









# End of Year Report 2020/21



Revised 28/05/2021

# Key for Report Performance

Performance	Shown as	Trend	Shown as
Off Track (Red)		Downturned (Red)	
Monitor (Amber)		Maintained (Amber)	
On Track (Green)		Improved (Green)	

## What we mean by Performance RAG

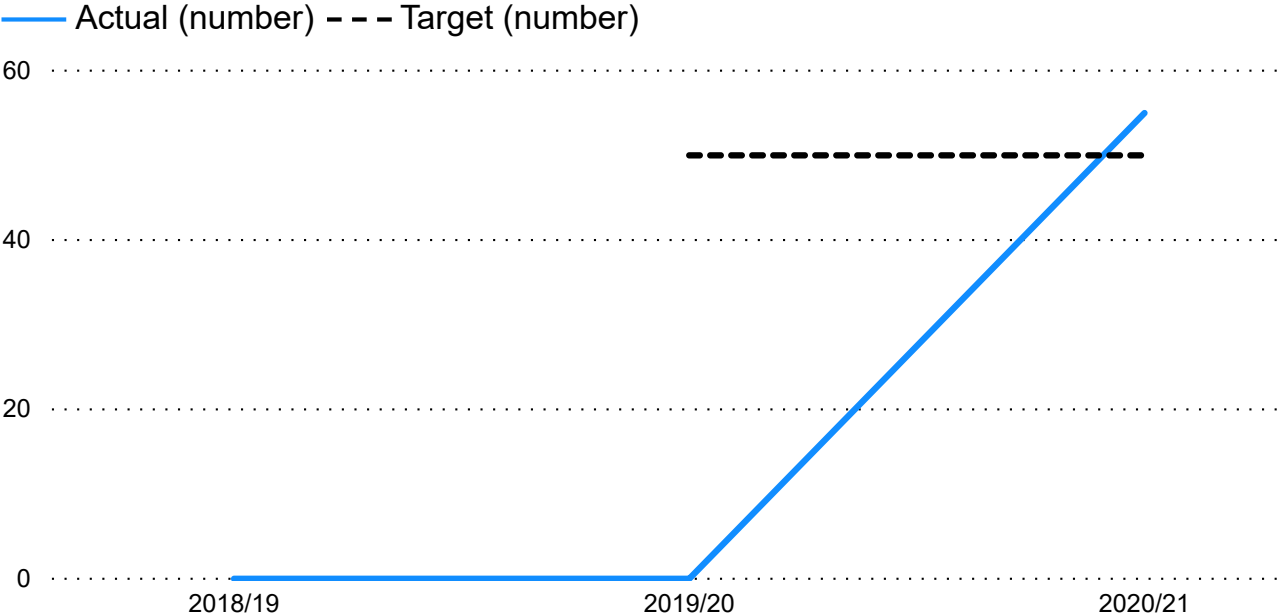
The Performance RAG is generated by assessing current performance against the target. This outcome is then illustrated in the report using the images above.

## What we mean by Trend

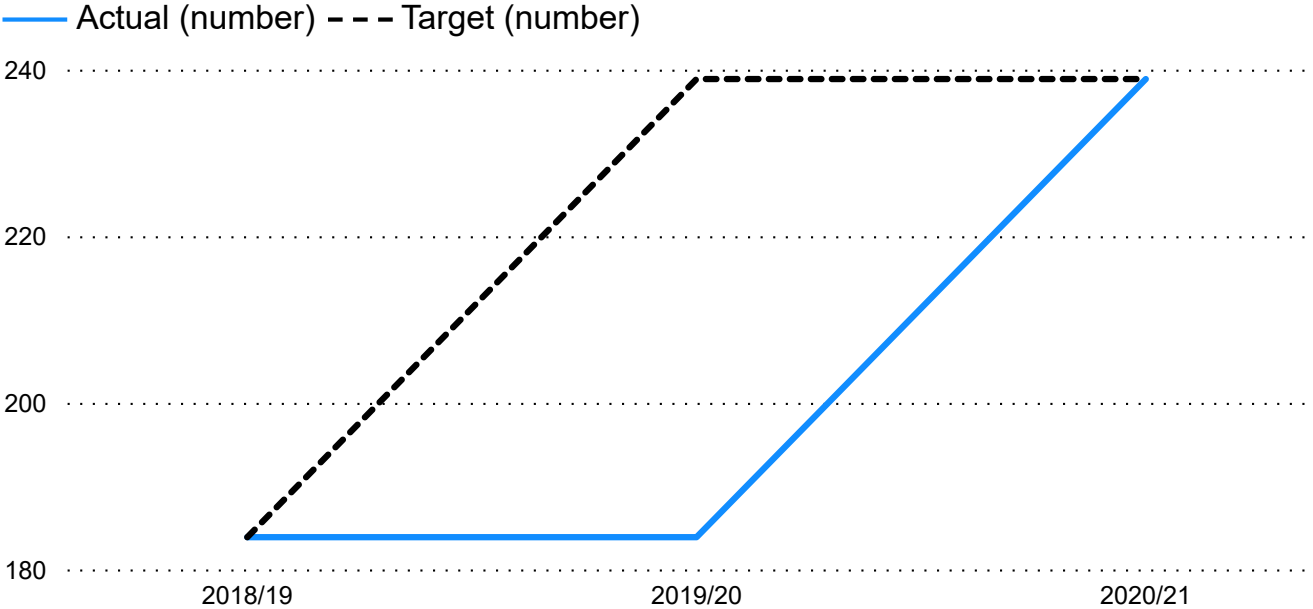
The Trend is generated by assessing current performance against last years performance. This outcome is then illustrated in the report using the images above.

