

FLINTSHIRE COUNTY COUNCIL



SOCIAL SERVICES

# ANNUAL REPORT

2021 / 22  
& 2022 / 23 PRIORITIES

# Contents

Section 1	Introduction	03
Section 2	Director's Summary of Performance	04
Section 3	How are People Shaping our Services?	06
Section 4	Promoting and Improving the Well-being of Those We Help	08
	<i>Children and Young People</i>	08
	<i>Older People</i>	12
	<i>General Health Needs, Physical Impairment and Sensory Loss</i>	17
	<i>Learning Disabilities</i>	20
	<i>Autism</i>	24
	<i>Mental Health (adults)</i>	26
	<i>Carers</i>	29
	<i>Safeguarding</i>	31
Section 5	How We Do What We Do	32
	<i>a) Our Workforce and How We Support their Professional Roles</i>	32
	<i>b) Our Financial Resources and How We Plan For the Future</i>	34
	<i>c) Our Partnership Working, Political and Corporate Leadership, Governance and Accountability</i>	35
Section 6	Come and Join Our Team	37
Section 7	Accessing Further Information and Key Documents	38
Glossary of Terms		39
Appendix 1	Contextual data and National Performance measures	41

# 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 evaluate our performance against last year's improvement priorities and outline our priorities for next year. The work described in the report links to the National Quality Standards, which set out the Welsh Government's expectations at a national level of the quality of support that local authorities must be providing.

The standards are set out below:

## People

**NQS1.1:** All people are equal partners who have voice, choice and control over their lives and are able to achieve what matters to them.

**NQS 1.2:** Effective leadership is evident at all levels with a highly skilled, well qualified and supported workforce working towards a shared vision.

## Prevention

**NQS 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.

**NQS 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 & Integration

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

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

## Well-Being

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

**NQS 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.

We have prepared the report reflecting the headings from the North Wales Population Needs Assessment and under each heading we will demonstrate:

- what we had planned to do last year and how we have succeeded,
- what difference this made to the outcomes for well-being of people, and
- what our priority objectives are for next year.
- Any lessons learnt from the work carried out during last year.



# Section 2

## Director's Summary of Performance

Welcome to this year's Annual Social Services Report.

Despite the challenges that we have faced over the past year, we've not stopped positively delivering on our services.

You will see in this report that some of the priorities for our work have carried over from last year. However we have also been able to successfully progress a number of our services.

We have highlighted below just some of the key reasons that this has been possible:

- Our services are solution focused and our Social Care workforce continue to receive a high standard of training via our Workforce Development Team during challenging times.
- We have strong, robust and trusting long standing partnerships with our Independent Sector Providers.
- We have a dedicated, loyal competent Business Support / Administration service, Senior management team and committed staff.
- Our creative and innovative approach has led to new and successful projects such as the completion of our expansion of Marleyfield House.
- We have strong In-house, Home Care, Learning Disability and Residential care services.
- We are leading regional approaches, such as Learning Disability services, Integrated Autism Services (IAS) and Children's Services transformation.
- We offer a high level of support for Carers in Flintshire.
- The Regulator is satisfied with our Services and in a recent all Wales CIW report we have at least 8 Best Practice mentions across Adults and Children's Services.
- Throughout the pandemic we have met our statutory duties.

Some of our key successes from last year include:

- Completion of our expansion of Marleyfield

House providing additional capacity at the site and state of the art facilities.

- Flintshire County Council's Lleisiau Clwyd Voices of the Future project, which was established with our partners Theatre Clwyd, was successful in being shortlisted as finalists for a prestigious Accolade award organized by Social Care Wales.
- The Micro-care programme has been very successful, with 27 Micro-carers delivering services in the County.
- Completion of the refurbishment work at Arosfa, increasing the provision and capacity to accommodate long term residents, and provide a quality local service as an alternative to out of county placements.
- Further developing our actions to support people living with dementia.
- We have continued to grow and successfully progress our existing Mockingbird Foster Carer support Model.
- Developed our 'Small Homes Scheme' for children, which is currently supporting one child, and have commenced building works to develop two Residential Assessment Centres for children.
- Our Wellness and Recovery programme has adapted and expanded to support individuals with their mental health and well-being.
- Our partnership with Hft continues to thrive in delivering services for people with learning disabilities.
- Receiving a Highly Commended Award at the [GeoPlace Conference](#) 2021 for our innovative approaches, which include an interactive map of Dementia Friendly communities and services.



In September 2021, I completed a 7 day trek along the historic Pilgrims way and raised £2,200 for learning disability charity Hft. I am privileged to learn that the people supported have decided to use the money to fund a summer ball in 2022. Here people with learning disabilities and their families will be able to reconnect after so many years disrupted by the pandemic.

This year has seen the appointment of a new Chief Executive of the Council, Neal Cockerton. Neal was previously in post as Chief Officer of Housing and Assets. Neal has always been supportive of developments in Social Services and we look forward to working closely with him in the future.

From both myself, and Councillor Christine Jones, (my colleague Cabinet member for Social Services) we would like to take this opportunity once again to express our acknowledgment and appreciation of the hard work and dedication of our employees in delivering our services and meeting the needs of our local residents. We are very proud of the developments made in our services over this past year, which have been helped by our really positive working relationships with partners and providers, and our focus upon co- production with people, to achieve the outcomes that they wish to attain.





## Section 3

# How are People Shaping our Services?

It is a Priority that the voices of people are heard and that we learn from them.

Officers have kept in constant contact with the providers we work with, to ensure they are supported by answering their enquiries and hearing feedback on the impact that COVID-19 has had on their services and the people who use them.

Social Services have invested in new systems to enable us to develop surveys to gather feedback from all stakeholders. This has been a beneficial investment and the feedback received has increased significantly in the last year.

The Contracts and Commissioning Team have facilitated regular meetings with Residential care, Domiciliary care and Supported Living providers. These meetings are a valuable arena for sharing information and networking, as they are attended by colleagues from the Environmental Health Team, Health and Safety Officers and BCUHB officers.

A network for Responsible Individuals from across all services areas to meet has been introduced. Whilst this is in its infancy, they have scope to develop, and one area being discussed is the development of 'peer review' within care homes.

### Voices to be Heard | NQS 1.1

Voices to be Heard is Hft's involvement group for the people they support.

The group contributes to consultations about different issues affecting the service, gather feedback/suggestions on developments and use it as a way to share information. The group discuss issues affecting people with Learning Disabilities; this has included, loneliness and isolation, hate crime and digital inclusion. The group have helped to develop the person specification and job advert for support workers following a session where they decided what makes a good and bad support worker. The group also reviewed and developed a smoking policy for all the sites in Flintshire.

Significantly, people with learning disabilities and their families were also consulted about how they would like to see the attendance payment budget reinvested into the service, some suggestions included a lunch club, trips out and more online activities. Some of the funding has also been invested into developing the UK's first Project SEARCH programme for over 25's.

### Volunteering In Social Care | NQS 3.1

Last year the report shared the amazing work volunteers had been doing to support the social care sector.

Flintshire Local Voluntarily Council (FLVC) have continued to develop the Volunteering in Social Care project in partnership with Flintshire County Council. FLVC have provided support with recruiting

volunteers and training tools and have made links with Coleg Cambria, Glyndwr University and local schools to encourage Level 2 and 3, Year one Health & Social Care students to engage with their community and to support Flintshire Care Homes with Volunteering to complete their placements.

Since the beginning of the programme in 2020, the project's achievements include:

- 70+ Volunteers have been linked directly with Flintshire care homes. Many more interested volunteers had to put their application on hold due to Covid restrictions. The recruitment of volunteers has now resumed.
- 70+ Volunteers attended the FLVC training which is ongoing and includes: Introduction to Volunteering, Introduction to Social Care with an external trainer registered with Social Care Wales delivering; Safeguarding / Dignity in Care / Health and Safety / Equal Opportunities/Confidentiality and Inspiring Digital Activities to help support residents to keep in touch with relatives online.

Some of the roles that the volunteers have undertaken are; befriending, assisting staff and residents with refreshments and daily activities, gardening and supporting residents to use IT equipment.

## Young Carers | NQS 4.2

Young carers supported by NEWCIS continue to be active in the development of the regional young carers ID card, by designing posters and information.

