there were a couple of certificates missing from training that had been completed. Staff felt they were well supported by their manager and really enjoyed the role. Appraisals were also up to date.

The full report is available on [CIW website](#).

## Complaints and representations

Flintshire Social Services, as endorsed by the Council's Overview and Scrutiny Committee, has a robust complaints procedure in place. We welcome complaints and want to ensure individuals, carers and families are listened to, their views acted upon, and they receive a timely and open response. We work hard to resolve problems as soon as they arise, and advocacy is actively promoted.

Complaints across Social Services, both Adults and Children, are relatively consistent year on year, with increases in the number of complaints one year and a fall in number the next. In terms of themes and trends, complaints received can be broadly categorised as follows:

- **Dignity** - Where there are concerns about an individual's personal care and appearance, and the possible impacts any shortcomings may have upon that individual.
- **Communication** - The way in which we keep individuals and families involved, informed, and updated about our work.
- **Quality of Care** - Issues regarding an individual's care, be it residential, domiciliary, respite or foster care.
- **Timeliness** - Our decision making in terms of offering and providing care and support, and the length of time taken to source packages of care.

- **Disagreements** - When individuals and families challenge or appeal our decisions or involvement, or they believe there is a lack of action about issues they are raising.
- **Financial Charges** - Disputes involving how we have reached decisions to charge for care and support, and the amounts applied.
- **Process** - Where we haven't adhered to the process, or our paperwork may be missing important information.
- **Staff** - Whereby our involvement or interactions have been misperceived or misunderstood, or questions raised about our professional conduct with people.
- **Contact** - Issues regarding child and family contact arrangements as ordered by the Court.

All complaints made are scrutinised and used to improve services as part of a 'lessons learnt' process. In terms of learning we have:

- Revised existing information leaflets relating to charges, and reminded staff the importance of recording discussions about charges they have with individuals and families.
- A project underway whereby each child with care and support needs will have their own individual case record, and therefore moving us away from the 'lead child' approach.

## Referencing other sources of information

### Modernising our systems

Flintshire are keen to maximise opportunities to develop and modernise our electronic systems.

### Social Care Finance System

The new social care finance system, ContrOCC, is now live for both Adults and Children. Payments to care providers, client charging and payments to clients for social care services, are now being processed through ContrOCC.

### Provider Portal

The delivery of a 'Provider Portal' to external providers and foster carers is planned to commence mid-April 2024. We are aiming to sign up as many providers as possible to allow them to view payments, raise invoices, submit actuals and notify us of any changes through the portal. This functionality aims to improve accessibility for providers, but also to reduce the resource required within Social Services to handle such work.

### Homecare Rostering System

After a rigorous tender process, the procurement of a Staff Rostering system has been completed. The new system will enable the teams to provide greater efficiencies using the electronic rota system. The implementation is planned to start from May 2024.

### Case Management System

Procurement documentation to tender for a new Case Management System has been prepared and the tender is due to be issued in the coming months.



# Contextual Data and National Performance Measures

01 April 2023 to 31 March 2024

## Adult Social Services

**9,458**

No. of new contacts received by statutory services during the year.

**14%**

Percentage of assessments that went on to have a care and support plan to meet their outcomes.

**6,944**

No. of those new contacts who were provided with advice or assistance. (This figure includes **973** contacts to statutory social services which resulted in advice & assistance from our social prescribing service).

**6,779**

No. of new assessments completed during the year.

**69%**

Percentage of people with a package of support who had their care plan reviewed within timescales.

**1,913**

No. of adult carers who were identified and referred to our carers service.

**90%**

Percentage of those which progressed to Section 126 enquiries which were completed within 7 days.

On the last day of the year, we were helping **1,029** people over the age of **65** to live at home and **524** older people in care homes.

**212**

No. of people who completed a package of reablement during the year.

**559**

No. of people who commissioned their own services through a direct payment.

**1,109**

No. of adult safeguarding reports received during the year.

**312**

No. of cases waiting to be allocated for a Deprivation of Liberty Safeguards assessment in Flintshire.

## Children's Services

**13,451**

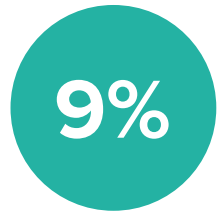
No. of contacts received by statutory services during the year.

**1,074**

No. of families that received information and support through the Early Help Hub.

**170**

No of children on the Flintshire Child Protection Register on the 31st of March 2024.



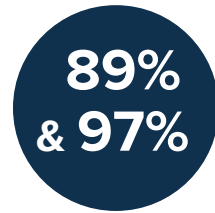
Percentage of children added to the register that were re-registered within 12 months of deregistration.

**10,002**

No. of those contacts who were provided with advice or assistance.

**1,368**

No. of families passed to the Information Assistance and Advice (IAA) service.



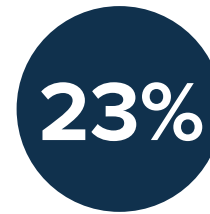
Percentage of initial child protection conferences and review conferences carried out within timescales.

**10.26 months**

Average time that children remained on the register.

**98**

No. of children/young people who have left care during the year.



Percentage of those who went on to have a care and support plan.



Percentage of those who had no eligible needs.

**117**

No. of children with a care and support plan where needs were being met through a direct payment as of the 31st of March 2024.

**2,187**

No. of new assessments completed during the year.



Percentage of those who had needs which could be met by any other means.

**236**

No. of children who were looked after in Flintshire on the 31st of March 2024.

# Accessing Further Information and Key Documents

## Social Care Legislation & Information Links:

[The Social Services and Well-being \(Wales\) Act 2014](#)  
[Regulation and Inspection of Social Care \(Wales\) Act 2016](#)  
[The Well-being of Future Generations](#)  
[North Wales Regional Partnership Board](#)  
[North Wales Safeguarding Board](#)

## Flintshire County Council's Key Strategies:

[Flintshire County Council - Council Plan](#)  
[Flintshire Public Services Board - Well-Being Plan](#)  
[Digital Strategy](#)  
[Climate Change](#)



# Glossary of Terms

## Advocacy

Advocacy is taking action to help people say what they want, secure their rights, represent their interests, and obtain services they need.

## Association for Fostering, Kinship and Adoption (AFKA) Cymru

AFKA Cymru promotes good practice across the breadth of permanency planning for children and young people.

## Autism Spectrum Disorder (ASD)

ASD is the medical name for autism.

## Betsi Cadwaladr University Health Board (BCUHB)

BCUHB is responsible for the delivery of health care services across the six counties of North Wales (Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham).

## Care Inspectorate Wales (CIW)

CIW are the independent regulator of social care and childcare in Wales. CIW register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales.

## Children Looked After

A child is looked after by a local authority if a court has granted a Care Order to place a child in care, or a Council's Children's Services department has cared for the child for more than 24 hours.

## Direct Payments

Direct payments are money from Flintshire Social Services made available to eligible people to enable them to arrange support and solutions that help meet assessed social care needs and agreed well-being outcomes.

## Discharge to Recover and Assess (D2RA)

D2RA supports patients on discharge from hospital to receive intensive therapy led support to allow them to maximise their independence before returning home.

## Extra Care

Housing designed with the needs of service users in mind that provides varying levels of support which is available on site and promotes independent living.

## Flintshire Local Voluntary Council (FLVC)

The umbrella and support organisation for over 1200 voluntary and community groups based in Flintshire.

## Guaranteed Interview Scheme

WeCare Wales' Guaranteed Interview Scheme allows individuals who have completed the Introduction to Social Care training, and previously Taster to Care, the opportunity to arrange interviews directly with registered employers.

### **HfT**

Support people with learning disabilities to live with more independence and choice across the Flintshire area. Flintshire County Council have commissioned HfT to deliver day services and work opportunities for people with learning disabilities in the county.

### **Housing with Care Fund (HCF)**

Capital funding from Welsh Government available to provide housing and accommodation for people with care and support needs.

### **Housing Support Grant (HSG)**

Welsh Government funding to local authorities to spend on projects aimed at preventing homelessness and helping people to live in their own home or supported housing.

### **Integration and Rebalancing Capital Fund (IRCF)**

Health and Social Care's IRCF is a new programme set up to directly support the Programme for Government (PfG) commitments of developing 50 integrated health and social care hubs and to support rebalancing the residential care market.

### **Menter Iaith Fflint a Wrecsam**

Supporting and promoting the Welsh language in Flintshire and Wrexham.

### **North-East Wales Carers Information Service (NEWCIS)**

NEWCIS is one of the largest providers of carer services in Wales.

### **North Wales Learning Disability Transformation Project (NW LD Transformation Project)**

North Wales Together: Seamless Services for People with Learning Disabilities is one of four transformation projects in North Wales and is also known as the LD Transformation Project.

### **Regional Integration Fund (RIF)**

Health and Social Care's RIF is a 5-year Welsh Government programme from April 2022 to March 2027 to help integrate health and care services.

### **Regional Partnership Board (RPB)**

The North Wales RPB was established as part of the Social Services and Well-being (Wales) Act 2014, to improve the well-being of the population and improve how health and care services are delivered. The RPB brings together health, social services, housing, the third sector and other partners to co-ordinate the continued transformation and integration of health, social care and well-being services across the region.

### **SAFE**

SAFE is a self-advocacy course which has now changed its name to 'Hear My Voice'. The course is run by Advance Brighter Futures and helps individuals build their self-confidence and other skills.

### **Special Guardianship Order (SGO)**

An SGO grants overriding parental responsibility for a child over a child's parents or others who have parental responsibility.



## Annual Report Priorities 2024/25

People		2024/25 Priorities	Quality Standard	Lead	
Tudalen 81	1.1	All people are equal partners who have choice, voice and control over their lives and are able to achieve what matters to them	Direct payments: lead on direct payments initiatives at a National Level	1.1	Jo Taylor / Mark Cooper
	1.2	Effective leadership is evident at all levels with a highly skilled well qualified and supported workforce working towards a shared vision.	Early Years & Family Support: Pilot the workforce development skills matrix to ensure staff deliver quality and effective services. To include speech, language, and communication; parenting; childcare and transformation as a minimum	1.2	Gail Bennett / Peter Wynne
			Flintshire County Council to sign the pledge and adopt Welsh Government's Corporate Parenting Charter: A Promise for Wales. To fully support the principles and promises set out in the Charter, and ensure our Children Looked After receive the highest standard of care and support.	1.1	Peter Robson
			Support the implementation of the All-Wales safeguarding standards through delivery of a training programme which aligns to the competency groups within the national training framework.	1.2	Jackie Goundrey
			Continue to support the Digital Strategy by supporting the improvement of digital skills of our workforce.	1.2	Jackie Goundrey

	Maintain a high standard of available training and development opportunities for our social care workforce, including carers and the independent sector.	1.2	Jackie Goundrey
	Work with our regional partners, ensuring Flintshire are involved in the implementation of policies and training offers.	1.2	Jackie Goundrey
	Support implementation of training and information from identified areas through the Single Unified Safeguarding Review (SUSR) process and CIW Inspection.	1.2	Jackie Goundrey
	Support the WeCare Campaign and the work around recruitment and retention of social care staff.	1.2	Jackie Goundrey / Gemma Wellstead
	We will remain committed to supporting the 'Mwy na Geiriau' strategic framework by ensuring we are able to offer training and resources bilingually when required.	1.2	Jackie Goundrey
	Support staff and students with a pathway into social work and occupational therapy.	1.2	Jackie Goundrey
	Continue to deliver the Health & Social Care Core Level 2 and 3 Practice qualifications via our assessment centre, providing necessary qualifications for our support staff working in adult services.	1.2	Jackie Goundrey