# Social Services - Recovery Measures

**The number of Holywell Extra Care (Plas yr Yrwn) units created**



**The number of Extra Care units provided across Flintshire**



End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
55.00	50.00	↑	●

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
239.00	239.00	↑	●

**Comment**

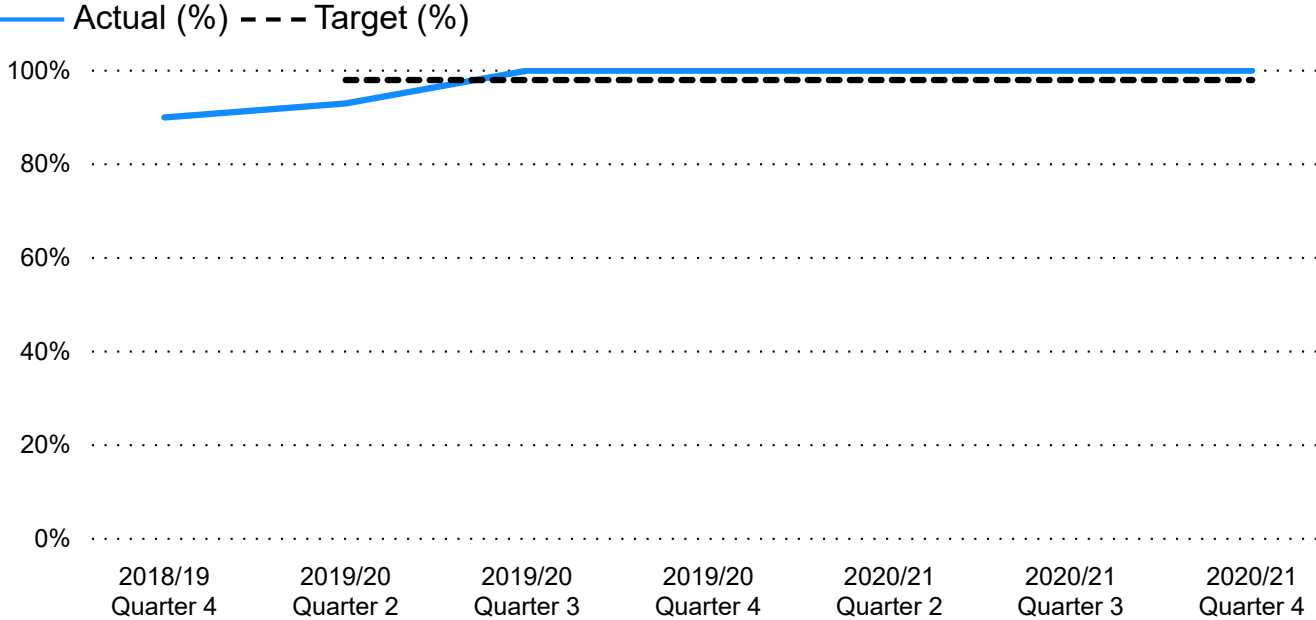
Plas yr Ywen Extra Care opened in Holywell on 22 March, providing 55 modern apartments consisting of 43 one and 12 two bedroom apartments.

**Comment**

Plas yr Ywen Extra Care opened in Holywell on 22 March, providing 55 modern apartments consisting of 43 one and 12 two bedroom apartments.

# Social Services - Recovery Measures

**Percentage of urgent requests for equipment that meet or exceed the national 1 Day response standards**

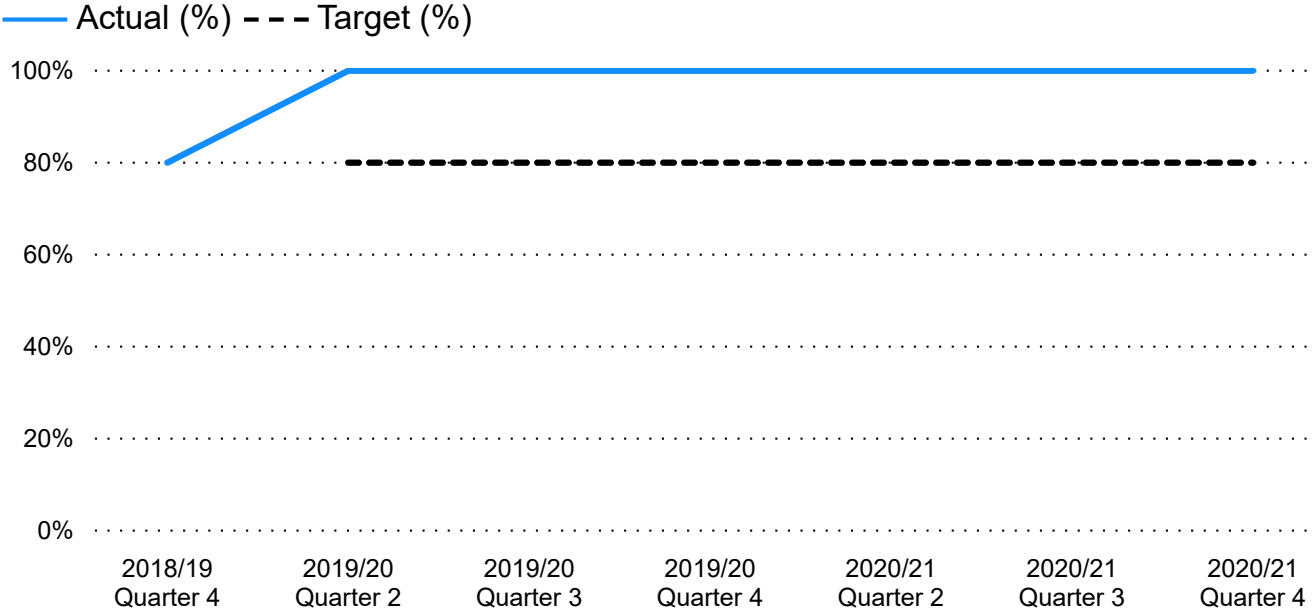


End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
100.00%	98.00%	↑	●

**Comment**

Equipment is managed by the North East Wales Community Equipment Service. The National standard for urgent requests is 90% within one day.

**Percentage of requests for equipment that meet or exceed the national 7 Day standard**



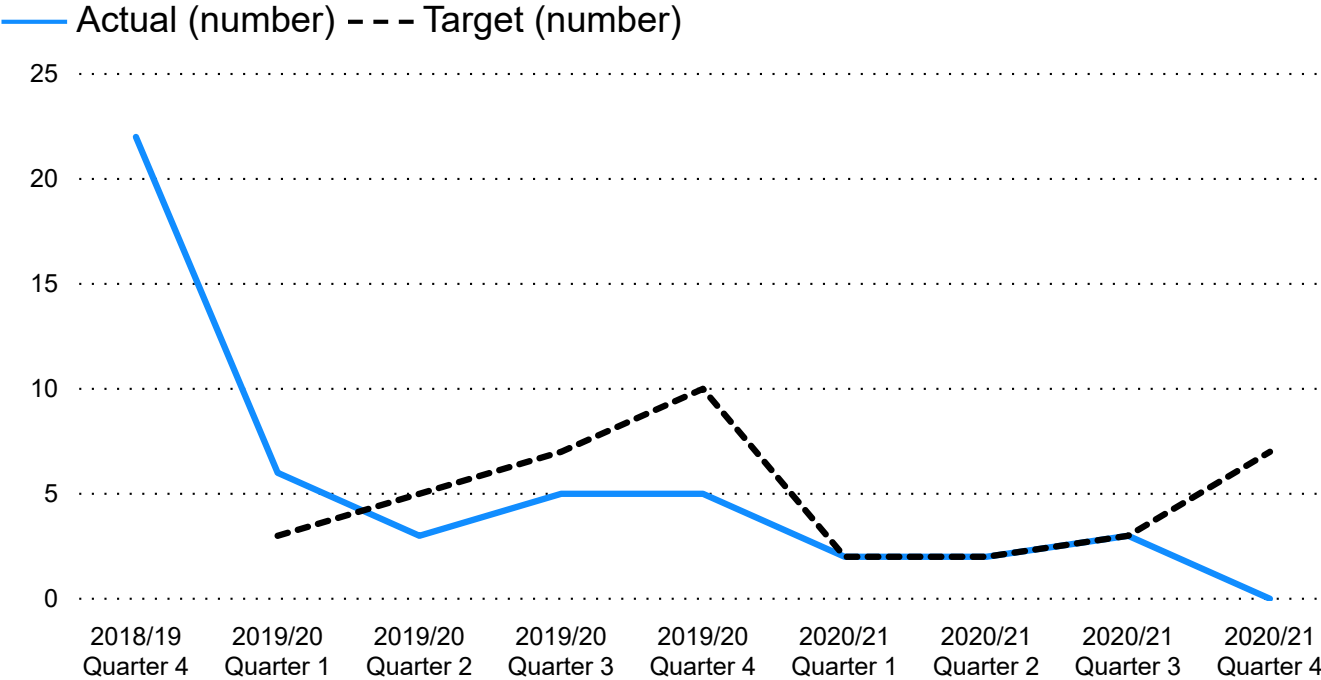
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
100.00%	80.00%	↑	●