The ID Card Steering Group has also welcomed a young carer to support decision making using their lived experience.

## Young Voices Out Loud | NQS 3.2

Children's Social Services are proud to support the Young Voices Out Loud group, who continued to meet during the pandemic, although online. This group is made up of young people with lived experience of the care system. The group missed meeting as a group, and as restrictions have been lifted, they are now meeting face to face.

The group has a lot of new members following a recruitment campaign. A number of members have been in the care system for some time and the group gives them an opportunity to share their experiences with other young people in or leaving care, and to have a bit of social time with them also. The group recently had a discussion about how young people are addressed in colleges and schools when tutors or teachers are discussing parental roles, and how it makes them feel. They have met with professionals from a number of agencies including

Voices from Care and Tros Gynnal Plant Advocacy service as well as the Children Looked After Nurse and Volunteer Mentor Coordinator to offer more information on support that is available to them.

Young people from the group are also welcome to attend the Children's Services Forum, which opens up more opportunities for care experienced young people to make a difference to how services are delivered locally.

## Flintshire Dementia Strategy Consultation | NQS 4.2

People living with dementia, their carers, and those who work with them have contributed to the development of a local Dementia Strategy. Around 50 surveys were completed, and more than 100 people attended meetings to discuss the priorities for dementia in Flintshire. More than 700 individual comments and suggestions were received. The feedback from the consultation has been used to identify key priorities and produce a detailed plan of action.

The Council has a particular focus upon dementia, and implementing the new dementia strategy is a priority in the Council's plan.



## Section 4

# Promoting and Improving the Well-being of Those We Help

## Children and Young People

### Summer of fun and Winter Well-being | [NQS 3.1](#)

The Summer of fun and Winter of Well-being projects provide a range of free leisure, recreational, sporting and cultural activities for children and young people receiving support from Social Services.

### Flintshire County Council's Lleisiau Clwyd Voices of the Future

In the summer of 2021, through Theatre Clwyd, children and young people were able to work with a range of creative people including actors, a visual artist, a choreographer, a musician, a director, a singer, a fight director, a writer and two stage managers in fun-filled artistic sessions.

Lleisiau Clwyd Voices had a significant impact on the lives of the young people and artists involved. Both groups recognised the benefits it brought to their general well-being and mental health. Whilst the lockdowns resulted in loneliness, depression and anxiety about the future, the project enabled social connection by safe in-person creative activities. This provided a sense of hope, positivity, and escapism for both groups.

The Scheme was shortlisted for a 2022 [Social Care Wales Accolades](#) award.

*"I can only give positive feedback for the scheme. This is a brilliant, well organised scheme giving opportunities to our son that he wouldn't usually have."*

*"He is so excited every Saturday to come to Theatre Clwyd and really hope you get further funding for the scheme to continue."*

*"She wakes up on Saturday morning and is constantly asking: when is it time to go?! She comes out super happy! She also seems a little less frustrated!"*





Summer 2021 was **SHEP**, the School Holiday Enrichment Programme's most successful summer yet. Over 160 children and young people aged 5-12 benefitted from the 'Food and Fun' programme, whereby six schools kept their doors open for the first three weeks of the school holidays.

Aura Wales played a key role in delivering structured sporting activities and interactive games at each school. In all, 17 different sports were introduced with all sessions being coached by Sport Development staff, and committed staff who co-ordinated this comprehensive programme of activities for the children that attended- Dodgeball, tennis and rugby were very popular!

The programme also offered the children a variety of enrichment activities, including making lava lamps from recycled bottles, dreamcatchers, wooden keyrings and graffiti name plaques.

The children that attended enjoyed a healthy breakfast, snack and hot lunch provided each day by NEWydd Catering and were encouraged to try new foods and take part in practical food activities as part of the programme's focus on Nutrition education.

Aura libraries and Aura Sports development ran the '**Fit Fed and Read**' programme which gives children opportunities for physical activity and promote a healthy diet by providing healthy snacks. Aura added a library element, focusing on reading and creativity. Flintshire Sorted and Youth Justice Service were also at the sessions and engaged with over 800 young people during the sessions.



**Summer Sports Camps** were set up in various locations across the County. The children who attended were taken through a variety of different sporting activities, working in teams and developing their individual skills.

Well established play schemes ran throughout the County, including additional sessions for children with disabilities. Overall, over 2,700 children aged 5-12 years registered to attend the 1,055 play sessions across the county.

[Flintshire Integrated Youth Provision](#) provided drop in well-being sessions for young people aged between 11 and 25 at Wepre Park. Each session attracted over 25 young people taking part in planned programmes of arts and craft activities, fun sporting activities and mindfulness and wellbeing sessions.

[Flintshire Sorted](#) ran sessions with over 100 young people participating in activities and discussions, and gained increased awareness on the risks of substance use including alcohol, tobacco and energy drinks.

The Flintshire Inclusion and Progression team supported young people to try a variety of activities including, pet first aid, making cakes, making pottery, a trip to the beach, Theatre Clwyd, Rhug Farm Estate and climbing at the Boardroom.

As part of the Welsh government's [Winter of Well-being initiative](#), these fantastic opportunities continued, with Aura leisure and libraries providing a range of activities for children and young people to enjoy, from holiday clubs to creative writing workshops, to promote the well-being of the body and mind. Activities included sessions at the new inflatable skate park in Deeside, a visit to the skate park, soft play and bowling and a reading campaign to promote the power of books and reading.

## Early years support team | NQS 2.2

**The Childcare Offer** for 3-4 Year Olds continues to go from strength to strength each year enabling children of working parents up to 30 hours of combined childcare and early education, for up to 48 weeks each year. The programme has been so successful and there has been local and national learning, identifying the need to expand the programme further. The team have been working on a national system with Welsh Government, with considerable input from Flintshire due to the development of the Flintshire bespoke system, it is intended the national system will be rolled out late 2022-23; and the team have supported the extension of the Offer to eligible parents in education and training from September 2022. This is an exciting development.

Due to a Welsh Government Capital grant the childcare provider sector has benefited from small

capital schemes, whereby providers could apply for a grant for up to £10,000 to develop their provision, based on certain criteria. For this year 71 applications were received, with an investment of £378,194.07. For the large capital schemes, 5 schemes have been completed providing a strong pathway between early years childcare and early education. These include Bagillt Merllyn; Maes Y Felin, Holywell; Westwood, Buckley; Ysgol Derwen, Higher Kinnerton; Ysgol Sychdyn, Sychdyn with an investment of £2,361,318.58. A further 5 schemes are in progress: Caerwys; Shotton; Carmel; Whitford and Bagillt. This will make a real difference to creating quality, modern childcare provision, providing strong foundations for children as they develop to adulthood.

## The Early Years Pathfinder | NQS 2.2

The Early Years Integration and Transformation Pathfinder programme has seen positive distance travelled towards seamless early years services across all sectors, assisted by oversight from the Early Years Partnership. Regional work is a significant contributor to progress, enabling shared learning and testing in each locality across the Health Board footprint. The draft Early Years Strategy and priorities has been approved by the Partnership and will be consulted on during 2022. At the request of Welsh Government, Flintshire have taken on the lead role for the Regional Early Years Integration and Transformation collaboration which commenced March 2022.





Welsh Government have committed to the Pathfinder for a further two years. The work programme will include priorities such as the expansion of Flying Start, increased eligibility to the Childcare Offer for parents in training, a focus on quality childcare and sufficient places and early childhood development and the impacts on children born during the pandemic, particularly speech, language and communication and development of the volunteer parenting programmes; Empowering Parents, Empowering Communities. Delivering the expansion will be challenging due to the additional demands on resources. The work achieved this year has succeeded initial plans, and priorities are progressing for 2022-24.

### Advocacy service for children | NQS 1.1

The children's advocacy service has been reviewed and will be re commissioned next year to take into account any gaps identified.



### Arosfa developments | NQS 3.1

The Arosfa Short Breaks Service offers short term residential breaks at regular defined intervals which include overnight, mid-week and weekend stays for children and young people with profound disabilities. Utilising funds from the Integrated Care Fund, an unused wing at Arosfa has been refurbished, and this has increased the service capacity.