		We will continue to work with universities and support trainee Social Workers through their 3-year traineeship and offer help to our occupational therapy staff undertaking their traineeship.	1.2	Jackie Goundrey
		We will continue to support both social work qualifying training and post qualifying training in Wales, including the First 3 Years Framework requirements for all post-qualifying Social Workers new into roles.	1.2	Jackie Goundrey
<b>Prevention</b>		<b>2024/25 Priorities</b>	<b>Quality Standard</b>	<b>Lead</b>
Tudalen 82	The need for care and support is minimised and the escalation of need is prevented whilst ensuring that the best outcomes for people are achieved.	Continue to grow our in-house fostering service to support more children looked after.	2.1	Craig Macleod / Peter Robson
	Resilience within communities is promoted and people are supported to fulfil their potential by actively supporting people who need care and/or support including carers to learn develop and participate in society.	Continue to develop the Special Guardianship service to reduce the need for children and young people to remain looked after.	2.1	Craig Macleod / Suzanne Johnston
		Develop childcare expansion and seamless childcare provision across programs.  Achieve the childcare expansion target set by Welsh Government for the 2-year-old phase, Flying Start, Flying Start Outreach and 3–4-year-old childcare and additional support and continue the childcare capital programmes.	2.1	Gail Bennett / Peter Wynne

	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.	2.1	Gail Bennett / Peter Wynne
	To include a regional approach to early years brain science through simple messages, metaphors, storytelling, and training - Oxford Brain Story.	2.1	Gail Bennett / Peter Wynne
	Pilot an evidence-based volunteer information provision to increase access and availability of information to support families and provide early intervention and prevention.	2.1	Gail Bennett / Peter Wynne
	Utilise the progression model as a way of promoting people's independence skills.	2.1	Jo Taylor / Claire Mayers
	Continue to expand the service offering for employment opportunities for disabled people.	2.2	Jo Taylor
	Progress the newly formed partnership with Deeside Industrial Park which aims to bring employment opportunities for vulnerable people within social services.	2.2	Jo Taylor
	Continue to meet the demands of young people with learning disabilities for accommodation.	2.1	Jo Taylor
	Further development of our work to support Young Carers in their role, including but not limited to: further development of the Young Carers ID Card, focus on respite and breaks for Young Carers,	2.2	Janet Bellis / Naomi Harper

		engagement with education colleagues and schools, engagement with businesses and communities across Flintshire, support with training and education opportunities.		
		Continue to investigate and expand creative respite solutions to meet the needs of carers in bespoke and unique ways.	2.1	Janet Bellis / Naomi Harper
<b>Partnership and integration</b>		<b>2024/25 Priorities</b>	<b>Quality Standard</b>	<b>Lead / Owner</b>
<b>3.1</b> <b>Tugalen 85</b>	Effective partnerships are in place to commission and fully deliver fully integrated, high quality sustainable outcomes for people	Provide additional placements for step down care within our in-house provision (Tŷ Croes Atti).	3.1	Mark Holt / Marianne Evans
	People are encouraged to be involved in the design and delivery of their care and support as equal partners	Support the building of a new Hub for the relocation of Tri Ffordd supported employment project to Maes Gwern in Mold.	3.1	Jo Taylor / Matt Thomas
		Continue to grow the Micro-Care market, including access to commissioned care packages.	3.2	Dawn Holt / Lee Holman
		Pilot an evidence-based volunteer parenting programme, offering parents an opportunity for peer-to-peer support and to test whether volunteer services are as effective as paid services.	3.2	Gail Bennett / Peter Wynne

		Investigate how to identify and connect with more carers, make our services more visible and accessible and raise awareness of carers in the local community.	3.2	Janet Bellis / Naomi Harper
		Recommissioning of carers services to begin in April 2025.	3.1	Janet Bellis / Naomi Harper
<b>Well-being</b>		<b>2024/25 Priorities</b>	<b>Quality Standard</b>	<b>Leads</b>
4.1 Tudalen 86	People are protected and safeguarded from abuse and neglect and any other types of harm  People are supported to actively manage their well-being and make their own decisions so that they are able to achieve their full potential and live independently for as long as possible	Implement the “Effective Child Protection” practice model and embed into practice within Childrens’ Services, over a 3-year programme.	4.1	Jane Turvey
		Launch and begin the implementation of the NSPCC neglect-graded profile tool (GCP2), to support with identifying and appropriately managing risks relating to neglect.	4.1	Jane Turvey
		Continue to grow our in-house homecare service to support more people to live at home, utilising a rolling scheme of recruitment.	4.2	Mark Holt / Vanessa Roberts
		Continue to look at new resources to support carers with the pressures due to the increase in cost of living.	4.2	Janet Bellis / Naomi Harper

		Explore opportunities to support carers from ethnic minority backgrounds.	4.2	Janet Bellis / Naomi Harper
		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	4.2	Jo Taylor / Rhian Evans

Mae'r dudalen hon yn wag yn bwrpasol



# Eitem ar gyfer y Rhaglen 5



## Social and Health Care Overview and Scrutiny Committee

<b>Date of Meeting</b>	18 July 2024
<b>Report Subject</b>	Childcare and Early Years Capital Programme 2022-2025
<b>Report Author</b>	Chief Officer – Social Services
<b>Type of Report</b>	Operational

### **EXECUTIVE SUMMARY**

The Welsh Government's (WG) Childcare and Early Years (phase 1) Capital Programme was completed at the end of March 2024. Planning for the next phase of the WG Childcare and Early Years Capital programme investment has already commenced and the projects feasibility studies are coming to an end.

£70 million capital funding is available to Authorities across Wales for the Childcare and Early Years Capital (phase 2) Programme 2022 to 2025. The capital build programme is 100% funded by Welsh Government.

Subject to Cabinet approval, the Flintshire Childcare and Early Years Capital Team would like to progress the project onto the next stage of design and build.

This report outlines the proposed projects for phase 2 of the Childcare and Early Years Capital Programme 2022-2025 and the potential building locations that have been identified. The projects within the programme have been selected using Childcare Sufficiency Assessments, and Welsh Government funding criteria.

The programme, if approved, will deliver new Childcare facilities, and increase childcare provision across Flintshire in various locations. The focus is on early years, however, the buildings can be used for childcare wrap-around, after school and holiday provision.

## RECOMMENDATIONS

1	That Scrutiny approves the Childcare and Early Years Capital Programme 2022-2025 for the 'starting a project' stage to the 'design and build' phase of the programme to meet the WG deadline for these projects.
2	That Scrutiny approves a Direct Award process for appointing a contractor to meet the WG deadline of March 2025 as accommodated through an existing national framework.

## REPORT DETAIL

<b>1.00</b>	<b>Explaining Childcare and Early Years Capital Programme 2022-2025</b>
1.01	Welsh Government (WG) have made available capital grants to councils for the purposes of providing seamless childcare provision to children in the early years, supported through several WG programmes including Flying Start childcare for 2–3-year-olds, the 3–4-year-old Childcare Offer and early learning. A key policy driver is that the early learning, Flying Start and Childcare Offer is as clear and easy as possible for children to access and there is a seamless pathway into early education.
1.02	The 3–4-year-old Childcare Offer is a WG funded programme which provides up to 30 hours of funded childcare and early learning for up to 48 weeks of the year to 3–4-year-olds of eligible working and training parents. During term time the 30 hours is made up of 10 hours of early education (Early Entitlement) and up to 20 hours of childcare or 12.5 hours of nursery education and 17.5 hours of childcare with a CIW registered childcare provider and/or school.
1.03	The Flying Start programme helps progress children under 4 years of age, who live in the more disadvantaged areas of Flintshire. The aim is to ensure all children are healthy and thriving, that their families are capable and coping and finally that these children are reaching their full potential. The primary focus will be to ensure all 2–4-year-olds have access to quality part-time childcare, with the phased roll-out of the 2-year-old funded childcare for all children.
1.04	Feedback from parents, gathered through the most recent Childcare Sufficiency Assessment (CSA), revealed that parents want to be able to drop their children off and pick them up from the same site, with a seamless transition from childcare to education or vice versa.  For some parents, wrap around provision between schools and non-maintained childcare providers continues to be an important part of their childcare needs.
1.05	The CSA also identified areas in Flintshire that are most in need of further childcare provisions, and this has been included within the scoring system to ensure that the expansion of childcare services is being placed in the

	<p>priority areas. Other criteria included in the scoring system, based on WG funding criteria are:</p> <ul style="list-style-type: none"> <li>• Welsh medium</li> <li>• bilingual</li> <li>• co-location of sites</li> <li>• number of childcare places that will be created</li> <li>• the project expands the Flying Start programme</li> <li>• the setting supports the Childcare Offer</li> <li>• the setting aligns with WESP (Welsh in Education Strategic Plan).</li> </ul>
1.06	<p>The primary purpose of the education capital programme is to facilitate and support the co-location of the Curriculum for Wales and childcare provision wherever possible. This is in line with the Prosperity for All commitment to “introduce a new model of Community Learning Centres, providing extended services with childcare, parenting support, family learning and community access to facilities built around the school day”.</p>
1.07	<p>The completion of the proposed phase 2 projects will help to further the Council’s and WG’s commitment to create a more equal Wales through the Well-Being of Future Generations Act (2015) by ensuring all children, regardless of socio-economic background, have access to high quality childcare that meets their needs to ensure that they are given every opportunity to reach their full potential. It also supports parents with training and work opportunities and commitments.</p>
1.08	<p>The commitment to and completion of these Childcare and Early Years projects, supports the statutory duty for providing sufficient childcare places within Flintshire, and to consider the future needs of children and their families.</p>
1.09	<p>The legal framework will include commissioning for building the schemes, and a management agreement with respective school Governing Bodies to ensure that the settings continue to remain operational for a minimum 10-year period or if this is no longer feasible due to a change in circumstances to comply with the arrangements set out in the Agreement, as required by WG.</p>
1.10	<p>Following the completion of the Phase 1 Capital Projects, the Council has been able to expand the number of quality childcare places available for children eligible for childcare through the Flying Start Programme and/or the Childcare Offer. By expanding the reach of these programmes more families now have access to more government funded accessible childcare, which enables parents/carers the additional time to either re-enter the workforce or to seek additional training that would eventually lead them into employment. For many children this has meant they have gained quality childcare to support their development needs and prepare them for school.</p>
1.11	<p><b><u>Phase 1 Childcare and Early Years Capital Programme</u></b></p> <p>Phase 1 of the Childcare and Early Years Capital Programme ran between 2019-2022 and saw the delivery of nine new modular buildings</p>