**Comment**

The National standard for the provision of equipment requests within 7 days is 80%.

# Social Services - Recovery Measures

## Number of new foster carer approvals in the year

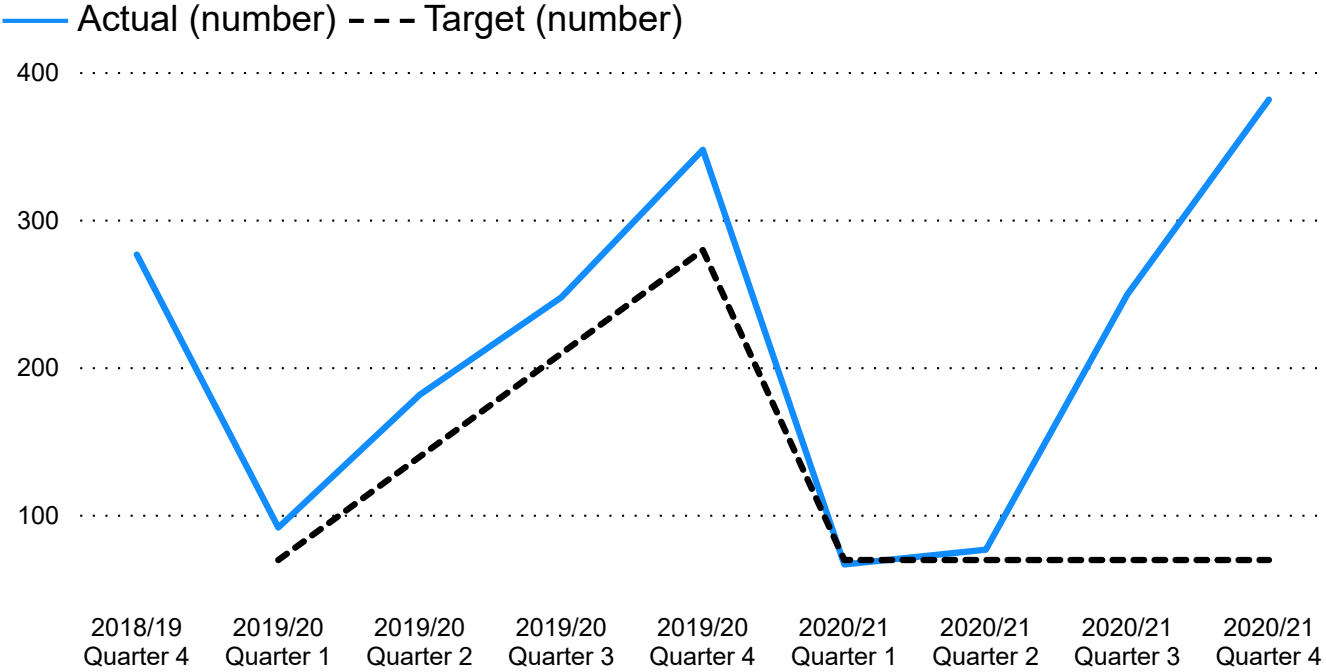


End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
7.00	10.00	↓	●

### Comment

We have recruited seven new foster carers this year. Whilst the target of 10 has not been met, the original aim of 5 - 10 has been achieved.

## Number of referrals to the Family Group Meeting Service



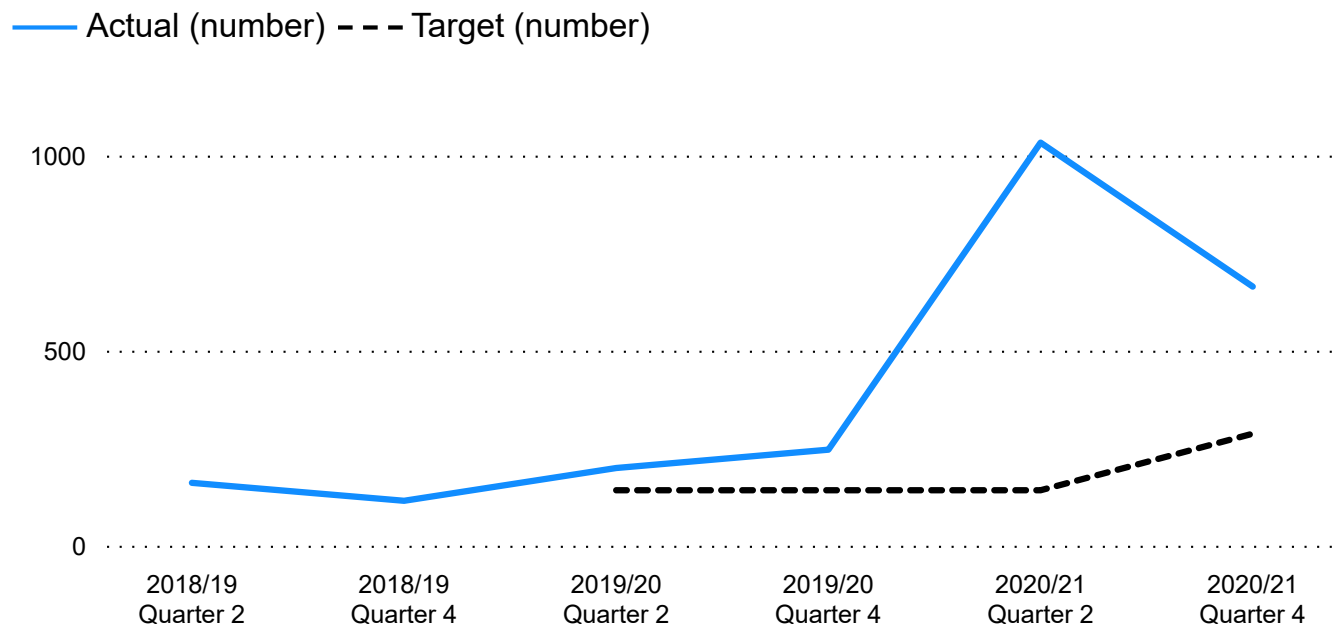
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
382.00	280.00	↓	●

### Comment

382 families were referred to the service in the year. 12 of these families were still to be allocated by 31st March.