In April 2021 the refurbishment work at Arosfa was completed increasing the provision to 5 beds. These beds bring capacity to accommodate permanent long-term residents, and provide quality local services as an alternative to out of county placements. The development supports the Council's 2021/22 strategic priority to provide direct provision to support people closer to home, by setting up a registered Children's Home to help avoid the need for residential placements outside Flintshire, and by developing respite services for families with disabled children.

*"I think Arosfa is a wonderful service, I'd be lost if it wasn't for Arosfa."*

*"I needed the 3-day break this month as we've had a really difficult time lately. I am so grateful to Arosfa for their help and support."*

### Ty Nyth | NQS 2.1

Despite the commitment to prevention and early intervention, there will always be a small proportion of Children Looked After who need residential placements, and Social Services want to make sure that these children and young people can remain close to home.



Teams have continued work to meet this objective in providing local residential care within Flintshire, utilising funds from the young people's Transformation Programme.

Ty Nyth in Mold is a property that has been acquired by Flintshire Council on behalf of Flintshire and Wrexham, and will provide short term residential accommodation for four children, plus one emergency room, for children aged 11 to 18 years.

Alongside the Residential Care Team a specialist MST-FIT (Multi-Systemic Therapy Family Integrated Transition) Team will be on site to support young people accommodated at the service alongside their families. The Team will identify issues which may present difficulties in order to plan a successful return home. This is the first provision of its type in Wales.



Refurbishment is well underway to provide two further small registered homes to accommodate children and young people from Flintshire who need long term residential care. The build programme is scheduled to be completed by the Summer/Autumn 2022.

### Fostering | NQS 4.2

As part of the Council's commitment to enhance the [Fostering service](#), the Mockingbird family model has been implemented. This model replicates an extended family in 'Constellations of 6-10 fostering households. The constellation is supported by a Hub carer' who provides planned and emergency sleepovers, as well as advice, training and support'.

Following the launch of the 1st constellation in January 2020, and the second in February 2021, a third constellation has now been established in November 2021, and supports 4 satellite families, comprising 8 Children Looked After, and 5 birth children.

## Children and Young People's Priorities for 2022/23:

- Develop an Early Years Strategy to ensure that all children ages 0-7 have the best possible start in life and are able to reach their full potential. | NQS 2.1
- Implementation of therapeutic intervention model in small group children's homes. | NQS 2.1
- Continue to grow the in-house fostering service to support more Children Looked After. | NQS 3.1
- Continue to develop services to support the reduction of the number of children looked after by the Local Authority. | NQS 3.1
- Continue to develop fostering services utilizing the Mockingbird model. | NQS 3.1
- Re commissioning children's respite services | NQS 3.1
- Development of provider services for Children to support new homes developments. | NQS 3.1
- Set up registered Children's Home to help avoid the need for residential placements outside Flintshire. | NQS 3.1



## Section 4

### Older People



COVID-19 has continued to have an impact on local communities. Social Services have worked to deliver services with as little disruption as possible, with safety measures in place, ensuring people are safe in the places where they live.

The teams have received so many wonderful compliments, from people in receipt of care and support, their families and carers.

*"I'm so very grateful for what you have done for my Dad. I now know how hard you work in social services and you're probably the last ones to receive any recognition for it, so I feel it's important that I say it to you, so thank you".*

*"Thank you so much for all your hard work and planning for our mum. We will always be so grateful for how professional, caring and helpful you are. You and your colleagues have such a demanding and stressful job, but your dedication makes a real difference to individuals' lives and that of their families. You are quite often making sure that the most vulnerable in our society are looked after."*



## Marleyfield House | NQS 2.1

The [expansion of Marleyfield House](#) residential Care Home was completed in May 2021. It provides an additional 32 bedrooms, bringing the total to 64.

The new development is state of the art, with personal outdoor space for each of the new rooms.

16 of the beds are utilised for short term stays, supporting hospital discharge through a 'discharge to recover and assess' model, in conjunction with the Health Board. This is for those who are fit to leave hospital, but may need further assessment and support before they return home.

*"I thought it would be like a hospital but it is more like a four star hotel, nothing is too much trouble, the food is unbelievable, it is a fabulous place. I've come on leaps and bounds, I've never laughed so much and I've tried to be as independent as I would have been at home. I rate it 100%, I couldn't rate it anymore"*



## Croes Atti | NQS 2.1

There are plans to relocate Croes Atti Care Home to a modern building, with an additional 25 new rooms, almost doubling the number of placements currently available. This £15 million redevelopment moved a step forward in February 2022, with the completion of the transfer of land from the Health Board to Flintshire County Council.

The new Croes Atti Care Home will follow a similar model to Marleyfield, with further capacity for 'discharge to recover and assess' provision within the county.

## Micro-care | NQS 1.1

To meet the growing demand for care in the community the [Micro-care](#) project was established to expand both the supply of care and the choices available for people across Flintshire. Micro-care enterprises are small businesses ranging from sole traders up to businesses employing 5 people who offer flexible and personalised care and support services for people, tailored to their individual needs.

The programme has been very successful to date, with 20 micro-carers set up and delivering over 26,000 hours of care and wellbeing support over the pilot period. The programme is now being embedded as part of Flintshire's offer.

There is a steady flow of enquiries from people interested in developing a Micro-care business, and Social Services welcome their enthusiasm, ideas and creativity.

The project was featured on [ITV news](#).

## Extra Care Developments | NQS 2.2

Extra Care continues to be an extremely popular housing choice for older people in Flintshire, which offers them the opportunity to live independently whilst having the support of an on-site care and support team, if and when needed. This in turn, releases capacity and time in community based domiciliary care.

The Council currently has 4 Extra Care facilities, Llys Eleanor (Deeside), Llys Jasmine (Mold), Llys Raddington (Flint) and the newly occupied Plas Yr Ywen (Holywell).

[Plas Yr Ywen](#) is the fourth extra care scheme to be opened in Flintshire. In partnership with Wales and West Housing Association it opened in March 2021 and is made up of 55 one and two bedroom apartments that support independent living. The scheme has had a particularly successful year having opened during the pandemic. Although this posed some challenges for the team and the tenants, they have still managed to build a vibrant and exciting place to live.

The success has been built on a well-established care team from Social Services and housing support from Wales and West. This has helped tenants to settle in quickly. One area that has been difficult due to the pandemic is providing activities, with many taking place online and less opportunity for social, face to face group activities. This is slowly changing as restrictions are lifted.

## Dementia Strategy | NQS 3.2

The [Flintshire Dementia Strategy](#) aims to improve the lives of people living with dementia, and their carers and families, and to develop well informed and supportive communities.

A consultation process was undertaken between May and August 2021, which engaged with people with lived experience, including carers and families, community groups, social care and health professionals, third sector service partners and independent care providers. The feedback has been used to identify key priorities and produce a detailed plan of actions.

Work is underway to implement these actions, which include improving information about dementia, establishing activities and groups for people to attend, ensuring there is the right support available for people before, during and after diagnosis.

One main areas of focus is to help people to get out and about again, meeting in the community



following Covid restrictions. There are a number of Memory Cafes and dementia and age friendly groups across the county that have not been open for a long time. These are now beginning to reopen and welcome people from across Flintshire.

This, is in parallel with, and aligned to, the work of the North Wales Dementia Strategy.

The Council has a particular focus upon dementia, and implementing the new dementia strategy is a priority in the Council's plan.

### Ageing well | NQS 2.2

Positive progress has been made to continue to develop age friendly communities across the county.

The development of age friendly communities will continue with a focus on the submission of an application for Flintshire to become members of [World Health Organisation Global Network of Age Friendly Communities](#). An Ageing Well Engagement Officer has been recruited to lead community engagement work in support of this project.

### Independent Providers/ Progress for Providers | NQS 3.1

The Contracts and Commissioning Team have continued to facilitate regular meetings with residential care, domiciliary care and Supported Living providers. These meetings have also been attended by colleagues from the Environmental

Health Team, Health and Safety Officers and BCUHB officers so partners could advise and give support when needed, and are a valuable arena for sharing information and networking.

Having worked closely with the Environmental Health department, Wellfield care home in Flintshire, were able to safely arrange for some of their residents to enjoy a trip to Blackpool.