	<p>and the refurbishment of an existing building. One capital project was extended into 2024, with Welsh Government approval. Phase 1 projects were completed within the allocated budget of £7,209,253 excluding VAT.</p> <p>The sites that were completed were:</p> <ul style="list-style-type: none"> <li>• Ysgol Bro Carmel</li> <li>• Ysgol Croes Atti, Shotton</li> <li>• Ysgol Sychdyn</li> <li>• Ysgol Caerwys</li> <li>• Ysgol Maes Y Felin</li> <li>• Ysgol Merllyn</li> <li>• Ysgol Derwen</li> <li>• Ysgol Y Llan, Whitford</li> <li>• Westwood School, Buckley</li> <li>• Aston Family Centre (Flying Start modular building)</li> </ul>						
1.12	<p>The completion of the above projects has enhanced childcare provision in these areas. The settings have custom built buildings that have been designed with the needs of the children at the heart, improving facilities for childcare, which in turn attracts both parents and children to the setting/school and creates seamless pathways for children from childcare to early education.</p>						
1.13	<p>The completion of the phase 1 Childcare and Early Years programme has seen 163 childcare spaces, in a modernised and purpose-built building, become available within the County.</p>						
1.14	<p><b><u>Proposed Phase 2 Childcare and Early Years Capital</u></b></p> <p>The following projects have been prioritised on the basis of FCC’s, CSA and the Welsh Government funding criteria and have been submitted to the WG for approval. The WG have agreed to explore the options for both the Treuddyn and Flint areas for a capital project and have provided FCC with development grants to complete the required feasibility studies.</p> <p>These feasibility studies are currently underway and are expected to be fully completed by the beginning of June 2024.</p>						
1.15	<table border="1"> <thead> <tr> <th>Priority</th> <th>Setting</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Ysgol Terrig/Ysgol Parc Y Llan, Treuddyn</td> <td> <p>This project is on a shared site between Ysgol Terrig (Welsh Medium) and Ysgol Parc Y Llan (English Medium). The original scope for this project was Ysgol Terrig, however, due to site constraints, the scope for this project has had WG approval to extend to include Ysgol Parc Y Llan to provide more workable options.</p> <p>This project will see an additional 20 Welsh Medium childcare places become available for Ysgol Terrig, taking their total capacity up</p> </td> </tr> </tbody> </table>	Priority	Setting	Description	1	Ysgol Terrig/Ysgol Parc Y Llan, Treuddyn	<p>This project is on a shared site between Ysgol Terrig (Welsh Medium) and Ysgol Parc Y Llan (English Medium). The original scope for this project was Ysgol Terrig, however, due to site constraints, the scope for this project has had WG approval to extend to include Ysgol Parc Y Llan to provide more workable options.</p> <p>This project will see an additional 20 Welsh Medium childcare places become available for Ysgol Terrig, taking their total capacity up</p>
Priority	Setting	Description					
1	Ysgol Terrig/Ysgol Parc Y Llan, Treuddyn	<p>This project is on a shared site between Ysgol Terrig (Welsh Medium) and Ysgol Parc Y Llan (English Medium). The original scope for this project was Ysgol Terrig, however, due to site constraints, the scope for this project has had WG approval to extend to include Ysgol Parc Y Llan to provide more workable options.</p> <p>This project will see an additional 20 Welsh Medium childcare places become available for Ysgol Terrig, taking their total capacity up</p>					

			<p>to 40 places. The site is also located in a Flying Start expansion area.</p> <p>This project also aims to increase the number of English Medium childcare places by an additional 10 places, taking their overall total to 30. The site is also located in a Flying Start expansion area.</p>
	2	Cornist Park, Flint	<p>This project will provide 40 additional childcare places in a location that does not have any available childcare provision on site. Furthermore, the Flint area in general is lacking in childcare provision as a whole and is in need of investment to provide sufficient childcare. Cornist Park will be a bilingual setting, co-located setting and will expand the Flying Start programme to an additional 18 children in the area.</p>
1.16	Phase 2 of the Childcare and Early Years Capital Programme 2022-2025 would potentially increase childcare places by an additional 80 places within the County.		
1.17	<p><b><u>Ysgol Terrig – Costing</u></b></p> <p>Option 1 – The construction cost for this option would be £777,265.08. This site has a number of drawbacks including being located on a shared site, there is no additional parking added to the site for the increased traffic and it would be constructed on a shared playing field, meaning that Ysgol Parc Y Llan will lose greenspace to their school.</p> <p>Option 2 – The construction cost for this option would be £845,912.58. This site is in the same position as Option 1 and therefore has all the same issues, except this option would include additional parking.</p> <p>Due to there only being one possible location available and that the site is located on a shared playing field with Ysgol Parc Y Llan, the feasibility studies for this project have been extended. The extended studies will now also consider a full refurbishment of the community centre that is located on site. This has meant that potential options for Ysgol Parc Y Llan have been considered as any work to the community centre will directly affect Ysgol Parc Y Llan’s: school entrance, hard play areas and their green play areas.</p>		
1.18	<p><b><u>Cornist CP – Costing</u></b></p> <p>Option 1 – The construction cost for this option would be £787,858.83. However, this option has a major drawback as it is located in a zone that Education would seek to use for a school expansion should the need ever arise.</p>		

	Option 2 – The construction cost for this option would be £811,730.08. This is the school and Education’s preferred choice as whilst there is additional cost, due to having to relocate a playing field, it is removed from the main school buildings and would not affect any further expansion plans.
1.19	Subject to approval, the Childcare and Early Years Capital Team would progress the Programme from the ‘starting a project’ stage to the ‘design and construction’ stage of the programme. The projects are fully funded by WG.
1.20	A further report will be submitted to update Cabinet and Scrutiny prior to construction contract award of the design choices that have been made as well as the proposed timelines, costs and dates of completion for the projects.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The funding for the Childcare and Early Years Capital Programme will be agreed by Welsh Government and is funded by the Welsh Government on approval.
2.02	The programme can be managed within existing Council staffing resource.
2.03	There are no revenue impacts on the Council.
2.04	Due to the tight time constraints placed on these projects, Cabinet’s approval will be required during the September 2024 meeting in order to complete the project within the WG deadline (March 2025).

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>				
3.01	<p>All projects are managed using a risk register. Financial risks are managed through a project contingency, with regular meetings with the Capital Finance Team to ensure compliance with the WG capital grant award and that all costs are allocated to the correct scheme.</p> <p>Any high-level risk which cannot be managed with the projects/programme will be incorporated into the risk register for the Project Team to consider. Governance arrangements are in place for this process.</p>				
3.02	<p>Well-being Principle Impacts</p> <p>Under the five delivery principles of the Well-being of Future Generations Act this report will have the following impacts:</p> <table border="1" data-bbox="319 1944 1385 2056"> <thead> <tr> <th>Ways of Working Principle</th> <th>Impact</th> </tr> </thead> <tbody> <tr> <td>Long-term</td> <td>Positive – ensures that high quality and affordable childcare will be</td> </tr> </tbody> </table>	Ways of Working Principle	Impact	Long-term	Positive – ensures that high quality and affordable childcare will be
Ways of Working Principle	Impact				
Long-term	Positive – ensures that high quality and affordable childcare will be				

		available to communities with demand.
	Prevention	Positive – will improve parents employment opportunities due to available and affordable childcare. It will provide positive transitions for children from childcare to education as the settings will be built on the school’s grounds.
	Integration	Positive – the new childcare settings will integrate children from varying social backgrounds and allow them to develop friendship groups in their early years, in-line with the Wellbeing and Future Generations Act (2015).
	Collaboration	Positive – partnership arrangements in-house and with external parties including school governing bodies through Project Plan and Communication Strategy.
	Involvement	Positive - The proposed projects will help promote greater community integration/use/involvement and many parents have reported improvement in friendships both for themselves and their children.
3.03	Against the seven well-being goals of the Act, the potential impact of the report and its recommendations would be evaluated as follows:	
	<b>Well-being Principle</b>	<b>Impact</b>
	Prosperous Wales	Positive impact - Capital investment directly benefits local supply chain/economy as a percentage of local expenditure is a requirement of the grant funding. The completion of projects will lead to an increase in employment opportunities for those seeking to enter construction, childcare, cleaning services and maintenance.
	Resilient Wales	Positive impact - Use of sustainable and recycled materials during construction, more energy efficient, potential reduction in carbon emissions.
	Healthier Wales	Positive impact – modular buildings will have both indoor and outdoor play areas for children to play and staff will work with healthy pre-school colleagues in line with

		governmental schemes to promote and impart wisdom on what a healthy diet consists of. As well as early years advisory teachers/officers to support play and a healthy and thriving childhood.
	More Equal Wales	Positive impact – completion of modular buildings will help to ensure suitable childcare is available across all of Flintshire, including areas of need (as identified through the CSA) that have been given priority due to the lack of childcare provision available in those areas.
	Cohesive Wales	Positive Impact – quality childcare provides further opportunities.
	Vibrant culture and thriving Welsh language	Positive impact – childcare settings will offer opportunities to promote the Welsh Language and culture through the use of Welsh phrases, songs and storytelling, introducing children early.
	Globally Responsible Wales	Positive - Capital investment, delivers a more sustainable product, local spend and added benefits for apprenticeships and work experience in construction. The settings are encouraged to recycle all waste that occurs from the day to day running of the settings and to engage the children in the importance of recycling waste for a more sustainable future.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	Consultation has been undertaken with colleagues within Education's School Modernisation Team and the umbrella childcare organisation CWLWM.
4.02	Consultation will be undertaken through the planning application process for each individual project.
4.03	Consultation has been undertaken with the Headteacher, Governing Bodies and childcare providers for each individual project.
4.04	Consultation has taken place between the project team and FCC's financial team.



4.05	Consultation has taken place with colleagues from FCC's Design and Build Team.
4.06	Consultation has taken place with colleagues from FCC's Legal Team.

<b>5.00</b>	<b>APPENDICES</b>
5.01	EY2 Cornist Option 1 Indicative Outline Cost Plan EY2 Cornist Option 2 Indicative Outline Cost Plan
5.02	EY2 Terrig Option 1 Indicative Outline Cost Plan EY2 Terrig Option 2 Indicative Outline Cost Plan

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Childcare and Early Years Capital Programme 2022-2025 - Cabinet Paper, 17 October 2023.
6.02	Childcare and Early Years Capital Programme 2022-2025 - Capital and Assets Programme Board, 08 August 2023.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officers:</b></p> <p>Gail Bennett, Early Years and Family Support Service Manager Byra Foulkes, Early Years Support Manager Joseph Penlington, Capital and Projects Officer</p> <p>Telephone: 01352 703953 (Gail Bennett) 01352 703934 (Byra Foulkes) 01352 703551 (Joseph Penlington)</p> <p>E-mail: <a href="mailto:gail.bennett@flintshire.gov.uk">gail.bennett@flintshire.gov.uk</a> <a href="mailto:byra.foulkes@flintshire.gov.uk">byra.foulkes@flintshire.gov.uk</a> <a href="mailto:joseph.penlington@flintshire.gov.uk">joseph.penlington@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<b>Childcare Sufficiency Assessment (CSA)</b> - The CSA is a questionnaire that was sent out to families living in the Flintshire area that enquired about what improvements they would like to see made to the childcare provisions that are offered in the Flintshire area.

**Risk Register** - A logbook that is kept of all the risks that could impact on the completion of a project.

**Capital Funding** - Capital funding is usually linked to acquiring or improving a long-term asset such as equipment or buildings.