# Social Services - Portfolio Measures

**The number of people who access the social prescribing / 3rd sector service through the Single Point of access**

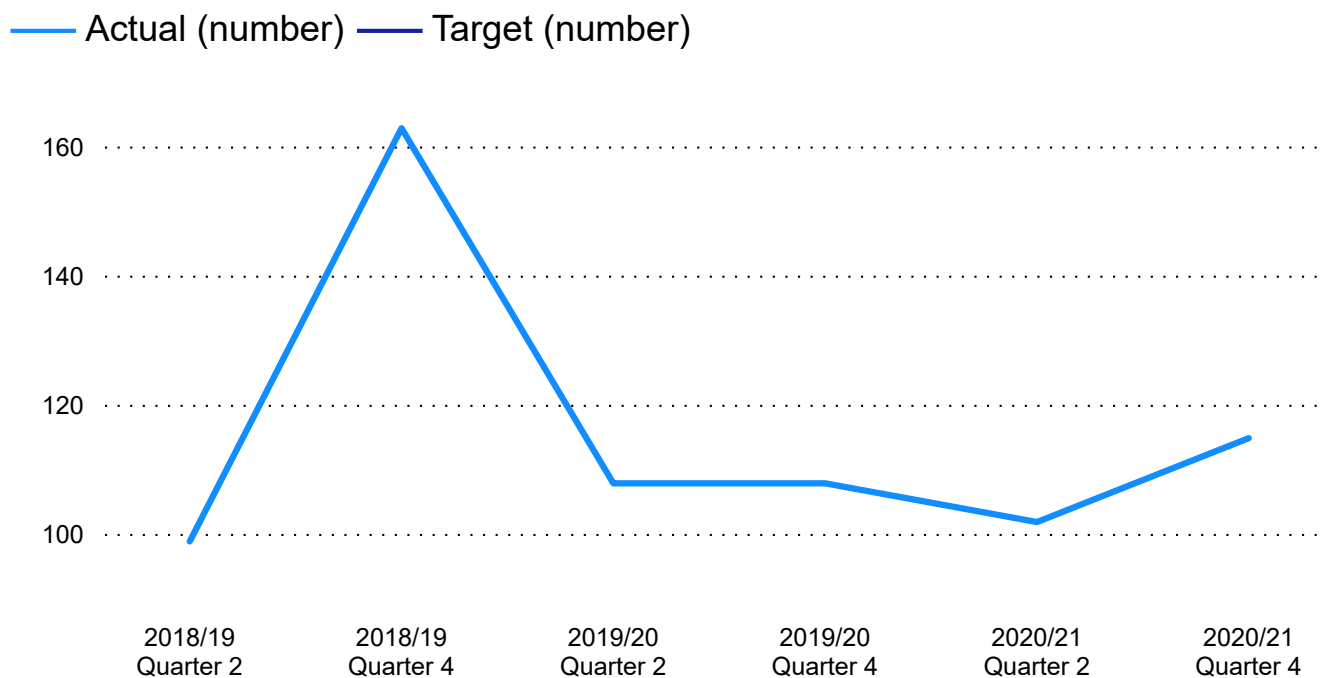


End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
1703.00	290.00	↑	●

**Comment**

The service has seen a significant increase in demand, particularly in April due to the pandemic. There was a 700% increase in calls/referrals to the service through April; since then demand has reduced somewhat but continues to be high, far exceeding the target which was set pre-pandemic.

**The number of admissions to step up / step down beds**



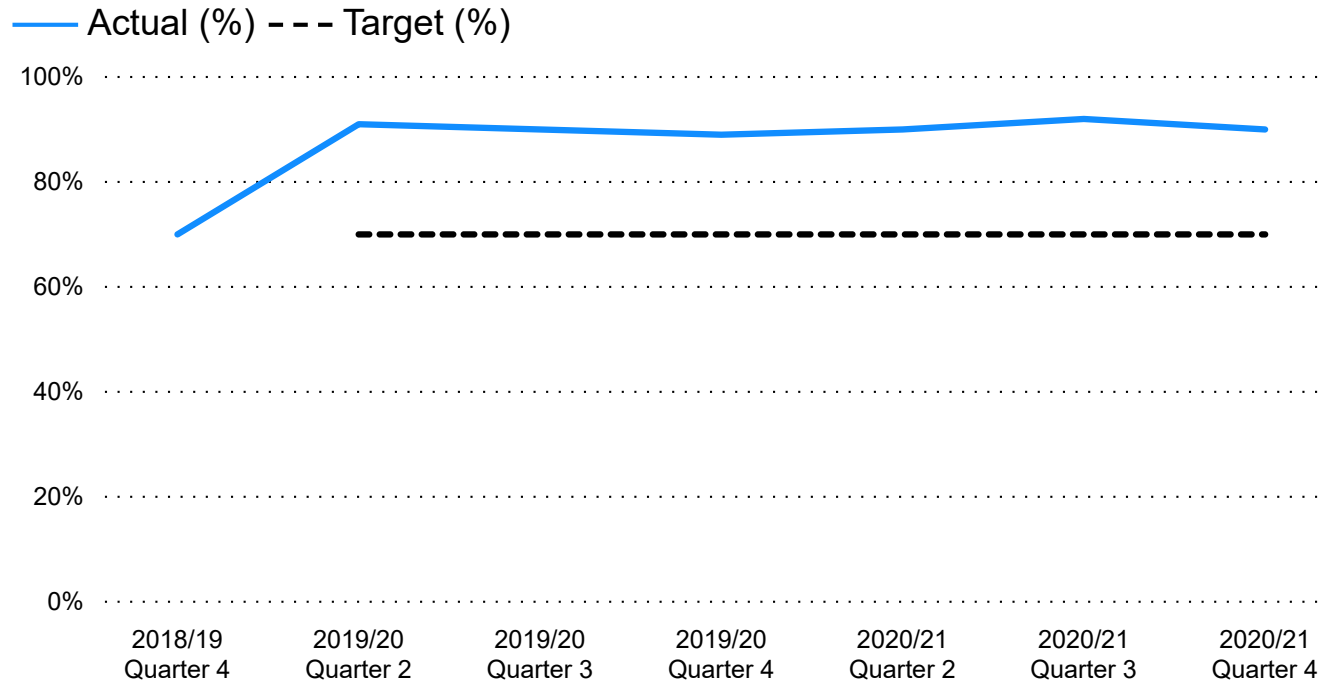
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
217.00	-	↑	-

**Comment**

No target set - The data for this measure comes from the Health Board. We do not set a target on their behalf because we do not influence the numbers of people coming through. However, we consider this to be an important measure in terms of how effectively the Partnership are using the funding.