*“Well, last year we were in the thick of a lockdown and unable to do our annual Blackpool trip, so we made up for it this year”*

*“We laughed, sang, waved our glow sticks and had the best time...We all loved seeing the illuminations, we cannot wait to do it again next year, it's absolutely Fantastic getting back out again and trying to live a normal fun filled life!!”*

## Older People's Priorities for 2022/23:

- Continue to grow the Micro care market. | NQS 3.2
- Establish a Dementia Strategy Implementation Group, to include representation from people with lived experience. | NQS 4.2
- Continue to grow the in-house homeware service to support more people to live at home. | NQS 4.2
- Further extend supply of Extra Care. | NQS 4.2
- Plan to provide additional placements for 'discharge to recover and assess' in the in-house provision (Croes Atti). | NQS 3.1



## Section 4

# General Health Needs, Physical Impairment and Sensory Loss

Disabilities services aims to support people to be as independent as they can be, reducing the reliance on paid support over time. One area identified for development was the provision of suitable accommodation, and there has been investment in this over the last year.

### Glan Y Morfa | NQS 4.2

Glan y Morfa house is a temporary 'step up / step down' shared accommodation for people who have a physical disability. The people accessing the house may be homeless, or temporarily unable to return home due to planned adaptations being made to their existing home. Whilst at the house, the individuals are supported to improve their wellbeing and independence, so they are able to live as independently as possible when they have returned to their own or more permanent accommodation. This is a joint initiative between Social Services and Housing Services and commenced in February 2021.

Since opening, Glan y Morfa has been consistently in use, offering two people temporary accommodation following discharge from hospital whilst they wait for more permanent housing.

### Llys Yr Ial | NQS 4.2

Llys Yr Ial are self-contained apartments which provide self-contained accommodation for adults with learning disabilities, autism and physical

disabilities. Where there is an assessed need, individuals receive appropriate care and support to enable them to live independently. The support provided focuses on developing their skills and each person has become more independent since moving there.

This model is providing residents with the opportunity to live independently and greater choice of the way that they lead their life in an environment where they are valued and treated with respect. The young people who live there have also formed strong friendships and social groups.

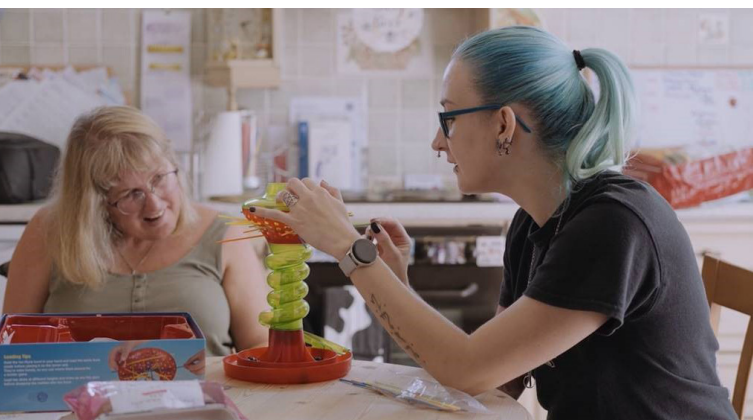
*"It's good to have my own flat and I can see my friends"*

*"I like the independence"*

### Direct Payments | NQS 3.2

Direct Payments are monetary amounts made available by local authorities to individuals, their representatives and Carers to enable them to arrange bespoke solutions that meet their assessed care and support needs.

Direct Payments are an important mechanism by which people can exercise choice, voice and control to decide how to achieve their needs for care and support and achieve their personal outcomes.



The use of Direct Payments has increased significantly during the year, with 498 people receiving a Direct Payment in Flintshire between July and September 2021. This represents the highest number of recipients per head of population of any Welsh Local Authority. Direct Payments support the delivery of 39% of the services people receive in their home.

*"It provides the freedom to use the funds to enrich my son's life in ways best suited to his needs and well-being. I recruit Personal Assistants for my son so that*



*he has a mix of ages and sexes and train them myself to help them better understand his needs".*

Working in partnership with a small local film company, Follow Films, the Direct Payments Team have supported Flintshire Direct Payments recipients to tell their unique stories of their lives and how direct payments have contributed towards them achieving positive outcomes and improved life experiences. The videos can be found embedded in sections of the Direct Payments Portal.

Direct Payments enable individuals to enjoy new life experiences and develop their confidence.

*"E was part of the Theatre Clwyd Summer of Fun 2021 scheme, and his continued enjoyment of performing has led to other opportunities. E has recently performed at the Story House in Chester with his Drama group.*

*When performing he comes alive. One day E is 'going to be on the stage' and would 'love a job working as a holiday camp entertainer".*

To the left is a photo of him performing his puppet show in Alexandra's Jazz Bar, Chester!

## The Community Support Initiative (CSI) | NQS 3.1

In October 2018, organisations were commissioned to deliver services in the community for citizens in Flintshire who are living with a disability. Each contract was awarded to a different third sector organisation following a tender process, including [Keyring](#), [Deafness Support Network](#) (DSN), and the [Centre of Sight and Sound](#).



Each service was designed to deliver support for individuals in the community living with a disability, enabling and supporting their independence and maintain their wellbeing. As with many services, the pandemic has affected the way that these services have been delivering their support, and the past 12 months has been an opportunity to return to normal service delivery whilst also supporting with specific needs that the pandemic has made apparent.

The biggest 'highlight' from the past 12 months for the services has been engaging in the community face to face in a safe and consistent way, when restrictions have been eased.

*"V absolutely loves attending the local Keyring hub and joining in on the variety of activities Outside Lives community group has to offer. V likes meeting new people and becoming more sociable. V feels less isolated and much happier."*

#### Keyring

*"I spoke to D on the telephone after a few weeks from issuing the Symbol Cane to see how she was getting on, D said that this has been a life changing piece of equipment that has given her confidence when out in the community with her husband or mum."*

#### DSN

*"He was so happy with the equipment. He could finally have a bit of independence back by being able to speak to people on the phone, organise his own appointments and speak to his family. He could also enjoy watching TV with his partner without her telling him to turn it down, or him relying on reading the subtitles."*

#### Centre of Sight and Sound

## General Health Needs, Physical Impairment and Sensory Loss Priorities for 2022/23:

- Continue to lead the North East Wales Community Equipment Service. | NQS 3.1
- Increase the use of the Progression Model across services to people with physical disabilities, and other service areas to support them to achieve their personal outcomes. | NQS 2.1
- Develop short term emergency accommodation for people who find themselves homeless or in need of accommodation urgently. | NQS 4.1
- To promote the creative use of Direct Payments with individuals and carers to meet their outcomes. | NQS 3.2

# Section 4

## Learning Disabilities

### Together Learning Disability Programme

The Together Learning Disability Programme is a partnership involving the social care departments of the six local authorities in North Wales and Betsi Cadwaladr University Health Board. The project aims to co-produce services with people with learning disabilities and their parents and carers.

Sixty-eight projects have since been set up to support the North Wales Learning Disability Strategy 2018 to 2023 and more than 125 'roles' have been created for citizens and carers, building on their individual strengths.

The Scheme was shortlisted for a 2022 [Social Services Accolade](#) Award.

### Learning Disabilities Services with Hft | NQS 2.2

The partnership with Hft for the delivery of services for people with learning disabilities has continued to strengthen and innovate. Hft deliver services for people with learning disabilities on behalf of the Council, through a day centre and a mix of day opportunities.

As part of the ongoing innovations in learning disability services, Abbey Metal has been relaunched as 'Abbey Upcycling'. The service, supports people with learning disabilities in three distinct activities which enable those supported to





develop a variety of new skills. Activities include upcycling bicycles, making and upcycling furniture and homewares, and using recycled electronics to make guitar pedals.

*“We are really excited to be relaunching Abbey Upcycling as an eco-friendly project, reusing items that would normally be scrapped or end up in landfill, giving them a second life. The people we support are already seeing the benefits by learning new skills, trying out new activities and taking pride in seeing something they have worked on bring joy to other people.”*

Jordan Smith: Regional Manager, Hft

As activities at Freshfield's Café were suspended during the pandemic, the attendees had an opportunity to try out some community based activities, which allowed for fresh air and social distancing. This included maintenance of a walled garden at Greenfield Valley Heritage Park, weekly walks in the countryside, helping at allotments in Bagillt. The participants have decided they enjoyed these activities so much they would like to continue instead of returning to a catering setting. This has led to the development of a new day opportunities service called 'Nature Force'.