**Revenue Funding** - Is linked to items that will be used within a year. Examples include salaries, heating, lighting, services and small items of equipment. Routine repairs are revenue expenditures and can include significant repairs that do not extend the life of the asset or do not improve the asset (the repairs merely return the asset to its previous condition)

**INDICATIVE OUTLINE COST PLAN (Feasibility Stage)**

<b>CORNIST CP SCHOOL EARLY YEARS CENTRE OPTION 1 - Feasibility Stage 1 Cost Plan - (RIBA Work Stage 1)</b>			177 m <sup>2</sup> GIFA	
Costs based on Market Data & Evidence from previous EYC phase with inflation allowance for construction period included.				
Element	Total GIFA m <sup>2</sup>	Cost per m <sup>2</sup>	New Build Cost	External Works
<b>0.0 Facilitating Works</b>				
0.1 Site Strip	177	58.90	10,425.00	
<b>Facilitating Works (Sub-Total)</b>	<b>177</b>	<b>58.90</b>	<b>10,425.00</b>	
<b>Substructure</b>				
1.1 Foundations & Ground Floor Slab Construction	177	298.02	52,750.00	
1.2 Drainage below ground	177	20.00	3,540.00	
<b>Substructure (Sub-Total)</b>	<b>177</b>	<b>318.02</b>	<b>56,290.00</b>	
<b>2.0 Superstructure</b>				
2.1 SIP Envelope	177	390.54	69,125.00	
2.2 Upper Floor	177	-	-	
2.3 Roof & Associated works	177	248.25	43,940.00	
2.4 Stairs & Ramps	177	-	-	
2.5 External Walls & Canopy	177	368.93	65,300.00	
2.6 Windows & External Doors	177	130.76	23,145.00	
2.7 Internal Walls & Partitions	177	158.19	28,000.00	
2.8 Internal Doors	177	43.22	7,650.00	
<b>Superstructure (Sub-Total)</b>	<b>177</b>	<b>1,339.89</b>	<b>237,160.00</b>	
<b>3.0 Internal Finishes</b>				
3.1 Wall Finishes	177	35.88	6,350.00	
3.2 Insulated Floor Screeds & Floor Finishes	177	112.97	19,995.00	
3.3 Ceiling Finishes	177	52.60	9,310.20	
3.4 Internal Joinery & Associated Works	177	50.28	8,900.00	
<b>Internal Finishes (Sub-Total)</b>	<b>177</b>	<b>251.72</b>	<b>44,555.20</b>	
<b>4.0 Fittings, Furnishings and Equipments</b>				
4.1 Fittings, Furnishings and Equipment - fixed & Loose	177	24.29	4,300.00	
4.2 General Fittings & fixtures	177	36.10	6,390.00	
<b>Fittings, Furnishings and Equipment (Sub-Total)</b>	<b>177</b>	<b>60.40</b>	<b>10,690.00</b>	
<b>5.0 Services</b>				
5.1 Mechanical Services	177	178.67	31,625.00	
5.2 Electrical Services	177	278.39	49,275.00	
5.3 Sanitary Installations	177	15.82	2,800.00	
5.4 Commissioning, testing, O&M, Service Log, 12 Month Maintenance	177	8.47	1,500.00	
5.5 Builders Work in Connection	177	8.47	1,500.00	
5.6 Incoming Services/possible diversion	177	112.99	20,000.00	
<b>Services (Sub-Total)</b>	<b>177</b>	<b>602.82</b>	<b>106,700.00</b>	
<b>6.0 External Works</b>				
6.1 Site Preparation/Reduced Level Excavation				22,400.00
6.2 Roads, Paths, Pavings and Surfacing				51,850.00
6.3 Soft Landscaping, planting (reconfiguration of football pitches)				7,750.00
6.4 Fencing, Railings, Gates				17,500.00
6.5 External Fixtures				900.00
6.6 External Drainage, Services & Infrastructure works				36,000.00
<b>External Works (Sub-Total)</b>				<b>136,400.00</b>
<b>Building (Sub-Total)</b>	<b>177</b>	<b>2,631.75</b>	<b>465,820.20</b>	
<b>Indicative Total Construction Cost</b>				<b>602,220.20</b>

Design Fees, Project Fees, Surveys & Investigations (RIBA Stage 2-7)	40,000.00
Construction Stage Management, Preliminaries & General Conditions	50,000.00
Other development/project costs: Planning, Building Control etc	5,000.00

<b>Overall Net Estimate (as at Q2 2024)</b>	<b>697,220.20</b>
Overall Net Estimate RIBA Stage 2/3	697,220.20
Main contractors % for O/heads & Profit @ 8%	55,777.62
Allowance for Risk/Design Development	34,861.01
<b>Overall Gross Estimate</b>	<b>787,858.83</b>

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**INDICATIVE OUTLINE COST PLAN (Feasibility Stage)**

<b>CORNIST CP SCHOOL EARLY YEARS CENTRE OPTION 2 - Feasibility Stage 1 Cost Plan - (RIBA Work Stage 1)</b>			177 m <sup>2</sup> GIFA	
Costs based on Market Data & Evidence from previous EYC phase with inflation allowance for construction period included.				
Element	Total GIFA m <sup>2</sup>	Cost per m <sup>2</sup>	New Build Cost	External Works
<b>0.0 Facilitating Works</b>				
0.1 Site Strip	177	91.81	16,250.00	
<b>Facilitating Works (Sub-Total)</b>	<b>177</b>	<b>91.81</b>	<b>16,250.00</b>	
<b>Substructure</b>				
1.1 Foundations & Ground Floor Slab Construction	177	294.07	52,050.00	
1.2 Drainage below ground	177	20.00	3,540.00	
<b>Substructure (Sub-Total)</b>	<b>177</b>	<b>314.07</b>	<b>55,590.00</b>	
<b>2.0 Superstructure</b>				
2.1 SIP Envelope	177	390.54	69,125.00	
2.2 Upper Floor	177	-	-	
2.3 Roof & Associated works	177	248.25	43,940.00	
2.4 Stairs & Ramps	177	-	-	
2.5 External Walls & Canopy	177	368.93	65,300.00	
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2.8 Internal Doors	177	43.22	7,650.00	
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5.5 Builders Work in Connection	177	8.47	1,500.00	
5.6 Incoming Services/possible diversion	177	124.29	22,000.00	
<b>Services (Sub-Total)</b>	<b>177</b>	<b>614.12</b>	<b>108,700.00</b>	
<b>6.0 External Works</b>				
6.1 Site Preparation/Reduced Level Excavation				23,000.00
6.2 Roads, Paths, Pavings and Surfacing				50,500.00
6.3 Soft Landscaping, planting (reconfiguration of football pitches)				10,800.00
6.4 Fencing, Railings, Gates				20,800.00
6.5 External Fixtures				900.00
6.6 External Drainage, Services & Infrastructure works				44,400.00
<b>External Works (Sub-Total)</b>				<b>150,400.00</b>
<b>Building (Sub-Total)</b>	<b>177</b>	<b>2,672.01</b>	<b>472,945.20</b>	
<b>Indicative Total Construction Cost</b>				<b>623,345.20</b>

Design Fees, Project Fees, Surveys & Investigations (RIBA Stage 2-7)	40,000.00
Construction Stage Management, Preliminaries & General Conditions	50,000.00
Other development/project costs: Planning, Building Control etc	5,000.00

<b>Overall Net Estimate (as at Q2 2024)</b>	<b>718,345.20</b>
Overall Net Estimate RIBA Stage 2/3	718,345.20
Main contractors % for O/heads & Profit @ 8%	57,467.62
Allowance for Risk/Design Development	35,917.26
<b>Overall Gross Estimate</b>	<b>811,730.08</b>

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>	Thursday, 18 <sup>th</sup> July 2024
<b>Report Subject</b>	Charging for Appointeeship
<b>Cabinet Member</b>	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Flintshire County Council offers services through its Deputyship Team to help vulnerable individuals to manage their financial affairs. Support is offered by undertaking a role as either an Appointee of the Department of Work and Pensions (DWP) or a Deputy of the Court of Protection (COP). A DWP Appointee receives an individual's DWP benefit payments and is able to support them to budget and pay their rent and utility bills.

To date this work has been undertaken free of charge. It is proposed that the Council charge a sliding scale management fee to individuals for whom the Council acts as a Corporate Appointee.

### RECOMMENDATIONS

1	That Scrutiny approve the implementation of a charging structure for local authority managed Appointeeship cases.
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### REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING CHARGING FOR APPOINTEESHIP</b>
1.01	Flintshire County Council offers services through its Deputyship Team to help vulnerable individuals to manage their financial affairs. Support is offered by undertaking a role as either an Appointee of the Department of Work and Pensions (DWP) or a Deputy of the Court of Protection (COP). A

	DWP Appointee receives an individual's DWP benefit payments and is able to support them to budget and pay their rent and utility bills.
1.02	<p><u>The role of an Appointee</u></p> <p>An Appointeeship allows a designated individual to manage benefit payments on behalf of someone else (the claimant). This arrangement is set up through the Department for Work and Pensions (DWP).</p> <p>Typically, an Appointeeship can be sought when an individual lacks the capacity to manage their own finances. This can be for a wide variety of reasons, for example could include some Learning Disabilities, Mental Health issues, Physical Disabilities or Dementia. The appointee ensures that the claimant receives the benefits they're entitled to, handles administrative tasks related to benefit claims and supports the individual to budget. The Appointee is responsible for managing the benefit payments (which are paid directly to the appointee) and a small and limited amount of cash savings that they may have, in the claimant's best interests.</p> <p>An appointee can be either, an individual (e.g., a friend or relative), or an organisation or a representative of an organisation (e.g., a solicitor or local council).</p> <p>An Appointeeship is recognised as an ability to act for an individual in relation to their DWP claims and is not a legal authority to act in other matters or with other organisations.</p> <p>An Appointeeship is granted and overseen by the DWP.</p> <p>At present Flintshire County Council does not charge for DWP Appointeeship services.</p>
1.03	<p><u>Court of Protection Deputyship</u></p> <p>If the person's financial affairs are more complicated (for example if they have additional sources of income outside of the DWP, investments, significant savings or a property), then an application for Deputyship through the Court of Protection is required.</p> <p>Under a Deputyship, the Deputy undertakes responsibility for the management of all of a person's financial affairs if they become incapable of doing so themselves, including savings, pensions, all sources of income, and assets such as property and valuables.</p> <p>A Deputyship is a legally appointed role and comes with greater powers and legal authority over the individual's finances. A Deputyship is overseen by the Office of the Public Guardian who monitors work undertaken.</p> <p>The Court of Protection set out guidelines for the fees that Court Appointed Deputies can charge for their services. Where Flintshire County Council is appointed as a Deputy, charges are applied in line with the associated guidelines.</p>



1.04	<p><u>The Mental Capacity Act 2005</u></p> <p>The Mental Capacity Act 2005 provides the legal framework for acting and making decisions on behalf of adults who lack the capacity make particular decisions for themselves. The Mental Capacity Act states that in supporting individuals who lack capacity, the least restrictive option should always be used and therefore many cases are able to be appropriately managed without the more restrictive powers of the Deputyship Order.</p>
1.05	<p><u>DWP Guidance</u></p> <p>The DWP do not have specific guidance on charging for Appointeeship Services, but states:</p> <p><i>“The DWP does not directly pay appointees for their services. However, appointees can charge fees to the claimant for their assistance. Charges may vary based on the specific services provided and the claimant’s circumstances.”</i></p>
1.06	<p><u>Current Situation</u></p> <p>The Flintshire County Council Deputyship Team currently consists of 4 full time, permanent Officers, supported by two full time Admin support (one permanent, one temporary until the end of August 2024).</p> <p>The Deputyship Team will only support to manage an individual’s financial affairs if there is no other suitable person to undertake this role (i.e., a family member or friend) and/or where there is evidence of conflicting interests, suspicions or accusations of abuse.</p> <p>Across the team, there are currently 231 Appointeeship and 104 Deputyship* Cases. The number of cases supported has consistently increased year on year and shows no sign of slowing. Additionally, the complexity of these cases is growing, taking more time per case for Officers.</p> <p>*Charging under this proposal is in relation to Appointeeship cases only. Deputyship cases are currently charged under Court of Protection and Office of the Public Guardian guidelines.</p>
1.07	<p><u>Reasons For Change</u></p> <p>The Appointeeship Service is not a statutory service meaning the authority is not legally obliged to provide this. However, given the number of individuals who we support currently and the high number of referrals received it is clear there is a need for this.</p> <p>Budgetary pressures on local authorities are well documented and the coming years are reported to likely to be the <i>“most challenging that we have ever faced”</i>. Due to this, consideration is being given to charges levied for services to ensure they can continue into the future.</p> <p>The current financial climate is more unstable than ever with significant financial pressures and increased demand. Within this context we need to</p>