# Social Services - Portfolio Measures

## Percentage of equipment that is re-used

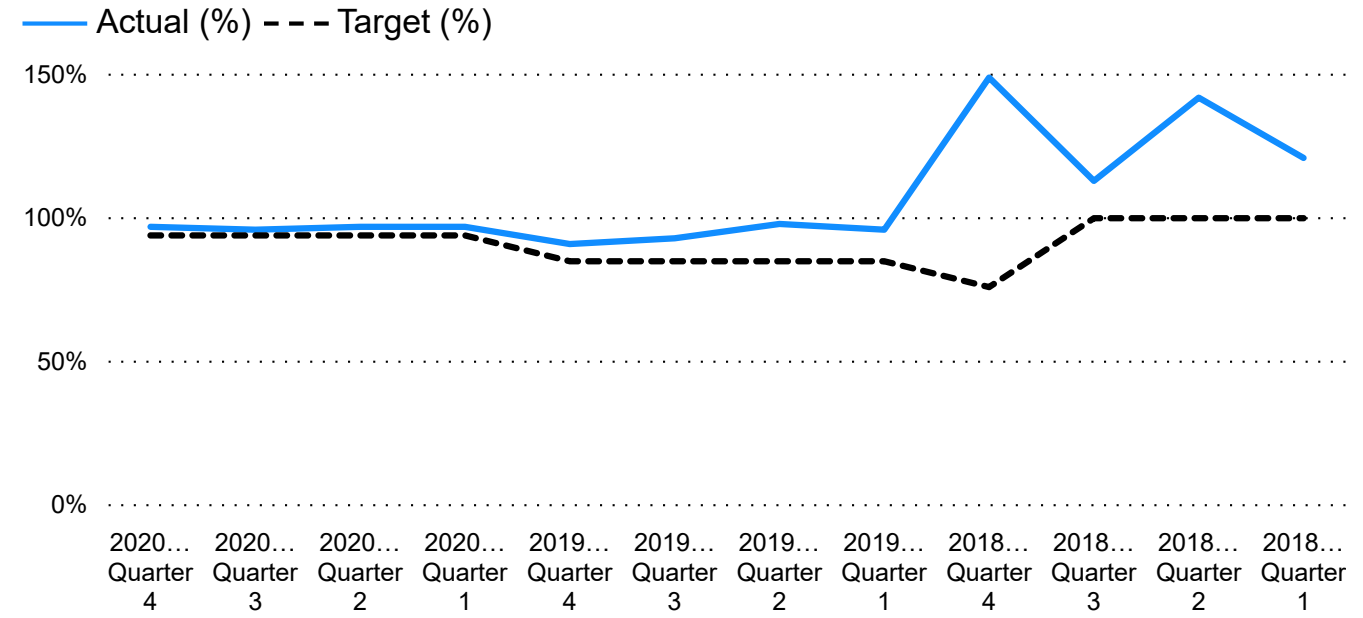


End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
90.67%	70.00%	↑	●

### Comment

The standard of 70% is set nationally by the "National Minimum Standards for Community Equipment Services in Wales". However, the North East Wales Community Equipment Service (NEWCES) consistently achieve better than what is requested, with an average of approximately 90% re-use of equipment rather than throwing it away. By doing this there is a yearly cost avoidance of over £2m.

## The percentage of adult safeguarding enquiries that met the 7 day timescale



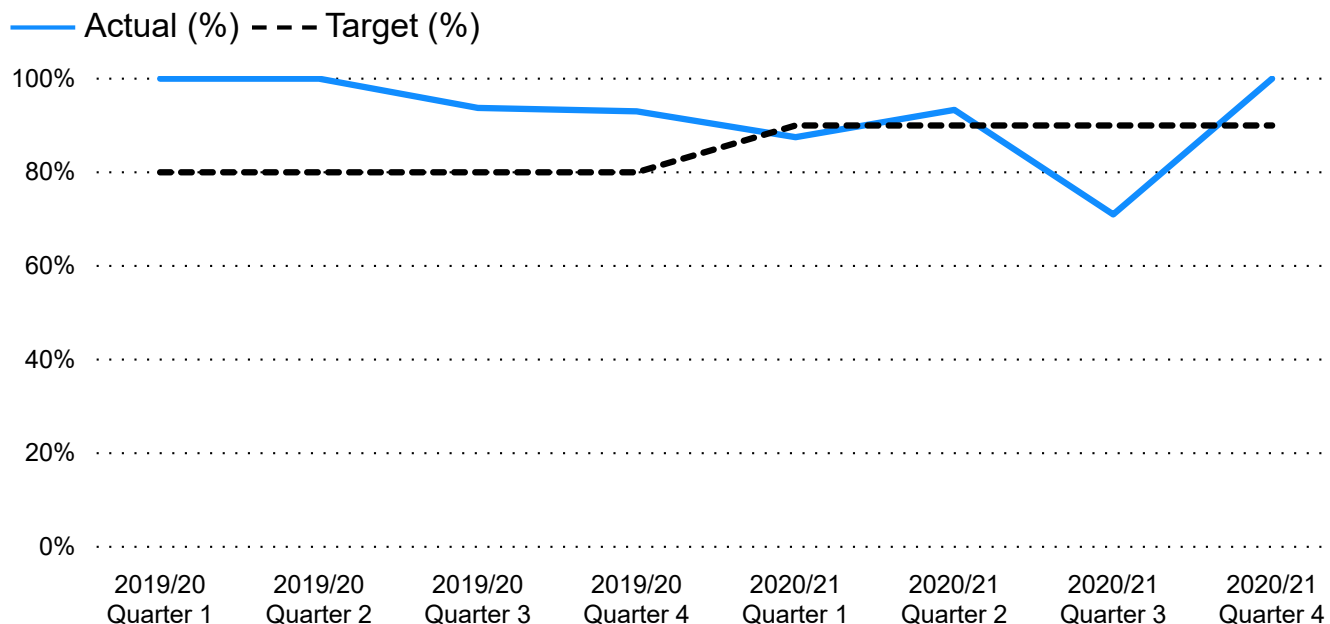
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
96.75%	94.00%	↑	●