Hft's 'Voices to be Heard' group of individual with learning disabilities, continues to be active in supporting to develop the service. Recently the group decided on what entertainment, food and theme they would like for the upcoming summer ball and in the new catering services being developed at Hwb Cyfle. The group have also picked new names for part of the service and helped redesign and relaunch Rowley's Pantry in to Caffi Dai.

### Project SEARCH | NQS 2.2

Project SEARCH is an internationally recognised program dedicated to supporting people with learning disabilities gain the skills and experience to go in to full time employment.

Working with a Tutor and Job Coaches from Hft, the goal of Project SEARCH is to immerse young people, or 'interns' into a true work environment. This includes going through initial induction and training, shadowing other employees, taking normal breaks, eating lunch with other staff signing in and out, providing and wearing the correct uniform, dealing with a supervisor and being evaluated on performance.

Over a year programme, each intern will experience 3 different types of jobs with the host business, Clwyd Alyn Housing Association and other businesses around Flint.

*“Being a part of Project Search has made a massive difference to my life, not just in a work aspect but in my personal life. The staff have been incredibly supportive especially during the Covid pandemic, I hadn't received that support in School or College, so I'm extremely grateful that I have been given this opportunity otherwise I would have really struggled in life and I would be nowhere near as confident as I am now without them.”*



*"When I started Project Search back in October 2020 I was a very shy person and I didn't really talk to people I didn't know and I was quite an anxious person who didn't have very much confidence in myself. With help from Project Search over the last two years and by believing in myself, I now can speak to people I don't know very well, I'm more willing to try new things that I would be too nervous to even attempt before and my confidence has grown massively and I know I can do anything I put my mind to."*

*On Project Search you have 3 rotations to complete whilst you're on the programme. For my first rotation I worked as a Community Assistant for Clwyd Alyn which really helped me build my confidence and prepare myself for the workplace. A Kickstart post came up for this role whilst I was still doing my placement, I decided to go for it and I got the job, I was ecstatic when I found out I cried! I have now been working for ClwydAlyn since January and since I have been learning so many new skills."*

*Since leaving Project search, I have been assigned a follow on Job coach from HFT who is amazing and has been helping me to keep growing my confidence and my resilience which is really important to me."*

For the next Project SEARCH programme in 2022/23, a new partnership has been developed with GXO on Deeside Industrial Estate, who will act as the host employer for the under 25s programme. GXO are excited to have the young interns as part of their team.

The partnership with Clwyd Alyn Housing Association will continue, as they will become the host employer for the UK's first Project SEARCH for over 25 year olds. This new programme will be launched in the summer of 2022.

## **C2A | NQS 4.2**

The Child to Adult (C2A) Team supports children from 0-25 years and their families. Younger children (aged below 16 years) are supported to achieve what matters to them throughout their early years and young people over 16 years are supported by C2A team through the changes that come through age eg. Leaving school, finding work, making new friends, developing interests.



Families of children and young people with disabilities are also supported by the team.

Flintshire has a successful transition process in learning disability services which supports individuals, families and carers with transition planning from 16 years of age. The individuals and families are supported by their Social Worker and plans are put in place for their move on into adult services. A team working with individuals meets monthly to make detailed plans for a young person and includes representatives from Education, Health, Careers Wales.

The team have reviewed and updated their staffing resource, with a full time Manager and 2 Senior Practitioners offering support to a diverse team of Social Workers, Community Care Officers and Children's Services Assistants. The team is continuing to review services and ways that these can be developed. Some of the things that are in development include:

- Increase local options for younger people to continue to learn and develop after leaving school. This will reduce the need for specialist residential colleges and give people the chance to live and work locally, retain family relationships and friendships, be more independent and less reliant upon formal support.

- Review the use of support to attend social groups. Currently everyone attending receives their own support, and by sharing this, people would have more options and support would be focused on those who need it.
- Continue to use Progression model in Supported Living arrangements, and expand the model in other areas of work supporting people with learning disabilities to become more independent and less reliant on formal support.
- Work regionally to ensure Flintshire benefits from the development of the Regional Learning Disability Employment Strategy, taking up opportunities offered by Department for Work and Pensions (DWP), Regional groups and local employers.

## Learning Disabilities Priorities for 2022/23:

- Launch the Project Search programme for over 25 year olds. | NQS 4.2
- Further develop day opportunities services for people with learning disabilities | NQS 2.2

# Section 4

## Autism

In 2021, Welsh Government launched its Code of Practice on the delivery of Autism Services. Social Services has developed a local action plan covering aspects such as assessment, staff awareness and training, to ensure the duties as set out in the Code of Practice are met.

Some developments over the past years include:

- New [Autism pages](#) have been developed on the Council's website, providing people with information in one place on services and support for autistic individuals, their families, Carers and the professionals who work with them.
- Young people with lived experience have developed a Neurodevelopmental Awareness session to raise awareness of the value people with learning disabilities, autism and dyspraxia have in the workplace. The session will be delivered in Spring 2022.
- An Elected Member from Flintshire has become the Autism Champion for North Wales, and promotes autism awareness initiatives across the region, linking in to the Regional Partnership Board to ensure Flintshire have links to national and regional developments and practice.
- A new Social Work post has been created to support young people who have autism and other social care needs, to offer young people support to achieve their agreed outcomes.



### North Wales Integrated Autism Service | NQS 1.1

Flintshire County Council continues to host the [North Wales Integrated Autism Service](#) (NWIAS) on behalf of the region and the Health Board.

The NWIAS offers continuity of support for Autistic individuals through the various transitions in their lives, and helps people achieve the things that are important to them. The service is for individuals who do not have moderate to severe mental health or learning disability.



The NWIAS has been active in training and awareness raising. They have also held 'understand autism' groups online for adults who were newly diagnosed. A working training booklet is developed by the team and is released to attendees in chapters as they attend each week. Parent support training has also been developed and staff have been trained in 'teen life' building the skills and knowledge to support parents and carers of young autistic people aged 10 to 16.

The service continues to receive compliments for their work. One service user said:

*"Without over-egging the pudding, you have provided me with the first step on an entirely new path in my life, and I am sure I will be thanking you again in the future for the success I am sure I can achieve now that I have a greater understanding of who I am, and who I have always been."*



## Autism Priorities for 2022/23:

- Develop opportunities for Autistic individuals to access services locally.  
| NQS 4.2
- Work to the action plan to further improve compliance with the National Autism Code of Practice.  
| NQS 4.1

# Section 4

## Mental Health

### Mental Health support from Social Services | NQS 2.2

Flintshire Social Services work in partnership with individuals and their families so people can live meaningful and independent lives in the community. Key to this is helping to prevent crisis, avoiding admissions to hospital and supporting discharges into the community.

The services use the 'recovery approach' to support people to live independently, to join in with social and leisure activities, be employed and take part in volunteering or education.

The support that a person may need will vary from person to person and the council provides flexible, person centered services to meet the individual's needs. This can include intensive and medium one to one support, as well as community based provision and support to access employment and volunteering.

**Next Steps** provides support and guidance for people to enter education, training, voluntary work and employment. They can also support people to stay in work if already employed. Next Steps team works closely with other organisations such as Job Centre Plus, Careers Wales, FLVC's volunteer centre and local universities and colleges.



The team delivered an online 'Introduction to Volunteering' course in April 2021. Using an online platform worked well for many as they were able to engage in a group, whilst still in a "safe space". Participants went on in to volunteering positions, two of them within mental health services. One individual is now accessing college.

*"This course has really opened my eyes. Been an amazing group and tutors. I owe this course a lot and am so glad I took the step to do this course. Thank you for helping me."*

*"I cannot thank you enough for all the work you do and for all the effort you made with me since the early days. I was well and truly lost".*

Flintshire's **Learning for Recovery and Well-being Programme** is a multi-agency developed initiative which promotes learning and social activities that are accessible locally to anyone in Flintshire struggling with their mental health and/or their carers. It is aimed to improve an individual's well-being through meeting new friends, developing confidence and learning new skills.

