

RECOVERY COMMITTEE

Date of Meeting	Thursday 15 th July, 2021
Report Subject	Social Services Portfolio Recovery Business Plan
Cabinet Member	Collective Cabinet
Report Author	Chief Executive and Chief Officer (Social Services)
Type of Report	Strategic

EXECUTIVE SUMMARY

Portfolio Recovery Business Plans were developed for exiting the first response phase to the pandemic in 2020.

This Committee will oversee the Recovery Business Plans for all five service portfolios in sequence. Presented today is the Social Services Portfolio Recovery Business Plan.

Each plan covers the following:

- Scope and Purpose
- Key Personnel and Roles and Responsibilities
- Business Continuity Plan – Recovery Planning
- Resource Management
- Performance Management
- Risk Management
- Communications and Engagement
- Forward Planning

RECOMMENDATIONS

1	To review the Social Services Portfolio Recovery Business Plan summary for assurance, and to refer any further and specific risk management work to the respective Overview and Scrutiny Committees as is necessary.
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REPORT DETAILS

1.00	EXPLAINING THE PORTFOLIO RECOVERY BUSINESS PLAN
1.01	<p>Service portfolios have been working to Portfolio Recovery Business Plans following the response phase to the pandemic emergency situation. Recovery is a natural transition from the response phase which lasted from mid-March until the end of July 2020, and again from the end of December until April 2021.</p> <p>The plans are built upon risk management actions and performance management objectives.</p>
1.02	<p>The recovery objectives, performance targets, risks and issues have been reviewed and updated. The following sections are being shared with the Recovery Committee for assurance.</p>
1.03	<p><u>Recovery Objectives</u></p> <p><u>Service Delivery</u></p> <p>All services to return to full and normal operation</p> <ul style="list-style-type: none">• Day Services (Adult Services, Learning Disability, Mental Health & Substance Misuse) Day Services are operating under Alert Level 2 guidance for safe use of multi-purpose community centres. This means that services are open and operating with variable hours and numbers supported, the limiting factors being the maximum number of individuals that can take part in organised indoor activity under the guidance, the capacity of the building itself with physical distancing arrangements in place, and restrictions related to safe transportation.• Overnight Respite Services Adults and children are being offered overnight and respite services on a case by case basis in line with Public Health Wales guidance.• Adult and Children's Services Operating at Alert Level 2 using a hybrid approach across services, with home visits and welfare checks outside, and entering properties based on risk assessment and appropriate use of PPE.• Flying Start Services Flying Start centres are open on a rotational basis in line with Public Health Wales and Welsh Government Guidance.• Flintshire Crèche We are working towards completing the regulatory requirements and preparation for opening Garden City in September 2021. In the meantime some crèche support is being offered on a one to one basis.

	<ul style="list-style-type: none"> • Safeguarding Virtual meetings are continuing for Adult & Children’s Safeguarding, with resumption of face to face on a case by case basis. Deprivation of Liberty Assessors have been given testing kits to facilitate face to face visits. • Care home monitoring Care home monitoring visits have resumed on a Red, Amber and Green risk (RAG) status basis. Information gathering is still being done virtually. <p><u>Workforce</u></p> <ul style="list-style-type: none"> • Return to normal work base The majority of staff continue to work at home where they can as per the national guidance.
1.04	<p><u>Performance Targets</u></p> <p><u>Recovery Targets</u></p> <ul style="list-style-type: none"> • Workforce availability To ensure sufficient workforce availability to achieve service continuity – Target achieved. • Personal Protective Equipment (PPE) To ensure sufficient PPE is available to deliver frontline services - We are following national guidance on social distancing and use of PPE. The supply of PPE will need to follow the phasing in of services until we are back to full operational capacity.
1.05	<p><u>Risk Management</u></p> <p>The following recovery risks are still open and are being actively managed:</p> <ul style="list-style-type: none"> • Pressures on the care system as unpaid carers and families are not able to continue in their caring role due to the reductions in respite and day services Risk Rating: YELLOW, Risk Trend: No Change Mitigations include PPE distribution, ‘Keeping in Touch’ calls, direct payments, and promoting the visibility of unpaid carers. • Adults and children are not effectively safeguarded due to restrictions in their visibility during shielding/social isolation and targeted criminal activity designed to exploit vulnerable people Risk Rating: GREEN, Risk Trend: Reducing The current risk status has been achieved through a hybrid approach of virtual and face to face work, supported by individual risk assessments and appropriate use of PPE. • Insufficient capacity to cope with a sharp increase in referrals to child and adult services

	<p>Risk Rating: AMBER Risk Trend: No Change Mitigations include maximising the use of early help and 3rd sector support to provide timely support and to help prevent issues from escalating and a contingency plan to ensure we can continue to respond to safeguarding referrals.</p>
1.06	<p><u>Issue Management</u></p> <ul style="list-style-type: none"> <p>Care home status Information is still being collected and disseminated on a daily basis on the Green/Amber/Red status of care homes, where staff or residents have tested positive or are symptomatic and awaiting results. Capacity is currently manageable and timely admissions are being achieved.</p> <p>Impact of Delta Variant circulation on direct care Providers are reporting challenges with care staff capacity because of the rise/dominance of the Delta Variant in schools and the impact on the daily lives of employees with child care responsibilities.</p>

2.00	RESOURCE IMPLICATIONS
2.01	None specifically.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT														
3.01	<p>This report specifically covers recovery from the pandemic emergency situation and is based upon a framework of risk management.</p> <p>Ways of Working (Sustainable Development) Principles Impact</p> <table border="1"> <tr> <td>Long-term</td> <td rowspan="5">Throughout all Portfolio Recovery Business Plans there are demonstrable actions and activities which relate to all of the Sustainable Development Principles.</td> </tr> <tr> <td>Prevention</td> </tr> <tr> <td>Integration</td> </tr> <tr> <td>Collaboration</td> </tr> <tr> <td>Involvement</td> </tr> </table> <p>Well-being Goals Impact</p> <table border="1"> <tr> <td>Prosperous Wales</td> <td rowspan="7">Throughout all Portfolio Recovery Business Plans there are demonstrable actions and activities which relate to all of the Well-being Goal.</td> </tr> <tr> <td>Resilient Wales</td> </tr> <tr> <td>Healthier Wales</td> </tr> <tr> <td>More equal Wales</td> </tr> <tr> <td>Cohesive Wales</td> </tr> <tr> <td>Vibrant Wales</td> </tr> <tr> <td>Globally responsible Wales</td> </tr> </table>	Long-term	Throughout all Portfolio Recovery Business Plans there are demonstrable actions and activities which relate to all of the Sustainable Development Principles.	Prevention	Integration	Collaboration	Involvement	Prosperous Wales	Throughout all Portfolio Recovery Business Plans there are demonstrable actions and activities which relate to all of the Well-being Goal.	Resilient Wales	Healthier Wales	More equal Wales	Cohesive Wales	Vibrant Wales	Globally responsible Wales
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4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	The plans have been developed with wide consultation with officers within and across portfolios.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Jay Davies Telephone: 01352 702744 E-mail: jay.davies@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
	<p>Risk Management: the process of identifying risks, evaluating their potential consequences (impact) and managing them. The aim is to reduce the frequency (likelihood) of risk events occurring (wherever this is possible) and minimise the severity of their consequences (impact) if they occur. Threats are managed by a process of controlling, transferring or retaining the risk. Opportunities are managed by identifying strategies to maximise the opportunity or reward for the organisation.</p>