### Comment

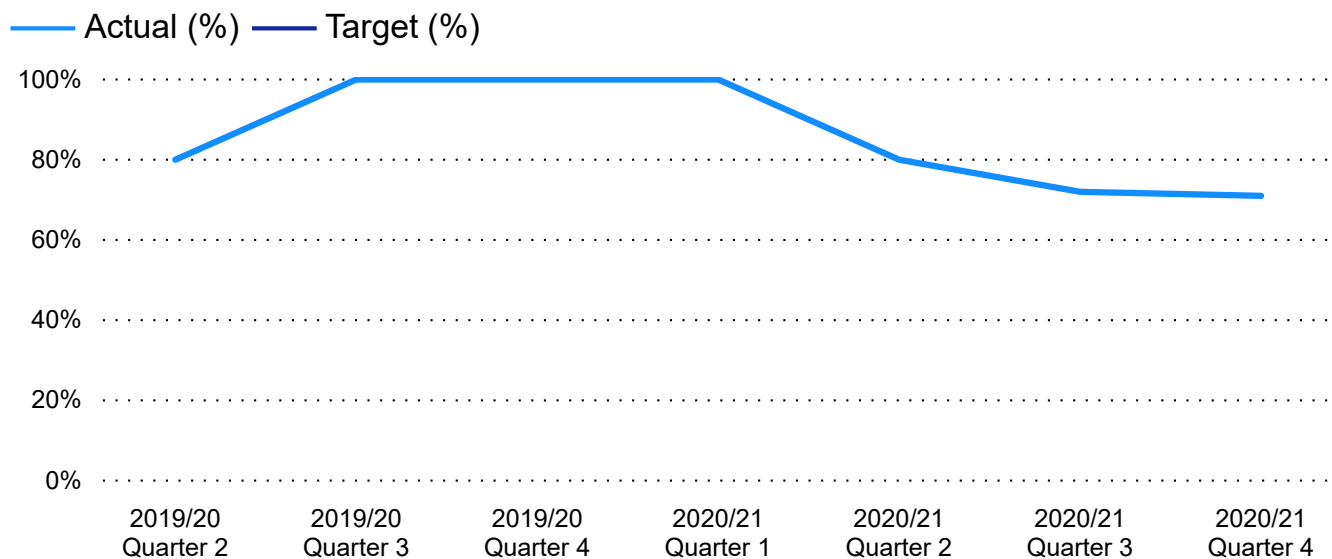
The realignment of the service in 2019 has made it more effective, which is illustrated by the increase in performance over the last two years. We have been able to show a further improvement this year, possibly due to the change from face to face to digital working, by reducing travel and scheduling time. The Safeguarding Unit continue to prioritise enquiries within the 7 day timescale.

# Social Services - Portfolio Measures

**The percentage pre-birth assessments completed within timescales**



**The percentage of children who were reported as having run away or gone missing from home who had a return interview**



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
89.00%	90.00%	↓	▲

**Comment**

Pre-birth assessments are carried out in line with the North Wales Multi-Agency Pre-Birth Pathway. Sometimes assessments do not meet timescales because of mum's late presentation to Health.

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
74.33%		↓	

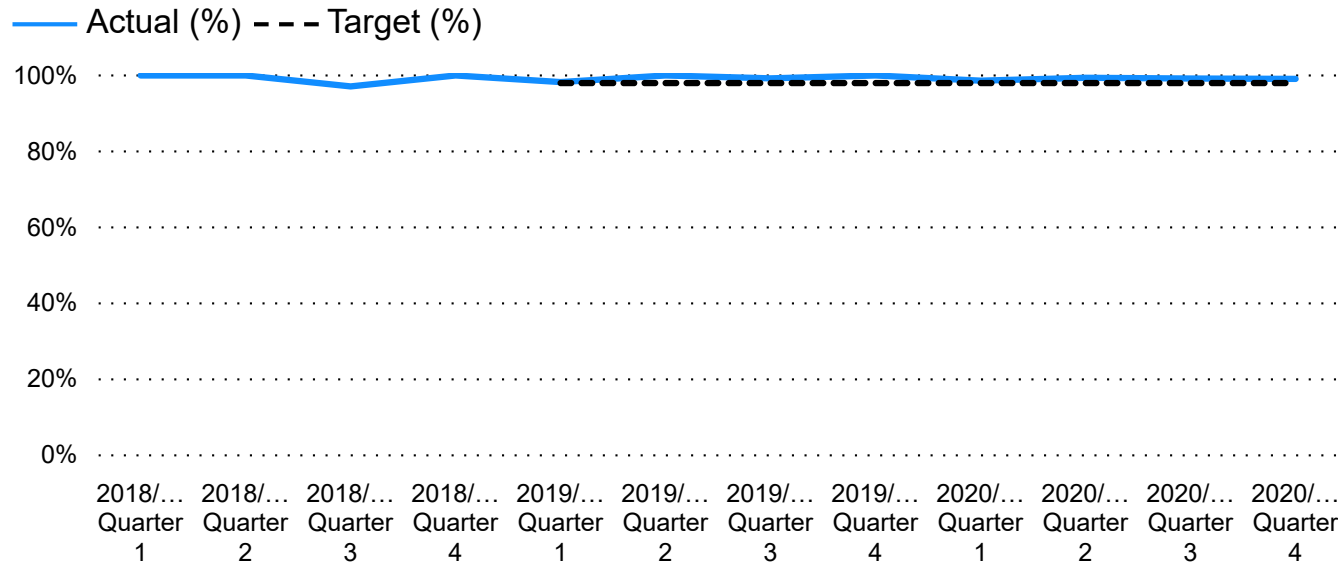
**Comment**

All children are offered a return home interview, but some decline to engage.



# Social Services - Portfolio Measures

**The percentage of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales**

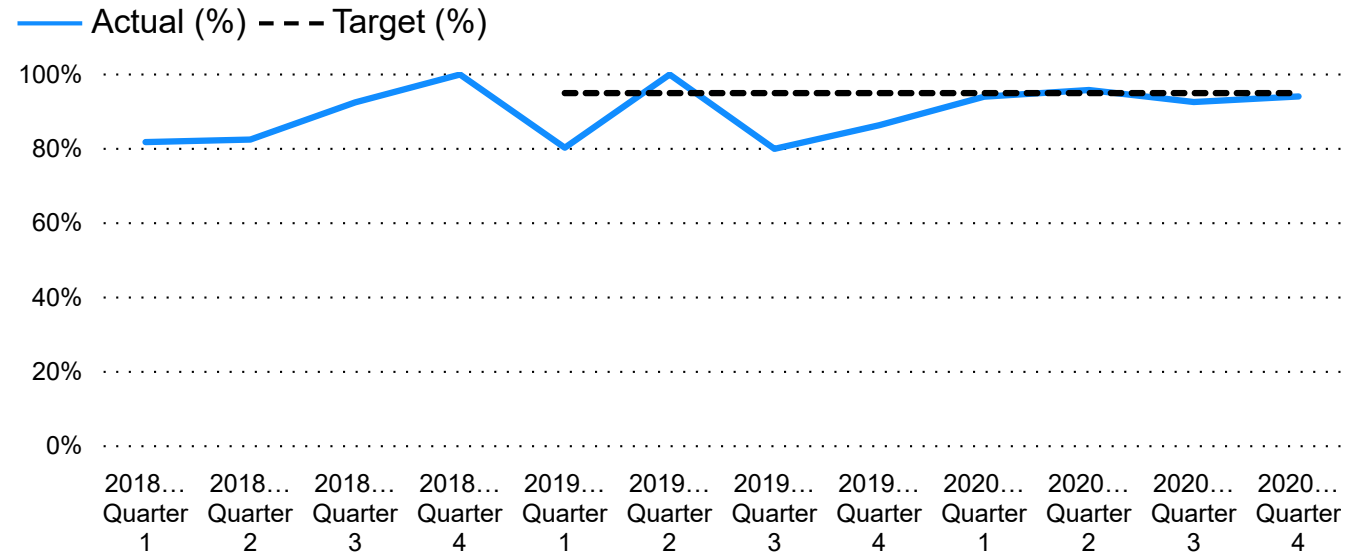


End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
99.08%	98.00%	↓	●

## Comment

Child Protection conferences can be delayed for a number of reasons, including the availability of family and professionals, court decisions, or in the interests of the children. All delays are approved by a manger prior to the conference taking place.