	<p>ensure that services are financially sustainable. There are a number of Local Authorities in England who charge for this service, however only three In Wales does at present. We have contacted our neighbouring authorities to gain their insight and views on this.</p>												
1.08	<p><u>Comparison Services and Alternatives</u></p> <p>Across the UK, there is evidence that there are an increasing number of local authorities who have introduced charges for their Appointeeship services. In Wales when consulted, many local authorities responded to say that they were actively considering introducing charging for Appointeeship Services in the near future and three responded to say that they already have charges in place.</p> <p>Furthermore, DWP Appointeeship can be sought from private organisations. There are a number of such organisations operating in the UK, all of which charge for their services.</p> <p>In comparing the charges levied across local authorities and private organisations, there appears to be two different approaches to how charges for Appointeeship services are calculated.</p> <p>1. Charging a flat rate fee</p> <p>The majority of charging structures set a flat rate weekly/monthly fee dependent on the individual's circumstances (i.e., community based/residential care based), with the community-based fees higher as these cases are more likely to require regular and higher levels of intervention than those in residential care.</p> <p>Typically, across local authorities, the fees appear to range from £10 - £15 per week for community-based individuals and £5 - £10 per week for individuals in residential care.</p> <p>For private organisations, the fees appear to range from £16 - £26.50 per week for community-based individuals and £8 - £14 per week for residential care based individuals, with most offering options for different levels of support.</p> <p>It is worth noting that some of those charging a flat rate fee dependent on circumstance, also include scales dependent on capital.</p> <p>2. Charging on a scale based on capital.</p> <p>Some charging structures set their weekly fee based on the capital held by the individual no matter their circumstances, for example:</p> <table border="1" data-bbox="312 1823 1353 2065"> <thead> <tr> <th>Capital of:</th> <th>Charge per week:</th> <th>Annual cost:</th> </tr> </thead> <tbody> <tr> <td>£0 - £1,999</td> <td>Nil charge</td> <td>Nil charge</td> </tr> <tr> <td>£2,000 - £3,999</td> <td>£5.00</td> <td>£260.00</td> </tr> <tr> <td>£4,000 - £5,999</td> <td>£7.50</td> <td>£390.00</td> </tr> </tbody> </table>	Capital of:	Charge per week:	Annual cost:	£0 - £1,999	Nil charge	Nil charge	£2,000 - £3,999	£5.00	£260.00	£4,000 - £5,999	£7.50	£390.00
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£4,000 - £5,999	£7.50	£390.00											

£6,000 - £7,999	£10.00	£520.00
£8,000 - £9,999	£12.50	£650.00
£10,000 <	£15.00	£780.00

### 3. Other charges

In addition to these regular ongoing fees, many organisations, both private and local authority, also charge “one off” fees for a range of different support tasks.

Most commonly for local authorities, that includes a “Start-up fee” which ranged from £150 - £250 which covers:

- The application process with the DWP,
- Setting up the Appointeeship bank account and any required standing orders, direct debits
- Setting up a pre-paid card

Also, a “Wind-Up Fee” which covers all the tasks required to close accounts and liaise with other individuals/organisation to end the Appointeeship. Authorities state that they are charging between £150 - £375.

Other tasks and activities were also charged for by private organisations, amongst the “menu” of supplementary services, most relevant to the local authority were:

- Set up and/or ongoing management of Motability Agreement ~£250 per year.
- Fees for the provision of a pre-paid card
- Payment of invoices for local services (gardener, cleaner, chiropodist)

#### 1.09 Potential Estimated Income to the Authority

Under all proposals there is a nil charge for those who have less than £2,000 in capital to ensure that any charges introduced should not have a detrimental impact on day to day living for the individual.

Based on the individuals supported by the Deputyship Team and their capital held in May 2024, the following calculations have been made utilising the fee structures in place in other authorities to estimate the income that charges for Appointeeship services could generate for the authority.

Details information on the calculations used to make these estimates are available in the appendix.

#### Option 1 - Charging a flat rate fee based on individual circumstances

The estimated potential income from this option is **£133,250.00** annually.

	<p><u>Option 2 – Charging on a scale based on capital held</u></p> <p>The estimated potential income from this option is <b>£139,620.00</b> annually.</p>
1.10	<p><u>Considering Charges to Set</u></p> <p>The above calculations have been determined to provide an estimate for this report using what appears to be average figures amongst other local authorities.</p> <p>In considering any charges that the council may wish to implement for these services, it is worth considering the operational cost to support, determining what would be a fair and reasonable charge.</p> <p><u>Cost to Operate Appointeeship Services</u></p> <p>As stated previously, the Deputyship Team consists for 4 full time Deputyship Officers (GO4) who manage a mix of Appointeeship and Deputyship Cases. The Deputyship Officers are supported by 2 full time Business Support Assistants (G02).</p> <p>Including On Costs, the basic total annual cost to the authority:</p> <p>Deputyship Officers: £156,028.00  Business Support Assistants: £63,260.00  <b>Total: £219,288.00</b></p> <p>(These calculations do not include management of the team time or other corporate expenses).</p> <p>There was not a significant amount of information available during this initial investigation to understand how other authorities had determined what their charges for Appointeeship services would be. However, some authorities were able to share that their aim is to increase the charges over the three year period to reach a position where the income generated will cover the workforce costs associated with providing the service.</p> <p><u>Income from Deputyship Fees</u></p> <p>As stated earlier in the report, the team are already able to charge fees for the services provided to individuals with a Deputyship Order under the guidelines set by the Court of Protection and therefore already do have an income stream.</p> <p>Although this can vary somewhat, in 2023-24, the team generated £77,364.93 via these charges.</p> <p>***</p> <p>The table below shows that the two fee options presented would broadly align income generation to the workforce costs of service provision. This position is consistent with the aim and approach of other authorities and provides comparative approach:</p>

	Appointeeship Fees	Deputyship Fees	Total	Team Cost
Option 1	£139,620.00	£77,364.93	£216984.93	£219,288.00
Option 2	£133,250.00	£77,364.93	£210614.93	£219,288.00
1.11	<p><u>Future Increases</u></p> <p>To sustain the balance of fees and workforce costs, the potential for future changes to the fee structure should be considered. The recommendation would be to increase the fees by 2.5% in the first year. Following this, changes should be considered in line with team structure and pay awards in order to keep charges to the individual to a minimum.</p>			
1.12	<p><u>Consultation</u></p> <p>In order to gain an insight into individuals thoughts regarding potential charges, we conducted a brief survey with the aim of gathering information from individuals who currently receive Appointeeship services from Flintshire.</p> <p>The survey was an initial exercise and consisted of three questions:</p> <ul style="list-style-type: none"> <li>• If Flintshire County Council were to implement an administration charge for managing Appointeeship cases, how would you feel about this?</li> <li>• If individuals did not feel willing to pay a charge for the service, how would you advise them to proceed e.g., Solicitor or private company.</li> <li>• Any other feedback you would like to contribute about this possible change?</li> </ul> <p>From analysing the responses, it is clear there are mixed views regarding potential charges with the comments being fairly mixed between individuals being happy with charges and others unhappy and expressing it may cause anxiety. There were also some responses stated they were unable to make an informed response without having further detail on the charges that were being implemented.</p> <p>We also contacted ASNEW who are an advocacy service within Flintshire for their views. ASNEW commented that there are other charity services that provide a similar service who charge already. Therefore, if any charges we brought in were in line with these then this would be a fair balanced offer. They also commented that if charges will improve accessibility and service as a whole, and as long as the charges are realistic, they feel this would be a positive move.</p> <p>As this was only an initial information gathering exercise, we will consult again when further decisions have been made regarding any charges and adapt the questions to suit.</p>			

	<p><u>Options for Consideration</u></p> <p>Moving forward with this service, we feel there are two options which should be considered :</p> <ul style="list-style-type: none"> <li>- Keep the service free of charge</li> <li>- Introduce charging</li> </ul> <p><u>Keep the Service Free of Charge</u></p> <p>Keeping the service free of charge would not pose any risks as the service runs well currently. However it may mean that giving the current financial market, the authority is missing out on potential revenue.</p> <p><u>Introduce Charging</u></p> <p>Introducing charging could potentially have a negative impact during the initial stages as finances are a contentious subject and with the service being free of charge for a long period of time some individuals may struggle to accept any new charging rules. However once established charging for the service will have a positive effect as it will bring income into the authority and enable a more sustainable approach to service provision.</p>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	None

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	None

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	An initial consultation was conducted with all individuals who receive Appointeeship service and their carers as well as advocacy services and representative agencies.
4.02	Prior to full implementation we would look to undertake a full consultation regarding proposed charging structure and implementation.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Options for Charging for Appointeeship: Example fee calculations Appendix 2 – IIA May 2024 Appendix 3 – Consultation responses summary

<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> Katrina Shankar / Naomi Harper  <b>Telephone:</b> 01352 701469 / 01352 702544  <b>E-mail:</b> <a href="mailto:Katrina.shankar@flintshire.gov.uk">Katrina.shankar@flintshire.gov.uk</a> / <a href="mailto:naomi.harper@flintshire.gov.uk">naomi.harper@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Appointeeship</b> - allows a designated individual to manage benefit payments on behalf of someone else (the claimant). This arrangement is set up through the Department for Work and Pensions (DWP).</p>

Mae'r dudalen hon yn wag yn bwrpasol



## Appendix 1: Options for Charging for Appointeeship. Example fee calculations

- Under both options there is nil charge for individuals who have less than £2000.00 in capital.
- The below calculations are worked out based on the fees most commonly charged both other local authorities.
- Charges would be made at the start of the financial year for the year ahead.
- Charges being taken from their Appointeeship held account would ensure that this should not have a detrimental impact on day to day living for the individual.

### Option 1: Charging a flat fee pro rate based on capital held.

- Under this option a scale of fees would be defined based only on capital held.

Example fee scale:

Capital of:	Charge per week:	Annual cost:
£0 - £1999	Nil charge	Nil charge
£2000 - £3999	£5.00	£260.00
£4000 - £5999	£7.50	£390.00
£6000 - £7999	£10.00	£520.00
£8000 - £9999	£12.50	£650.00
£10,000 <	£15.00	£780.00

Based on the individuals supported by the Deputyship Team and their capital held in May 2024, the following calculations can be made about the estimated income that the example charges above would generate for the authority.

Capital of:	Charge per week:	Number of individuals:	Estimated Annual Income:
£0 - £1999	Nil charge	22	£0.00
£2000 - £3999	£5.00	18	£4680.00
£4000 - £5999	£7.50	18	£7020.00
£6000 - £7999	£10.00	13	£6760.00
£8000 - £9999	£12.50	22	£14,300.00
£10,000 <	£15.00	137	£106,860.00
<b>Total estimated annual income for OPTION 1</b>		<b>230</b>	<b>£139,620.00</b>

**Option 2:** Charging a flat rate fee based on circumstances.

- Under this option, the individual is charged a flat rate based on whether the individual lives in residential care or in the community, and then in addition to support affordability the fees differ based on the capital held.

Example fees:

	Capital < £1999	Capital £2000 - £5999	Capital £6000 - £9999	Capital £10,000 <
Community	Nil charge	£10.00 per week	£12.50 per week	£15.00 per week
Residential Care	Nil charge	£5.00 per week	£7.50 per week	£10.00 per week

Based on the individuals supported by the Deputyship Team and their capital held in May 2024, the following calculations can be made about the estimated income that the example charges above would generate for the authority.