*"I have been struggling with my mental health due to anxiety. This session made me realise if I am to remain a carer*

*and be there for my family I need to do something for me that's relaxing and enjoyable and teaches me a new skill. I have since enrolled on a floristry course and intend to pursue a career in floristry. Thank you for giving me the opportunity to gain confidence, meet new people and learn".*

*"I just wanted to thank you for all the effort you put into organizing the Flintshire Wellbeing activities. I have been attending sessions for a few years now and have benefited immensely. Gaining new skills has aided my mental health, getting me out of the house when I would otherwise stay home, dwelling on things".*

Over the past year [Double Click Design](#) have developed a website for the program with Welsh Government funding at [www.flintshirewellbeing.org.uk](http://www.flintshirewellbeing.org.uk) This complements the brochure which is also produced by Double Click.

During early 2022 the Wellbeing and Recovery Team extended its services from being one Wellbeing and Recovery Social Worker to two. The worker has been supporting the '**Life Warriors Group**', established in April 2021. The group is





a peer-led therapeutic support group for people with a diagnosis of, or people who identify with the characteristics of 'personality disorder' (PD). The group provides members with a regular and therapeutic, peer led safe space for people to share their experiences around struggling to maintain relationships, risk taking and emotional regulation. It was set up due to there being no specialist support available in this area for people with these experiences despite demand being high.

*"I'd just been diagnosed with Bi-polar Disorder and I was asked if I'd like to join this group. And so I did because there's nothing else out there and the NHS don't seem to have anything. This was the first thing that's actually helped me... it's helped me because there are other people in my situation that understand. My confidence has grown tremendously. All these wonderful people in this group are my family. Whenever I'm struggling in the week, all I've got to do is hang on until Wednesday...it helps me stay a bit more stable than I normally would".*

In February 2022, the group submitted a report to the Welsh Government Health and Social Care committee as a response on their consultation on in equalities in mental health. Their paper can be accessed [here](#).



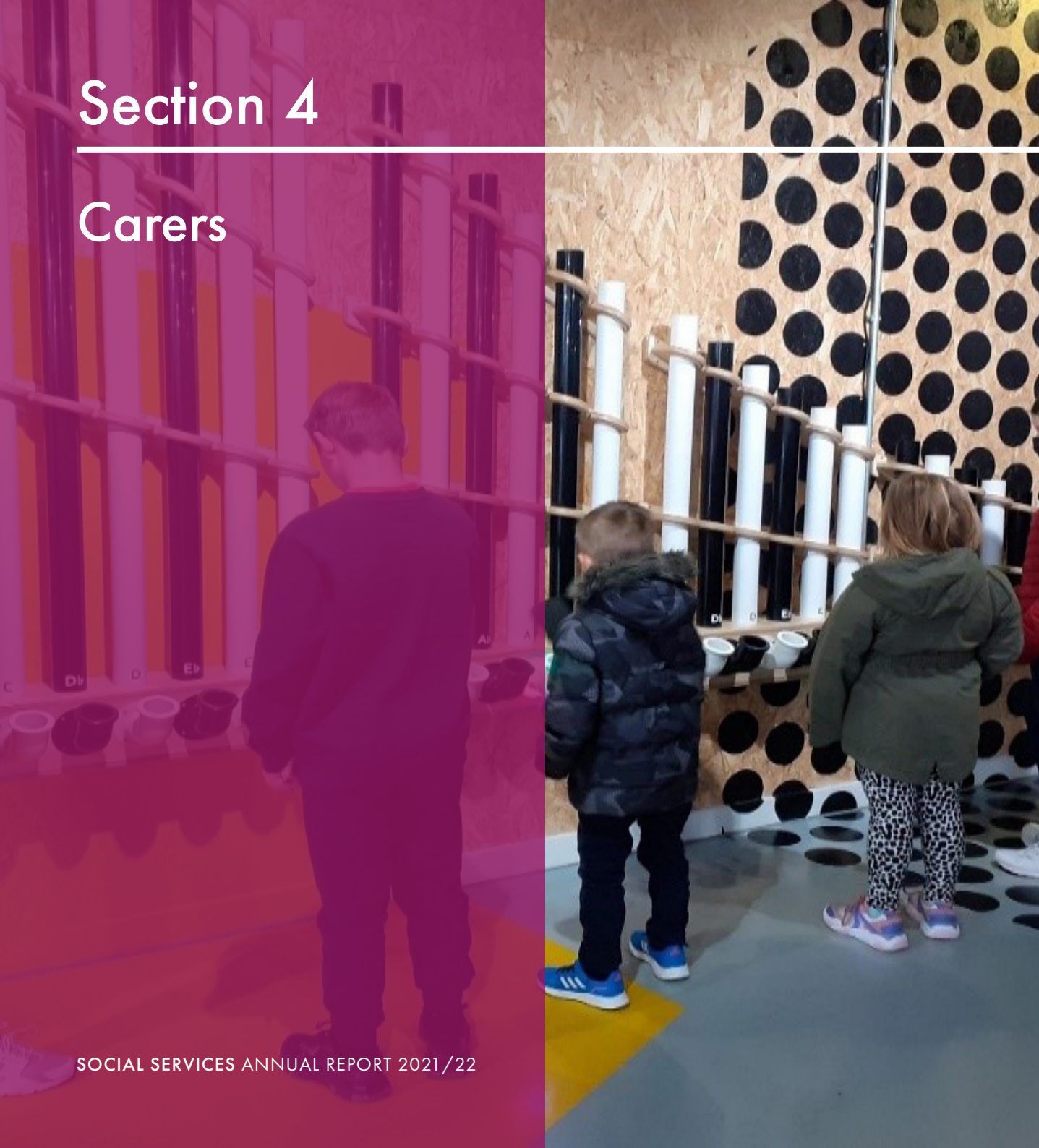
## Mental Health Priorities for 2022/23:

- The Life Warriors have plans to become a peer run group and to extend to another group which they will help to support. | NQS 1.1
- Next Steps are now running their advanced volunteering program as a step up from the one they ran last year. | NQS 3.2.



# Section 4

## Carers



We are proud of the range of services available for Carers in Flintshire, all of whom have been working tirelessly with carers.

Services for carers can be accessed through a 'gateway' with [Newcis](#) who can then refer and signpost to other services and sources of support based on needs. This could include a carers needs assessment, access to sources of funding, referral in to specialist services for parent carers and carers of people with substance misuse and mental health issues, as well as young carers support.

### Young Carers Support Service | NQS 1.1

Young Carers provide essential support to their families and loved ones and the Council greatly values them for their commitment and selflessness. The Young [Carers Support Service](#) delivered by Newcis provides a single and open access point for all young carers up to the age of 25 years old, their families, professionals and partner organisations. The pandemic has been a particularly challenging time for young carers, and the service has helped young carers have a break from their caring role by providing groups, activities, trips, grants, counselling and respite.

*"The Young Carers service feels like it has always been part of our family. They are like another family member who is there to help out and support you, someone to rely on. I know that can get in touch*

*and they will help support us. The boys get a lot from being involved with the service and the staff have made a huge difference to them."*

## North Wales Young Carers ID card

| NQS 2.2

In March 2022, the North Wales [Young Carers ID card](#) celebrated its first Anniversary on Young Carers Action Day. The ID card aims to help professionals including doctors, teachers and pharmacists to recognise young carers to ensure that they can offer the appropriate support they need and deserve. As of March 2022, there were 258 young carers registered with Newcis and 72 with an ID card in Flintshire.

## Bridging the Gap respite scheme

| NQS 2.2

Additional funding from Welsh Government through the Emergency Respite Grant enabled work with partners to extend the support available through additional resource to the award winning ['Bridging the Gap'](#) respite scheme.

Throughout the pandemic, the scheme has been overwhelmed with applications, and the additional funding directed to this has benefited many Carers. As part of using the Bridging the Gap funding

innovatively, the 'Bridging the Gap Family Grant' has been introduced. This can be used to help with costs for a family member to come and offer support with practical or caring tasks, or to cover their expenses if they take the cared for individual out for the day, as respite for their primary carer.

Through the funding, Carers were supported via NEWCIS and the Council's Direct Payments Team to access a [Direct Payment](#) to support with respite based on their Carers Needs Assessments. Carers were identified who had received support through embedded methods, but needed something different to support their needs.

The funding has been used to:

- Reduce demand on family members
- A noticed improvement in the health and well-being of the carer
- Enabled family members to continue to volunteer
- Build an approach to support multiple caring roles

Innovative use of Direct Payments will continue to be explored in the next financial year.