**The percentage of initial child protection conferences that were due in the year and were held within 15 working days of the strategy discussion**



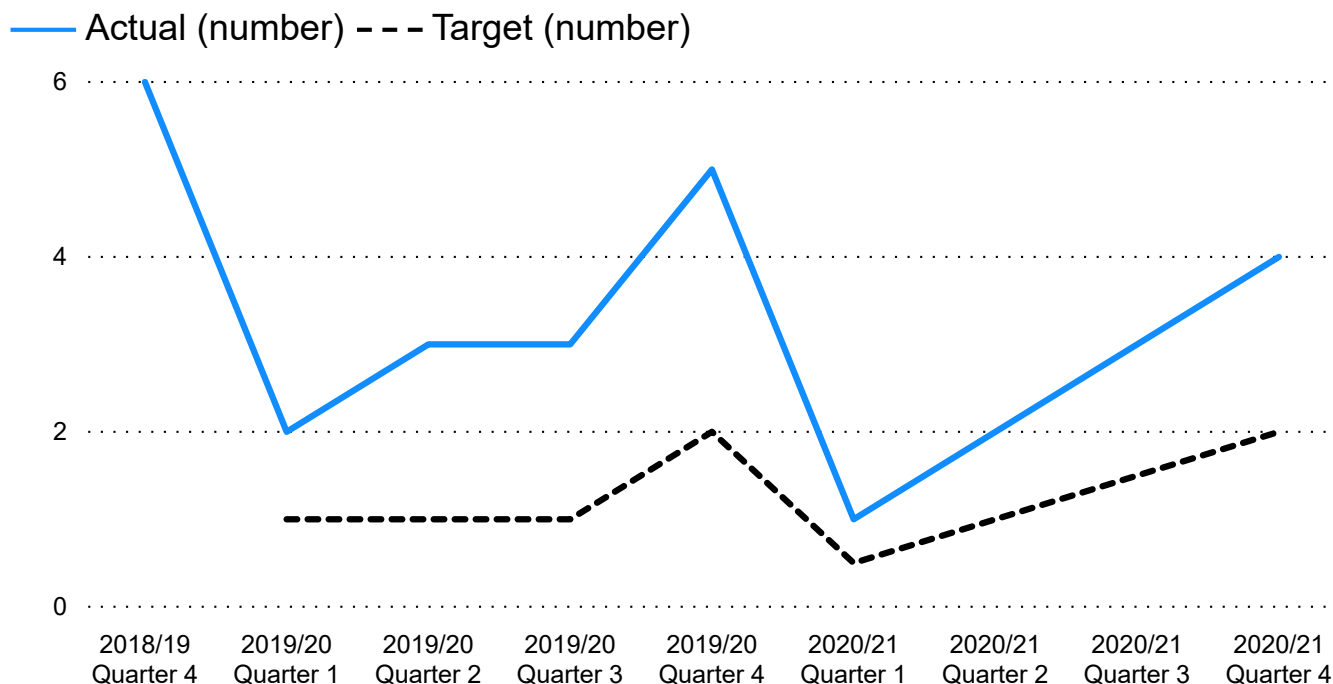
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
94.14%	95.00%	↑	▲

## Comment

Child Protection conferences can be delayed for a number of reasons, including the availability of family and professionals, court decisions, or in the interests of the children. All delays are approved by a manger prior to the conference taking place.

# Social Services - Portfolio Measures

## Number of Special Guardianship Orders made

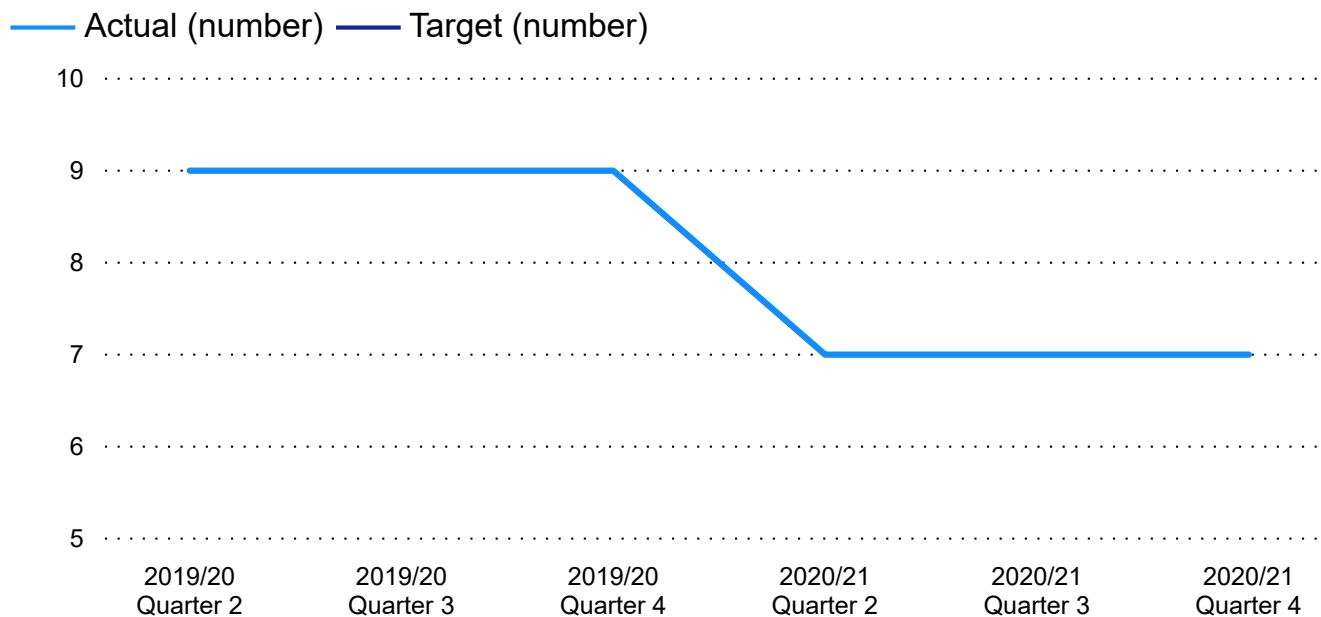


End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
4.00	2.00	↓	●

### Comment

Four children this year were prevented from entering the care system through the award of Special Guardianship Orders to family members.