Living in the <b>community</b> with capital of:	Charge per week:	Number of individuals:	Estimated Annual Income:
£0 - £1999	Nil charge	18	£0.00
£2000 - £5999	£10.00 per week	25	£13,000.00
£6000 - £9999	£12.50 per week	27	£17,550.00
£10,000 <	£15.00 per week	98	£76,440.00
<b>Total</b>		<b>168</b>	<b>£106,990.00</b>
Living in the <b>residential care</b> with capital of:	Charge per week:	Number of individuals:	Estimated Annual Income:
£0 - £1999	Nil charge	4	£0.00
£2000 - £5999	£5.00 per week	11	£2,860.00
£6000 - £9999	£7.50 per week	8	£3,120.00
£10,000 <	£10.00 per week	39	£20,280.00
<b>Total</b>		<b>62</b>	<b>£26,260.00</b>
<b>Total estimated annual income for OPTION 2</b>		<b>230</b>	<b>£133,250.00</b>

# Carbon and Co-benefits Decision Support Tool

## Introduction

This Carbon and Co-benefits Decision Support Tool allows users to self-assess the impact of the proposed policies, initiatives, or services against your local authority’s policy frameworks. It provides decision makers with a high-level assessment of how a Decision meets policy goals and can facilitate a process of revising Decisions to more fully meet these goals. Where more detailed assessment is needed, users should consult other tools that lead to a full assessment of specific impact areas as indicated (e.g., Environmental Impact Assessment, Cost Benefit Analysis). Users self-assess against nine impact areas (Equalities, Health, Resilience & Adaptation, Housing, Economy, Mobility & Connectivity, Carbon, Nature & Environment, Consumption and Production and the Net Zero Wales target). Depending on your answers, you may then be directed into a self-reported Carbon Assessment tab, where your paper will be compared to relevant best practice. If your paper impacts on people with ‘protected characteristics’, you will be directed to the Equalities Impact Assessment tab. You will also be required to complete the Welsh Language Impacts Assessment, where relevant.

Note that the Carbon Assessment does not yet assess embodied carbon and the tool does not go into the detail of intersectionality with regard to equality and inclusion impacts. As such, it is important that users take an ‘overview approach’ when using this tool to inform decision-making at your local authority.

Overview information	<i>Please complete all fields</i>
Name of policy / initiative / service to be assessed	Appointeeship Consultation
Author(s)	Katrina Shankar
Date of Assessment	17/05/2024
Document Version	1
Corporate objective being addressed	To establish whether charging for appointeeship services is an option
Department / function carrying out the assessment	Contracts and Comissioning Team
Who is responsible for the implementation of the policy / initiative / service? (function head / department manager)	Jane Davies
Brief description of the proposal or decision	Consultation to gather views on potential charges for Appointeeship services
Value (£)	N/A
Is this a strategy document?	Don't know ▼
If this is a strategy document will this strategy have an impact over multiple years?	Yes ▼

## 1. Impacts Questionnaire

### Guide

This questionnaire will provide high level scoring on key impact areas related to your local authority's policy. The results are given a RAG (Red, Amber, Green) result indicating how the proposed Decision fits with the policy related to the impact area.

### Definitions

Some questions have a 'red corner' in the cell; this indicates that there are guidance notes available to view in relation to that question. To view these, hover the mouse pointer over one of these cells (you can practice by hovering over this cell). In the cells next to the question there are also links to websites with further supporting information.

### Impact areas

Questions for each impact area require a yes/no answer to determine if they are relevant. These are set to YES as default – once you have read through the questions in that impact area, you may select NO if this area is not relevant to your paper.

### Different types of papers and confidence in your assessment

It is understood that various types of Decisions are being assessed through this tool. For some papers, for example new strategies, you may not feel able to answer all of the questions with confidence as this will depend on delivery. You should answer on the basis of what the strategy aims to achieve – however, this is an important opportunity to consider where issues at the delivery stage could undermine your aims. You should note these challenges and specify any mitigation measures needed to ensure delivery is in line with the original aspirations on the results page.

Some papers may have a number of projects within them and so the answers between projects could be different. Here we ask you to take a high level ('helicopter') view, assessing across the content of the paper. However, again, where there are particular areas that will have negative impacts or there are risks that the assessed level of positive impact will not be met – specific mitigation measures should be flagged by users on the results page.

### Impact categories

The definitions of the possible impacts are as follows:

Yes	<b>Yes, with long lasting and/or significant positive impact.</b> The proposal or decision has positive impacts that are long lasting (3 or more years) and/or are significant for large numbers of residents and/or a significant proportion of a particular group or community.
Yes	<b>Yes, with short term (3 years or less) or limited positive impact.</b> The proposal or decision has positive impact, but will be limited in its effects or have a short lifespan.
No	<b>No, the decision or proposal has no discernable positive or negative impact.</b> It will not affect any discernable positive or negative change.
Yes	<b>Yes, but with short term (3 years or less) or limited negative impact.</b> The proposal or decision has negative short term or limited impacts.
Yes	<b>Yes, but with long lasting (more than 3 years) or severe negative impact.</b> The proposal or decision has negative impacts that are long lasting (3 or more years) and/or are significant for large numbers of residents and/or a significant proportion of a particular group or community.

All Decisions will then be given a RAG (Red, Amber, Green) rating on applicable Impact areas. The definitions of these are:

All green.	The proposal or decision is expected to have <b>positive impacts overall</b> , whether long or short term.
Equal number of red and green OR at least one red.	The proposal or decision has both positive and negative impacts OR have net neutral impact with equal positive and negative overall outcomes. Careful consideration of trade-offs is recommended.
Mostly red, with at least one green.	Careful consideration of trade-offs is necessary.
All red.	The proposal or decision is expected result to <b>negative impacts overall</b> . It should receive most attention for mitigation or be avoided. Clear and evidenced justification to progress this proposal will be required.

### Impacts Questionnaire

#### 1. Equality and Welsh Language

Will this proposal or decision affect individuals or groups (e.g., residents, employees, visitors) in different ways, including for example, social equality and inclusion?

Yes  
 No

Tudalen 117

Please complete next part →

1	Will this proposal or decision disproportionately affect people with one or more <b>protected characteristics</b> ?	<a href="#">More help (web link)</a>	No discernible impact ▼
2	Will this proposal or decision affect other people or groups, for example, people with caring responsibilities, or those that are <b>socially and economically disadvantaged</b> ?	<a href="#">More help (web link)</a> <a href="#">More help (web link)</a>	Short term or limited negative ▼
3	Will this proposal or decision affect local people's access to <b>public services</b> (e.g., community centres, transport services, health services)?	<a href="#">More help (web link)</a>	No discernible impact ▼
4	Will this proposal support communities in shaping decisions that affect them?		No discernible impact ▼
5	Will this proposal or decision affect <b>community cohesion</b> ?		No discernible impact ▼
6	Will this proposal or decision affect opportunities for people to use <b>Welsh Language</b> no less favourably than English language?	<a href="#">More help (web link)</a>	No discernible impact ▼
7	Will this proposal or decision affect Welsh culture and Welsh speaking communities?		No discernible impact ▼

RAG Result	Comment - please provide succinct statements.
	Could potentially have a negative impact on those who have limited incomes from benefits and they cannot for instance make more money by getting a different job, however - what we are going to put in place is that only those who can afford it from their capital will be charged

RR

## 2. Health

Will this proposal or decision affect people's physical or mental well-being?

Yes  
 No

Proceed to next question  
↓

1	Will this proposal or decision affect the physical health of residents?		<input type="text"/>
2	Will this proposal or decision affect the mental well-being of residents?		<input type="text"/>
3	Will the proposal or decision affect residents' levels of physical activity?		<input type="text"/>
4	Will the proposal or decision affect levels of social isolation?		<input type="text"/>
5	Will this proposal or decision affect residents' access to healthcare facilities and services, including other caring services?		<input type="text"/>
6	Will this proposal affect the lifestyle and/or health of babies, children, and/or adults, for example, through access to and provision of healthy food?		<input type="text"/>

RAG Result

Comment - please provide succinct statements.


## 3. Resilience and Adaptation

Will this proposal or decision affect your local authority's social, economic and ecological resilience and capacity to adapt to change?

Yes  
 No

Proceed to next question  
↓

1	Will this proposal or decision increase the environmental/climate, disaster, or public safety risks in your local authority?	<a href="#">More help (web link)</a>	<input type="text"/>
2	Will this proposal or decision enable individuals, communities, or businesses to better withstand and recover from disruption more quickly and effectively?		<input type="text"/>
3	Will this proposal or decision affect current levels of vulnerability both for people and the environment?		<input type="text"/>
4	Will this proposal or decision make our communities and people feel safer at home and/or in their local area?		<input type="text"/>
5	Does this proposal or decision affect access to and provision of green and blue spaces?	<a href="#">More help (web link)</a>	<input type="text"/>

RAG Result

Comment - please provide succinct statements.


**4. Housing**

Will this proposal or decision affect housing in your local authority?

Yes  
 No

Proceed to next question ↓

1	Will this proposal or decision affect people who are experiencing or at risk of any form of homelessness, including for example, rough sleeping?	<a href="#">More help (web link)</a>	<input type="text"/>
2	Will this proposal or decision affect the accessibility or affordability of homes for residents?		<input type="text"/>
3	Will this proposal or decision improve derelict urban land or reuse redundant or underused buildings for local housing?		<input type="text"/>
4	Will this proposal or decision facilitate construction of new build residential building(s)?		<input type="text"/>
5	Will this proposal or decision facilitate maintenance or improvement of existing residential building(s)?		<input type="text"/>
6	Will this proposal or decision affect mandates or regulations for landlords on building standards?		<input type="text"/>

RAG Result

Comment - please provide succinct statements.

**5. Economy**

Will this proposal or decision affect your local authority's economy and its global responsibility?

Yes  
 No

Proceed to next question ↓

1	Will this proposal or decision contribute to improving economic development in your local authority?		<input type="text"/>
2	Will this proposal or decision increase or decrease employment opportunities for local people?		<input type="text"/>
3	Will this proposal or decision create, retain or attract jobs where people are satisfied?	<a href="#">More help (web link)</a>	<input type="text"/>
4	Will this proposal or decision help local businesses maximise potential economic assets?		<input type="text"/>
5	Will this proposal contribute to innovation and/or productivity in your local authority?		<input type="text"/>
6	Will this proposal attract inward investment in our towns and cities?		<input type="text"/>
7	Will this proposal increase opportunities for formal education, vocational training or skills that are 'fit for the future'?	<a href="#">More help (web link)</a>	<input type="text"/>
8	Does this proposal entail the construction or re-purposing of building(s) for non-residential purposes?		<input type="text"/>

RAG Result

Comment - please provide succinct statements.

**6. Mobility and Connectivity**

Will this proposal or decision affect mobility and connectivity in your local authority through transport and digital infrastructures?

Yes  
 No

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Proceed to next question ↓

1	Does this proposal or decision affect digital connectivity?		<input type="text"/>
2	Does this proposal or decision affect current or future transport services and infrastructure (e.g., low-carbon, accessible, efficient and sustainable transport)?		<input type="text"/>
3	Will this proposal or decision affect access to services for users through physical or digital infrastructure, such as provision of new transport links or online services?		<input type="text"/>
4	Will this proposal or decision affect road congestion?		<input type="text"/>
5	Does this proposal or decision affect affordability of transport or digital services?		<input type="text"/>
6	Does this proposal or decision affect local availability of low carbon shared transport schemes?		<input type="text"/>
7	Does this proposal or decision affect transport connectivity?		<input type="text"/>
8	Does this proposal or decision affect cycling, walking, bus, tram or train availability and/or access?		<input type="text"/>
9	Does the proposal or decision affect roads or parking?		<input type="text"/>
####	Will this proposal or decision procure or lease a new vehicle?		<input type="text"/>
####	Will this proposal or decision restrict petrol/diesel vehicle use in towns and cities?		<input type="text"/>

RAG Result

Comment - please provide succinct statements.





**8. Consumption and Production**

Will this proposal or decision affect waste and recycling within your local authority?