Input from Carers has been essential in helping us to develop local actions and priorities for Flintshire's Dementia Strategy. There is more information about this in Section 4: Older People.

## Carers' Priorities for 2022/23:

- Developing the Direct Payment offer for carers. | NQS 3.2
- Further development of Young Carers Service - young carers ID card. | NQS 2.2



# Section 4

## Safeguarding

### Liberty Protection Safeguards | NQS 4.1

Social Services and their partners will see a change in procedures with the implementation of the Liberty Protection Safeguards (LPS), which will apply to everyone over the age of 16. The new safeguards will provide important rights and protections for people who lack the mental capacity to agree to care, support or treatment arrangements, where these arrangements amount to a deprivation of a person's liberty. These procedures will replace the current Deprivation of Liberty Safeguards.

The UK and Welsh Governments are consulting on the draft Regulations and Code of Practice. Local Safeguarding Teams are closely following the developments and colleagues are already beginning to plan for the implementation of the new Liberty Protect Safeguards. NQS: 4.1.

### Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) learning module | NQS 4.1

Employees continue to be encouraged to complete the Welsh Government's VAWDASV e-learning module 86% of the Social Services workforce have completed the module as of March 2022.

All new employees are required to complete the module as part of their induction.

### Safeguarding Priorities for 2022/23:

- Prepare for the implementation of the new Liberty Protection Safeguard procedures. | NQS 4.1
- Continue to promote the corporate safeguarding e-learning package. | NQS 4.1
- Continue to ensure that statutory responsibilities for the safeguarding of adults and children are met. | NQS 2.1
- Contracts for Advocacy services will be reviewed. | NQS 1.1

# Section 5

## How We Do What We Do

### a) Our workforce and how we support their professional Roles

#### The Workforce Development Team | NQS 1.2

Our Workforce Development Team offer training through both internal and external trainers using both face to face and online platforms. Training is free and accessible to those working (paid or unpaid) in social care across Flintshire including our independent and voluntary sector services. The team have responsibility for direct training delivery and development of bespoke developmental sessions. Each year we develop an annual training directory which is developed against sound analysis from a needs assessment; reviewed against the new qualification frameworks and evaluation of previous courses.

We support internal social work students throughout the journey of their social work qualification and in their first 3 years in practice.

Our Assessors support social care staff to complete their Health & Social Care qualifications. These qualifications are available for individuals working in adult's services: older people, mental health, learning disabilities, residential and domiciliary care.

#### Achievements during 2021 /2022:

- Facilitated over 321 training sessions (an increase of 44% on last year) on 111 subject matters (an increase of 44% on last year) through continually adapting our training in line with emerging priorities and presenting challenges. In excess of 3000 candidates attended these sessions (an increase of 20% on last year).
- Development of a programme of teaching and learning for the core qualification in social care that is fit for purpose and meets City & Guilds requirements.
- The Assessment Centre had a very positive EQA (External Qualification Assessment) report from a visit in January 2022.
- Supported 8 new student social work trainees and continued to support existing social work students in their year 2 and 3 qualification.
- Began supporting a 4 year part time degree course in partnership with Coleg Cambria for an Occupational Therapy traineeship.
- Continue to work with Communities for Work to deliver the 'Pathway in to Social Care' course offering qualifications and an insight into working in social care.



*"I feel truly blessed to have had this opportunity to attend the course as it gave me an excellent footing to confidently apply for employment in social care. I am now pleased to say that I have been successful in gaining a position with Flintshire County Council as a Learning Disability Support Worker."*

#### Supporting Flintshire Staff | NQS 1.2

Throughout the pandemic, all staff have been offered access to CareFirst, an employee assistance programme. CareFirst offers support around work place stress, problems and managing work life balance.

*"My assessor, met up with me following each module to give me some pointers as to where I needed to strengthen my knowledge. I found that if I needed a little extra help, she was always keen to make time to support me. This helped build my confidence and belief that I would have the right skills and information available to me to be successful".*

During the Pandemic, staff have been provided with equipment and IT support to ensure a safe and stress free home working environment.

#### Priorities for 2022/23: | NQS 1.2

- A clear commitment to support and encourage the workforce to be able to access training bilingually where available in line with the 'Mwy na Geiriau' strategic framework.
- Continue to support providers and social care staff and managers to complete the required management qualifications to register with Social Care Wales.
- We will work to help increase the digital skills of our workforce, enabling them to work and learn using appropriate technology.
- We will continue to support staff to complete:-
  - Level 2 Award in Dementia qualification
  - Level 2 Health and Social Care: Core qualification
  - Level 2 Health and Social Care: Practice (Adults)
  - Level 3 Health and Social Care: Practice (Adults)
- 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 post.

# Section 5

## b) Our Financial Resources and How we Plan for the Future

### ICF fund

The Welsh Government's Integrated Care Fund (ICF) programme has supported the delivery of revenue and capital based projects under four structured themes:

- Older People - including alternative support services to avoid hospital admission and support discharge, increased capacity for residential and home based care and social prescribing service models.
- Early Intervention – providing targeted and preventative support for families, including repatriation services and support and reduce risks for vulnerable people.
- Learning Disability – providing care and support for children with disabilities or complex care needs, including respite services and progression for young adults to increase independence.
- Dementia – increased focus on home and community based support and engagement for people living with dementia and their carers.

Although the ICF programme is due to come to an end in March 2022, ICF will then be replaced by a new five year Regional Integration Fund (RIF). The RIF programme will promote collaborative working between the Council, Health Board, independent and third sector providers to implement six priority models of care:

- Community Based Care - Prevention and Coordination
- Community Based Care - Care Closer to Home
- Home from Hospital
- Supporting Families to stay together safely and therapeutic support for care experienced children
- Accommodation Based Solution
- Promoting good emotional health and well-being

### Social Value

The Council have adopted the definition of Social Value as set out by Social Value UK: "Social Value is a way of thinking about how scarce resources are allocated and used. It involves looking beyond the price of each individual contract and looking at what the collective benefit to a community is when a public body chooses to award a contract." The Council looks to give a monetary value to these additional benefits.

Flintshire's social value programme since its implementation has thrived, with around 90% of all procurement activity supported to include social value. Between January and September 2021, over £2.2m actual social value has been recorded as delivered in Flintshire.

The actual social value which has been delivered has returned significant social, economic and environmental outcomes locally to Flintshire. Some key highlights include over £1.6m spend in local supply chain supporting economic



growth, 37 employment opportunities for local residents (both new and sustained opportunities), over 226 volunteering hours invested to support local community initiatives and in excess of 190 Apprenticeship training weeks delivered.

During the National Social Value Conference Wales 2021, the Council was highlighted by Hannah Blythyn, Deputy Minister for Social Partnerships, as a local authority in Wales who are leading the way in the successful application of social value through commissioning and procurement.

## Planning for the Future

The Council have been contributing data and information to the development of the next North Wales Population Needs Assessment. The Assessment will be produced by the six North Wales councils and Betsi Cadwaladr University Health Board. The Population Needs Assessment sets out current and projected need and demand for care and support, and the range and type of services that will be required to meet that demand.

The Assessment will form the foundation for the development of future provision across the region's health and social care sector, ensuring that peoples' needs are met sufficiently. The Assessment will be published in April 2022 on the [Council's website](#).

The Population Needs Assessment will be followed in 2022 by a Market Stability Report. This regional report will provide an assessment of:

- the sufficiency of care and support in meeting the needs and demand for social care, as set out in the Population Needs Assessment, and
- the stability of the market for regulated services providing care and support.

Alongside this, Flintshire's Public Services Board are producing an Assessment of Well-being in Flintshire. This well-being assessment is then used as a basis to develop the area's well-being plan. The full assessment will be published [here](#), and a well-being plan will be developed in 2022.

This information, and the priorities in this report will be reflected in Flintshire County Council's current [Council Plan](#), which will soon be refreshed.