## People with a learning disability accessing Project Search to improve their employability skills



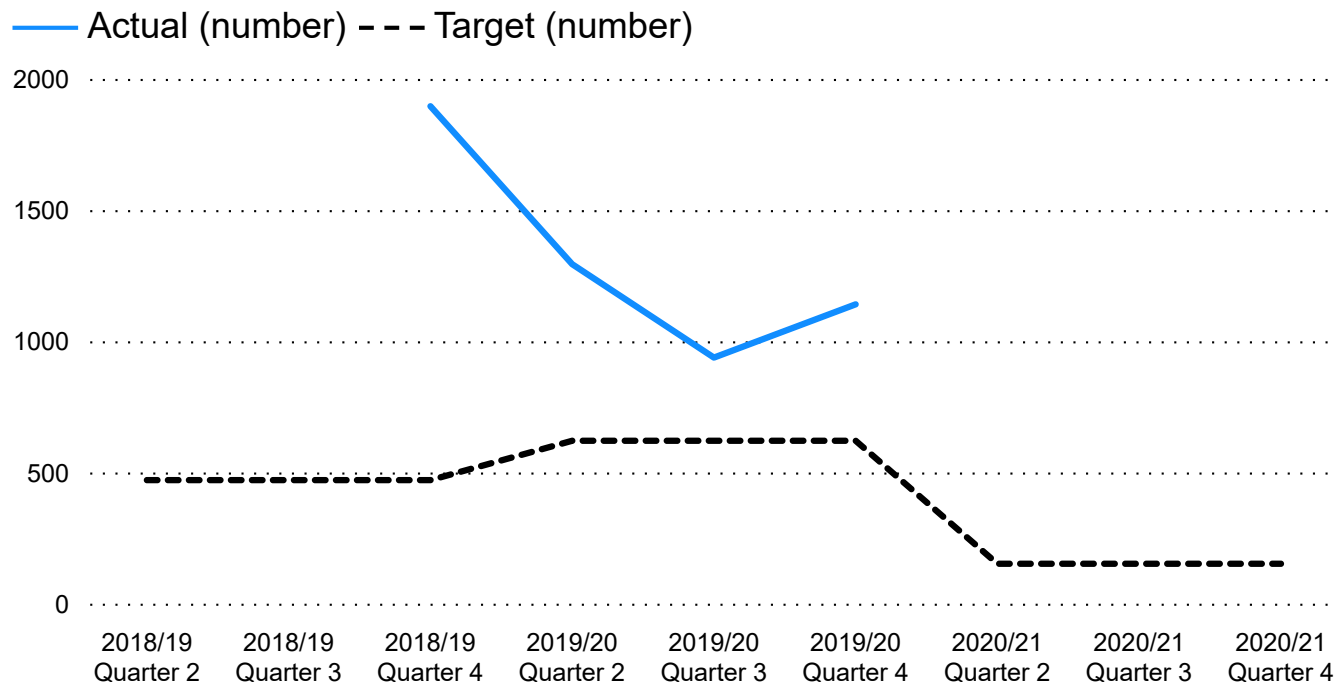
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
7.00	-	↓	-

### Comment

No target set - Seven young people enrolled in Project Search in the September intake.

# Social Services - Portfolio Measures

## Number of children who accessed the Childcare offer



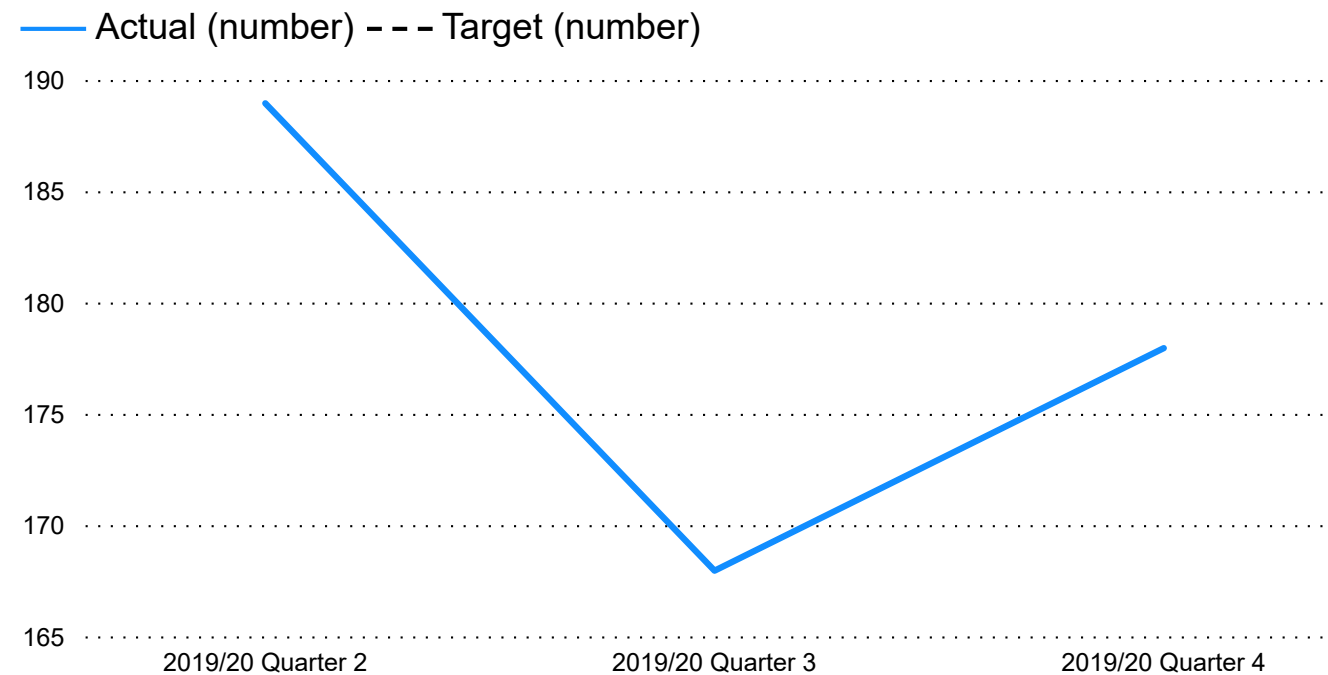
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
	625.00		

625.00

### Comment

In line with Welsh Government COVID-19 guidance, the childcare offer was suspended. The funding has been used to support pre-school children of keyworkers, identified vulnerable children or those with additional needs, and also to support 5-8 year olds in summer play schemes.

## Number of childcare providers



End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating

### Comment

No target set - Due to the suspension of the scheme, no providers contributed to the childcare offer.