Yes  
 No

Proceed to next question ↓

1	Does this project or decision have an impact on the amount of waste produced, considering all waste streams and their life cycle including food waste?		<input type="text"/>
2	Will this project or decision affect current or future reuse or recycling rates?		<input type="text"/>
3	Does this proposal or decision consider resource efficiency and take steps to increase circularity?	<a href="#">More help (web link)</a>	<input type="text"/>
4	Will this proposal or decision affect levels of waste sent to landfill, including for example, single-use plastics and packaging in your local authority?		<input type="text"/>
5	What impact will this project or decision have on goals to minimise construction waste?		<input type="text"/>
6	Will the proposal support the reduction of emissions in the supply chains of the goods and services purchased by your local authority?	<a href="#">More help (web link)</a>	<input type="text"/>

RAG Result

Comment - please provide succinct statements.

**9. Climate Change Target**

*Enter text answer below (include summary of climate change mitigation measures)*

<p>How does this proposal or decision contribute to achieving your local authority's carbon/climate change targets? What more could be done to improve this contribution further?</p>	<p><a href="#">More help (web link)</a></p>	<p>The decision to charge for appointeeship is not link to the local authoritys carbon/climate change targets</p>
---	---	---

**Impacts Questionnaire: Progress Checklist**

You have fully completed the Impacts Questionnaire and can now proceed to the Next Steps below.

- 1. Equality and Inclusion
- 2. Health
- 3. Resilience and Adaptation
- 4. Housing
- 5. Economy
- 6. Mobility and Connectivity
- 7. Carbon, Nature and Environment
- 8. Consumption and Production
- 9. Climate Change Target

## Next Steps

Based on your answers above, the following sections should be completed.

Click on the relevant link to take you to your next section:

[Step 2: Carbon Assessment](#)

*Here you will be prompted to answer the following sections:*

<i>Buildings</i>	<i>Transport</i>	<i>Land Use</i>
<input type="checkbox"/> Q.1a	<input type="checkbox"/> Q.2a	<input type="checkbox"/> Q.3a
<input type="checkbox"/> Q.1b	<input type="checkbox"/> Q.2b	
<input type="checkbox"/> Q.1c	<input type="checkbox"/> Q.2c	
	<input type="checkbox"/> Q.2d	

[Step 3: Equalities Impact Assessment](#)

[Step 4: Welsh Language Impacts](#)

[Step 5: Results](#)

## 2. Simple Carbon Assessment

### Guide

The Simple Carbon Assessment tool scores the Decision against best practice for reducing carbon emissions that cause climate change in line with your local authority's targets. You only need to answer the sections indicated - this is determined by answers given in the Impacts Questionnaire.

Some questions require a yes/no response that is scored. Others require a comment that will provide additional context for a reviewer of the decision. If 'Non Applicable' is given as an answer add a brief explanation why this is the case.

All questions need to be answered to score a section.

For any scoring a comment can be added as justification in the 'Comment' column.

Embodied carbon is not specified in the simple assessment - full life cycle assessment is required and advisable to comment on this.

The scoring is colour coded as follows:

Grey	No associated carbon impacts expected for decision.
Green	In the simple assessment the decision meets the highest standard in terms of practice and awareness.
Blue	In the simple assessment the decision meets most of the associated best practice with a good level of awareness.
Brown	In the simple assessment the decision only partially meets associated best practice and/or awareness is lacking, significant room for improvement.
Black	In the simple assessment the decision does not meet best practice and/or there is insufficient awareness of carbon impacts.

**Simple Carbon Assessment**

**Buildings**

✗ You do not need to answer section 1a

Q.1a If the Decision will contribute to the construction of a new residential building(s):

Comment - please provide succinct statements. Result

		Enter text answer in the comment field →		
State the design energy performance certification (EPC) of the building(s).		Enter text answer in the comment field →		
Does the proposed building fabric exceed required standards of energy efficiency (part L)?		<input type="text"/>		
Does the new building(s) include a natural gas or oil based heating system?		<input type="text"/>		
Are proposed buildings to Passivhaus standard?	<a href="#">More help (web link)</a>	<input type="text"/>		
Have life cycle (embodied) carbon emissions of building materials been considered and minimised in building design and are steps taken to procure lowest carbon options?		<input type="text"/>		
Estimated additional costs to increase building air tightness and/or swap to low carbon heating.		Enter text answer in the comment field →		
Has a biodiversity impact assessment been completed and is onsite biodiversity net gain over 10%?	<a href="#">More help (web link)</a>	<input type="text"/>		
Is there suitable pedestrian and cycle access from the new building(s) to all or some of the following amenities - food shopping/other shops/transport hub/health care services?		<input type="text"/>		
Building will include onsite renewable energy (Solar Photovoltaics (PV), Solar Thermal, Ground/Air Source Heat Pump)?	<a href="#">More help (web link)</a>	<input type="text"/>		

✗ You do not need to answer section 1b

Q.1b If the decision will contribute to the renovation or maintenance of a residential building(s):

Comment - please provide succinct statements. Result

		Enter text answer in the comment field →		
What is the current EPC standard of the building(s) and what will it be following the intervention(s)?		Enter text answer in the comment field →		
If natural gas/oil heating systems are present will they be replaced with a low carbon alternative?		<input type="text"/>		
Have life cycle (embodied) carbon emissions of building materials being considered and are steps taken to procure lowest carbon options?		<input type="text"/>		
Will the building fabric be upgraded to improve energy efficiency?		<input type="text"/>		
Will a minimum EPC rating of 'C' be attained?		<input type="text"/>		
What additional costs are associated with upgrading building to EnerPhit standard after intervention?	<a href="#">Help (web link)</a> <a href="#">Help (web link 2)</a>	Enter text answer in the comment field →		
Will onsite renewable energy generation (Solar Photovoltaics or Solar Thermal) be added as part of the renovation/maintenance?	<a href="#">More help (web link)</a>	<input type="text"/>		

✗ You do not need to answer section 1c

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**Q.1c If the Decision will contribute to the construction of a new non-residential (including public) building:**

Comment - please provide succinct statements. Result

		Enter text answer in the comment field →	
State the design Energy Performance Certificate (EPC) or Display Energy Certificate (DEC) of the building.		Enter text answer in the comment field →	
Does the proposed building exceed required standards of energy efficiency (part L)?		<input type="text"/>	
Does the new building(s) include a natural gas or oil based heating system?		<input type="text"/>	
Does the building design include a <b>Building Energy Management system or Building Management System?</b>		<input type="text"/>	
Estimated additional costs to improve to higher fabric efficiency standard.		Enter text answer in the comment field →	
Have life cycle (embodied) carbon emissions of building materials being considered and are steps taken to procure lowest carbon options?		<input type="text"/>	
Has <b>biodiversity net benefit</b> been incorporated into the project	<a href="#">More help (web link)</a> <a href="#">More help (web link)</a>	<input type="text"/>	
Is there suitable pedestrian and cycle access to/from the new building(s) for car free commuting?		<input type="text"/>	
Is there a bus/tram/train stop near (up to a mile) from the building(s) for car free commuting?		<input type="text"/>	
Will the development include multiple electric vehicle charging points?		<input type="text"/>	
Does the development include facilities for cyclists (secure, dry bike storage)?		<input type="text"/>	
Will the building have onsite renewables energy generation (Solar Photovoltaics (PV), Solar Thermal, wind generator)?	<a href="#">More help (web link)</a>	<input type="text"/>	

**Transport**

✗ You do not need to answer section 2a

Q.2a If this Decision affects cycling, walking, bus, tram or train availability and/or access:

Comment - please provide succinct statements. Result

Is an existing <b>active travel route</b> being extended/improved?		<input type="text"/>	
Is an existing <b>active travel route</b> being removed/reduced?		<input type="text"/>	
Is an <b>active travel route</b> being created?		<input type="text"/>	
Is access to existing and planned local educational, shopping, leisure and work facilities by public transport being improved?		<input type="text"/>	
Is resident access to low carbon transport being enhanced through increased <b>shared mobility</b> options?		<input type="text"/>	
Are new public transport facilities being constructed?		<input type="text"/>	
Are existing public transport facilities being removed or disrupted?		<input type="text"/>	

✗ You do not need to answer section 2b

Q.2b If the Decision affect roads, parking or vehicle access:

Comment - please provide succinct statements. Result

Will road capacity be increased for vehicles only?		<input type="text"/>	
Will access for cyclists or pedestrians be reduced?		<input type="text"/>	
Will access for cyclists or pedestrians be improved?		<input type="text"/>	
Will the Decision incentivise more personal vehicle travel?		<input type="text"/>	
With the exception of Disabled Parking - will the Decision lead to a net increase in parking spaces in town/city centres?		<input type="text"/>	
Does the Decision increase access to electric vehicle charging points?		<input type="text"/>	

✗ You do not need to answer section 2c

Q.2c If this Decision affect access for residents to amenities:

Comment - please provide succinct statements. Result

Does the development improve access to shops and services for residents by walking/cycling?		<input type="text"/>		
Does the development improve access to shops and services for residents by bus/tram?		<input type="text"/>		
Does the development require access to a car to reach?		<input type="text"/>		

✗ You do not need to answer section 2d

Q.2d If the Decision requires the procurement of a new vehicle:

Comment - please provide succinct statements. Result

What is the vehicle?		Enter text answer in the comment field →		
Is the vehicle fully electric or hydrogen fuelled?		<input type="text"/>		
Were whole-life costs for the vehicle (operation as well as initial purchase) considered?		<input type="text"/>		
If a fully electric or hydrogen option is not being selected state why.		Enter text answer in the comment field →		

Land Use

✗ You do not need to answer section 3a

Q.3a If the Decision changes existing land use:

Comment - please provide succinct statements. Result

Will existing green space/ecologically important habitat be preserved?	<a href="#">More help (web link)</a>	<input type="text"/>		
Has a biodiversity assessment been completed?		<input type="text"/>		
Will a new natural habitat be created?	<a href="#">More help (web link)</a>	<input type="text"/>		
Does this proposal impact a principal species?	<a href="#">More help (web link)</a>	<input type="text"/>		

Overall Rating

Impact Questionnaire: Progress Checklist

You have fully completed the Carbon Assessment and can now proceed to the Next Steps below.

**Buildings**

- Q.1a
- Q.1b
- Q.1c

**Transport**

- Q.2a
- Q.2b
- Q.2c
- Q.2d



### Next Steps

Click on the relevant link to take you to your next section:

[Step 3: Equalities Impact Assessment](#)

[Step 4: Welsh Language Impacts](#)

[Step 5: Results](#)

### 3. Equalities Impact Assessment

✘ Based on your Impacts Questionnaire response, you are not required to complete this Equalities Impact Assessment.

#### 4. Welsh Language Impact Assessment

✘ Based on your Impacts Questionnaire response, you are not required to complete this Welsh Language Impact Assessment.

4. Results

Results, interpretation and use

This tool allows users to self-assess the impact of decisions against your local authority's policy frameworks. Decisions may not always lead to universally positive outcomes. Here, the term 'impact' is used to capture both positive and negative outcomes of a decision.

Impacts Questionnaire Result

The results give a RAG (red, amber, green) rating indicating whether expected impacts align with your local authority's policy goals. An explanatory note/justification should be added to the overall rating result for each relevant impact area. For ease, the Justification/Mitigation column in the results tables contain all the comments that were provided whilst completing the questionnaires. These comments should be edited to provide useful information for decision-makers. They will be public and should be in plain English with references made to the full Decision Report. Please try to keep each comment box to under 100 words if possible.

Carbon Assessment Result

The Carbon Assessment results indicate the degree to which best practice is being adopted for minimising carbon emissions with an associated colour rating (green, blue, brown and black). Again, comments pulled through from the questionnaire should be edited to ensure the information is useful for decision-makers.