# Section 5

## c) Our partnership Working, Political and Corporate leadership, Governance and Accountability

## Who we are

Elected Members represent the residents of Flintshire and play an important part in the governance of the Council. They agree the Council's priorities and approve policies to deliver its continuous improvement. Flintshire Council has 70 [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 elected by their peers to represent each portfolio area. These are known as Cabinet Members and together with the Leader and Deputy Leader, 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 Health and Social Care Overview and Scrutiny Committee. Because of the close working relationship with the Education and Youth Portfolio, the Council also holds joint Health and Social Care and Education and Youth Scrutiny Committee meetings, to discuss services for children and young people that cut across both social services and education. The Council Leader, Deputy Leader 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, which have continued virtually every month. 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.

## Our partnership working

Flintshire has a strong record of partnership working, and in Section 4 we describe some of the services and initiatives that we have developed with other bodies and agencies. At the heart of our collaborative culture is the Flintshire Public Services Board. Established in April 2016, this statutory body is made up of senior leaders from public and voluntary sector organisations. It aims to ensure that statutory and third sector partners work together to manage shared priorities through collaboration, and

these priorities are set out in the [Assessment of Well-being in Flintshire 2022](#).

The North Wales Regional Partnership Board was also established in 2016 and has a membership representing statutory bodies, third sector partners, carers and users of services. The Board works to enhance the integration, efficiency and effectiveness of outcomes-focused care and support services in North Wales, and has been successful in its bid for a new Welsh Government fund made available to transform health and social care services in Wales. The Council and Health Board continue to work closely together, with strategic meetings between the chief executives and leaders taking place bi-annually. Many joint operational meetings happen throughout the year, including a six monthly special scrutiny meeting where health colleagues are invited to attend and take questions from elected members. Relationships with the voluntary sector continue to be strengthened by our involvement with the Voluntary Sector Compact. This three-way partnership between the Council, Health Board and voluntary sector facilitates mutual understanding in respect of roles and responsibilities, and enables opportunities for partnership working to be fully utilised. Membership comprises the Chief Officer and Chair of Flintshire Local Voluntary Council (FLVC), other voluntary sector members, the Chief Executive and Leader of the Council, and a Senior manager from the Health Board.



# Section 6

## Come and Join Our Care Team

*Come and Join Our Care Team!*

*Make a difference to the  
lives of people in your community*

*Support people to live their best  
lives in their own homes*

*Support people to stay as  
independent as they can be*

*Work as part of a dedicated,  
professional, supportive team*

If you answer YES you are exactly  
who we are looking for!

We are looking for workers with the right  
values – experience is not necessary as  
full training will be provided.

For more information about a secure,  
rewarding career with a huge range  
of benefits with a range of hours and  
shift patterns available please contact  
us on 01352 701317 or via email  
[socialservicesrecruitment@flintshire.gov.uk](mailto:socialservicesrecruitment@flintshire.gov.uk).

“Thank you for all the  
wonderful care you gave to  
our mum. Your care, kindness  
and concern was above and  
beyond anything we could  
have imagined. Our mum has  
been so happy there and just  
loved the banter and laughter.  
She loves you all! You’re such  
special people”



# Section 7

## Accessing Further Information and Key Documents

### Social Care Legislation & Information Links:

[National Outcomes Framework for people who need care and support and carers who need support](#)

[Regulation and Inspection of Social Care \(Wales\) Act 2016](#)

[The Social Services and Well-being \(Wales\) Act 2014](#)

[Well-being of Future Generation \(Wales\) Act 2015](#)

[North Wales Population Needs Assessment](#)

[North Wales Safeguarding Board](#)

[An-Assessment-of-Well-being-in-Flintshire-2022](#)

### Flintshire County Council's Key Strategic Documents Links:

[Council Plan 2018-23](#)

[Corporate Parenting Strategy 2018-2023](#)

[Digital Flintshire 2017 - 2022](#)



# Glossary of Terms

---

## **Advocacy**

The act of speaking on the behalf of or in support of another person.

## **Betsi Cadwaladr University Health Board (BCUHB)**

The largest health organisation in Wales, with a budget of £1.3 billion and a workforce of over 17,000 staff. Providing primary, community, mental health and acute hospital services for the population of North 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.

## **Community Services Transformation Programme**

A Welsh Government funded programme of work between the council, Health Board and Third Sector Partners to ensure that health and social care services for older people (in the first instance) are well co-ordinated, achieve what matters to individuals and provided as close to home as possible.

## **Deprivation of Liberty Safeguards**

Provide a legal framework that protects people living in care homes or hospitals who are vulnerable because of mental disorder and who lack the mental capacity to make decisions about their own accommodation and care needs.

## **Direct Payments**

Give users money directly to pay for their own care, rather than the traditional route of a Local Government Authority providing care for them.

## **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.

## **HFT**

Formerly known as Home Farm Trust. Flintshire County Council have commissioned HFT to deliver day services and work opportunities for people with learning disabilities in the county.

## **Integrated Care Fund (ICF)**

A Welsh Government fund that "aims to drive and enable integrated working between Social Services, Health, Housing, the third and independent sectors".

### **Liberty Protection Safeguards**

Liberty Protection Safeguards (LPS), will replace the current Deprivation of Liberty Safeguards, in safeguarding the rights of people who are under high levels of care and supervision but lack the mental capacity to agree to care, support or treatment arrangements, where these arrangements amount to a deprivation of a person's liberty.

### **Multi Systemic Therapy (MST)**

MST is an intensive family and community based clinical intervention for children and young people aged 11-17, where young people are at risk of out of home placement in either care or custody.

### **Outcomes-focused**

The definition of outcomes is the impact or end results of services on a person's life. Outcome focused services and support therefore aim to achieve the aspirations, goals and priorities identified by service users (and carers) – in contrast to services whose content and/or form of delivery are standardised or determined solely by those who deliver them.

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

RIF replaces the current Integrated Care Fund (ICF). It brings together ICF and the Regional Transformation Programmes under a single 5 year funding programme.

### **Person-centered Care**

An approach that moves away from professionals deciding what is best for a patient or service user, and places the person at the center, as an expert in their own experience. The person, and their family where appropriate, becomes an equal partner in the planning of their care and support, ensuring it meets their needs, goals and outcomes.

### **Respite**

A short period of temporary care in order to provide rest or relief for carer's who require a break in their role.

### **Responsible Individual**

Someone in charge of providing the service at an organisation or local authority.

### **Safeguarding**

A term used to denote measures to protect the health, well-being and human rights of individuals, which allow people to live free from abuse, harm and neglect.

### **Social Enterprise**

An organisation that applies commercial strategies to maximise improvements in human and environmental well-being - this may include maximising social impact alongside profits for external stakeholders.

### **Social Value**

Social value looks beyond the financial cost of a service and considers what wider additional benefits to the community can be generated. Implementing the Social Value Strategy will be a key element in delivering the Well-being of Future Generations Act.

### **Statutory Services**

Services provided by the Local Authority as a matter of course, examples of these types of services are domiciliary care and respite breaks.

### **Step up / step down**

This provision enables professionals to support an individual's return to independence, as an alternative to hospital admission or to support discharge from hospital. Sometimes called 'discharge to assess'.

### **Third Sector**

The part of an economy or society comprising non-governmental and non-profit making organisations or associations, including charities, voluntary and community groups, co-operations etc.

### **Well-being**

The state of being comfortable, healthy or happy.

# Appendix 1

## Adult Social Services

7,318

No. of contacts for adults received by statutory Social Services during the year

42%

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

5,552

No. of contacts for adults received by statutory social services during the year where advice or assistance was provided

*(The above figures include 703 contacts to statutory social services which resulted in advice & assistance from our social prescribing service)*

374

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

1,719

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

3,242

No. of new assessments completed during the year

358

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

28%

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

755

No. of adult safeguarding reports received during the year

92%

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 **1,094** people over the age of 65 to live at home and **499** Older people in care homes

291

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

82 yrs

Average age of adults entering residential care homes



## Children's Services

12,910

No. of contacts received by statutory services between 1st of April 2021 and 31st of March 2022

7%

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

27%

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

9,894

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

290

Average number of days that children remained on the register

49%

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

1,336

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

107

No. of children with a care and support plan where needs were being met through a direct payment as of the 31st of March 2022

24%

Percentage of those who had no eligible needs

128

No. of children on the Flintshire Child Protection Register on the 31st of March 2022

50

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

248

No. of children who were looked after in Flintshire on the 31st of March 2022

99% & 93%

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

1,937

No. of new assessments completed during the year

We approved 8 general foster carers; this is within the range target of 5-10 carers recruited during the year.