Recommendation Box

In this box, you should enter the recommendation that will be included in the paper. This recommendation should offer a very brief summary of the results of Decision Support Tool and must refer to any important caveats, mitigation measures, and negative impacts that decision-makers should note. For example noting whether positive/negative impacts are conditional on other policies or measures.

Exporting the result to your paper

An export button is provided below the results tables which will export these to a Word document. In addition, you should include the text you have added to the Recommendation Box in the relevant section within the main body of your paper.

**Progress checklist**  
Please refer to the following checklist to ensure all sections have been completed before proceeding to the results tables:

<a href="#">START</a>	<input checked="" type="checkbox"/> The overview information on the START page has been completed.
<a href="#">1. Impacts Questionnaire</a>	<input checked="" type="checkbox"/> The Impacts Questionnaire has been completed.
<a href="#">2. Carbon Assessment</a>	<input checked="" type="checkbox"/> Based on your responses you are not required to complete the Carbon Assessment.
<a href="#">3. Equalities Impact Assessment</a>	<input checked="" type="checkbox"/> Based on your responses you are not required to complete the Equalities Assessment.
<a href="#">4. Welsh Language Impacts</a>	<input checked="" type="checkbox"/> Based on your responses you are not required to complete the Welsh Language Impacts Assessment.

**Recommendation - Key points for decision-makers**

Word Count: 2

Insert text

---

Date assessment completed: 31/05/2024

**Impacts Questionnaire**

Impact Indicator	Result	Justification/Mitigation	Word Count
Equality and Welsh Language	RR	Could potentially have a negative impact on those who have limited incomes from benefits and they cannot for instance make more money by getting a different job, however - what we are going to put in place is that only those who can afford it from their capital will be charged	51
Health			0
Resilience and Adaptation			0
Housing			0
Economy			0
Mobility and Connectivity			0
Carbon, Nature and Environment			0
Consumption and Production			0

The decision to charge for appointeeship is not link to the local authoritys carbon/climate change targets

Contribution to achieving your local authority's Net Zero target

**Further Assessment(s):**

Legend:

G	Positive impacts overall, whether long or short term.
A	Mix of positive and negative impacts. Trade-offs to consider.
R	Mostly negative, with at least one positive aspect. Trade-offs to consider.
RR	Negative impacts overall.

**RAG scoring definitions**

Grey	No applicable impacts
Green	Positive impacts overall, whether long or short term and significant.
Amber	There are both positive and negative expected impacts OR a net neutral impact with equal positive and negative overall outcomes is expected. Careful consideration of trade-offs is recommended.
Light Red	Mostly negative impacts but with at least one positive impact. Careful consideration of trade-offs is necessary.
Dark Red	Negative impacts overall are expected. It should receive most attention for mitigation or be avoided. Clear and evidenced justification to progress this proposal will be required.

Carbon Assessment			
Overall Score			
Buildings	Result	Justification/Mitigation	Word Count
New Build residential	N/A		0
Residential building(s) renovation/maintenance	N/A		0
New build non-residential (including public) buildings	N/A		0
Transport			
Active travel and public transport	N/A		0
Roads, Parking and Vehicle Access			
Roads, Parking and Vehicle Access	N/A		0
Access to amenities	N/A		0
Vehicle procurement	N/A		0
Land Use			
Land use	N/A		0

Legend:	
	No associated carbon impacts expected.
	High standard in terms of practice and awareness on carbon.
	Mostly best practice with a good level of awareness on carbon.
	Partially meets best practice/ awareness, significant room to improve.
	Does not meet best practice and/ or insufficient awareness of carbon impacts.

- Grey: No associated carbon impacts expected for decision.
- Green: In the simple assessment the decision meets the highest standard in terms of practice and awareness.
- Blue: In the simple assessment the decision meets most of the associated best practice with a good level of awareness.
- Brown: In the simple assessment the decision only partially meets associated best practice and/or awareness is lacking, significant room for improvement.
- Black: In the simple assessment the decision does not meet best practice and/or there is insufficient awareness of carbon impacts.

### Exporting options

#### Export tables to Word document

1. When clicked, the button below will launch a new Word document and paste the above results tables in. You can then save this
  
2. Once you have exported the results table to Word, please copy and paste the table into your meeting paper at the location specified in the paper template and submit the final paper to the Secretariat in the usual way.
  
3. Please then save the whole Excel spreadsheet using "File...Save As...[Title of Paper]" in an appropriate location for future editing and forward a copy of the whole Excel file to the Secretariat for archiving.

#### Manually exporting

1. If you would like to export any other parts of this tool, you can do it manually. It is recommended that you copy and paste as images to avoid any problems associated with pasting the form controls (drop downs and tick boxes) into other documents.
2. To do this, first highlight the table or area of a table you would like to copy.
3. Then using options at the top of the screen click on the **Home** tab. Then in the **Clipboard** group, click the small down arrow next to **Copy**, then select **Copy as Picture**.
3. A box of options will appear, click **OK** to select the default options. Then open your Word (or other) document and press **CTRL+V** to paste. Alternatively right click in the document and select **Paste from the menu**. It will paste as a picture and you can resize it to suit your document.

#### Full PDF output

1. The entirety of this workbook can be exported as a PDF file.
2. Click **File > Print**.
3. Under **Printers** select 'Microsoft Print to PDF'.
4. Under **Settings** select 'Print Entire Workbook' (or leave it as Active Sheet if you just want one of the worksheets).
5. Select **Print** and you will be prompted to choose where you would like to save your PDF.

### Submitting the results

Attach these results to your proposal/Committee report and submit them to your chief officer for signing off. If you have an action plan for mitigation measures, please include it in your attachments too.

All signed off results should be submitted to your Strategic Policy Advisor or Governance team, and you should keep your own copy.

Outputs from the Carbon and Co-benefits Assessment Tool are provided to decision makers to help them understand possible wider co-benefits of taking the proposal forward or seek changes or mitigation measures where needed.

Mae'r dudalen hon yn wag yn bwrpasol

POTENTIAL CHANGES TO APPOINTEESHIP – HAVE YOUR SAY ... / NEWIDIADAU PC

If Flintshire County Council were to implement an administration charge for managing Appointeeship cases, how would you feel about this? / Pe byddai Cyngor Sir y Fflint yn gweithredu ffioedd gweinyddu ar gyfer rheoli achosion Penodeiaeth, sut fydddech chi'n teimlo am hyn?

Answer Choice	Response Total
1	15
<i>answered</i>	15
<i>skipped</i>	1

#	Date Ended:	Categories
2E+08	16/05/2024 10:01 AM	It would depend on the amount. Could you please let me know how much will be the potential fee? Mark BurtonCh66jb Bagillt
2E+08	16/05/2024 1:17 PM	I would feel anxious and stressful
2E+08	21/05/2024 8:50 PM	I don't want to pay for appointeeship because I have to pay for bills and food and it would affect me to pay for appointeeship
2E+08	22/05/2024 2:26 PM	Not happy
2E+08	28/05/2024 12:16 PM	I would seek an alternative where the service is free.
2E+08	28/05/2024 12:17 PM	Fine
2E+08	28/05/2024 12:19 PM	I'm on disability money and I'm in this bungalow as it has no stairs, I was in a property with stairs that I could not manage, it was lovely though.
2E+08	28/05/2024 12:20 PM	I feel OK about it.
2E+08	28/05/2024 12:21 PM	Very upset if a charge were to happen.
2E+08	28/05/2024 12:22 PM	OK I would.
2E+08	28/05/2024 12:24 PM	Routine & familiarity is important to me, I do not like change. I am happy with a charge. I trust my Appointee & Flintshire County Council.
2E+08	28/05/2024 12:24 PM	Depending on the charge otherwise no problem.
2E+08	28/05/2024 12:25 PM	Do not mind.
2E+08	28/05/2024 12:26 PM	It would depend on the amount.
2E+08	28/05/2024 12:26 PM	Entirely dependent on the cost.

**POTENTIAL CHANGES TO APPOINTEESHIP – HAVE YOUR SAY ... / NEWIDIADAU P**

If you did not feel willing to pay a charge for the service, would you seek Appointeeship elsewhere? e.g., Solicitor or private company. / Os nad ydych yn teimlo'n barod i dalu ffi am y gwasanaeth, a fydddech yn chwilio am Benodeiaeth yn rhywle arall? e.e. Cyfreithiwr neu gwmni preifat.

Answer Choice	Response Total
1	14
	<i>answered</i> 14
	<i>skipped</i> 2

#	Date Ended:	Categories
2E+08	16/05/2024 10:01 AM	No
2E+08	16/05/2024 1:17 PM	Possible
2E+08	21/05/2024 8:50 PM	I would go to someone else in the family
2E+08	22/05/2024 2:26 PM	No
2E+08	28/05/2024 12:16 PM	I would seek elsewhere, where the service is free of charge.
2E+08	28/05/2024 12:17 PM	N/A
2E+08	28/05/2024 12:19 PM	Do what you think is best, thank you. Sharon Lorraine Davies - 12-11-70
2E+08	28/05/2024 12:20 PM	No I don't need to seek an appointee.
2E+08	28/05/2024 12:21 PM	Unlikely
2E+08	28/05/2024 12:24 PM	I do not want a solicitor to be in charge of my finances, I would be very very anxious.
2E+08	28/05/2024 12:24 PM	It would be a family member.
2E+08	28/05/2024 12:25 PM	No
2E+08	28/05/2024 12:26 PM	Solicitor.
2E+08	28/05/2024 12:26 PM	As above.



**POTENTIAL CHANGES TO APPOINTEESHIP – HAVE YOUR SAY ... / NEWIDIADAU PC**

Any other feedback you would like to contribute about this possible change? / Hoffech gyfrannu unrhyw		
Answer Choice		Response Total
1		9
<i>answered</i>		<b>9</b>
<i>skipped</i>		<b>7</b>

#	Date Ended:	Categories	
2E+08	21/05/2024 8:50 PM	No	
2E+08	23/05/2024 7:21 PM	I wish to stop the appointeeship and manage my money myself. Thank you	
2E+08	28/05/2024 12:16 PM	No	
2E+08	28/05/2024 12:17 PM	N/A	
2E+08	28/05/2024 12:20 PM	I am happy with my appointee Lisa Jolly as she is very good with me.	
2E+08	28/05/2024 12:21 PM	Think this would be unfair as I am unable to look after my own money - feels like Discrimination.	
2E+08	28/05/2024 12:24 PM	Keep as is please, happy if charge is implemented.	
2E+08	28/05/2024 12:24 PM	Hopefully it will stay the same.	
2E+08	28/05/2024 12:26 PM	This survey would have been better if costs were started.	

Mae'r dudalen hon yn wag yn bwrpasol

# Eitem ar gyfer y Rhaglen 7

Yn rhinwedd paragraff(au) 14 of Part 4 of Schedule 12A  
o Ddeddf Llywodraeth Leol 1972.

Dogfen Gyfyngedig - Ni ddylid ei chyhoeddi

Mae'r dudalen hon yn wag yn bwrpasol

Yn rhinwedd paragraff(au) 14 of Part 4 of Schedule 12A  
o Ddeddf Llywodraeth Leol 1972.

Dogfen Gyfyngedig - Ni ddylid ei chyhoeddi

Mae'r dudalen hon yn wag yn bwrpasol

Yn rhinwedd paragraff(au) 14 of Part 4 of Schedule 12A  
o Ddeddf Llywodraeth Leol 1972.

Dogfen Gyfyngedig - Ni ddylid ei chyhoeddi

Mae'r dudalen hon yn wag yn bwrpasol



Yn rhinwedd paragraff(au) 14 of Part 4 of Schedule 12A  
o Ddeddf Llywodraeth Leol 1972.

Dogfen Gyfyngedig - Ni ddylid ei chyhoeddi

Mae'r dudalen hon yn wag yn bwrpasol