

SOCIAL SERVICES OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	28 July 2022
Report Subject	Social Services Director's Annual Report
Cabinet Member	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

The Statutory Director of Social Services is required to produce an annual report summarising their view of the local authority's social care functions and priorities for improvement as legislated in the Social Services and Wellbeing (Wales) Act 2014 and the Regulations and Inspections Act (Wales) 2015.

The purpose of the Social Services Annual Report is to set out the improvement journey and evaluate Social Services' performance in providing services to people that promote their wellbeing and support them to achieve their personal outcomes.

RECOMMENDATIONS

1	Members to approve following review, the draft report, which includes the key developments of the past year and our priorities for next year.
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REPORT DETAILS

1.00	EXPLAINING THE SOCIAL SERVICES ANNUAL REPORT
1.01	The Social Services Annual Report is prepared under the requirements of the Social Services and Wellbeing (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).
1.02	The format is closely aligned to the National Outcomes Framework and demonstrates our performance in meeting the wellbeing outcomes of the people of Flintshire.
1.03	<p>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.</p> <ul style="list-style-type: none">• The standards are set out below: <p>People</p> <p>NQS 1.1 All people are equal partners who have voice, choice and control over their lives and are able to achieve what matters to them.</p> <p>NQS 1.2 Effective leadership is evident at all levels with a highly skilled, well qualified and supported workforce working towards a shared vision.</p> <p>Prevention</p> <p>NQS 2.2 The need for care and support is minimised and the escalation of need is prevented, whilst ensuring that the best possible outcomes for people are achieved.</p> <p>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.</p> <p>Partnerships And Integration</p> <p>NQS 3.1 Effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people.</p> <p>NQS 3.2 People are encouraged to be involved in the design and delivery of their care and support as equal partners.</p> <p>Well-Being</p> <p>NQS 4.1 People are protected and safeguarded from abuse and neglect, and any other types of harm.</p> <p>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.</p>

1.04	The draft Social Services Annual Report for 2021/2022 is attached as Appendix 1.		
1.05	The report is intended to provide the public, the regulator and wider stakeholders with an honest picture of services in Flintshire and to demonstrate a clear understanding of the strengths and challenges faced.		
1.06	The Report illustrates how services have met the challenges presented by COVID-19 during 2021/22.		
1.07	The report will form an integral part of Care Inspectorate Wales' (CIW) performance evaluation of Flintshire Social Services. The evaluation also informs the Wales Audit Office's assessment of Flintshire County Council as part of the annual improvement report.		
1.08	The draft Social Services Annual Report has been prepared following an in-depth review of current performance by the Social Services Senior Management Team, Service Managers and Performance Officers. The improvement priorities contained within the report are aligned to the priorities contained within our Portfolio Business Plan, and the Council Plan.		
1.09	This year's report has been prepared reflecting the headings from the North Wales Population Needs Assessment, and produced in an electronic friendly style by Double Click. The report will also be translated into Welsh and be made available on the Flintshire County Council website.		
1.10	The report is scheduled to be presented at the following meetings: <table border="1" data-bbox="319 1187 1380 1243"> <tr> <td>Social Care and Health Scrutiny Committee Scrutiny</td> <td>28th July 2022</td> </tr> </table>	Social Care and Health Scrutiny Committee Scrutiny	28 th July 2022
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1.11	The draft Annual Report also outlines the improvement priorities identified for 2022/2023, including: <u>Children</u> <ul style="list-style-type: none"> • 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. • Implementation of therapeutic intervention model in small group children's homes. • Continue to grow the in house fostering service to support more looked after children. • Continue to develop services to support the reduction of the number of children looked after by the Local Authority. • Continue to develop fostering services utilizing the Mockingbird model. • Re commissioning children's respite services • Development of provider services for Children to support new homes developments. • Set up a registered Children's Home to help avoid the need for residential placements outside Flintshire. <u>Older people</u> <ul style="list-style-type: none"> • Continue to grow the Micro care market. 		

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

General health needs, physical impairment and sensory loss:

- Continue to lead the North East Wales Community Equipment Service.
- 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.
- Develop short term emergency accommodation for people who find themselves homeless or in need of accommodation urgently.
- To promote the creative use of direct payments with individuals and carers to meet their outcomes.

Learning Disabilities:

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

Autism

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

Mental Health

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

Carers:

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

Safeguarding

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

Workforce

- 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.

	<ul style="list-style-type: none"> • 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 :- <ul style="list-style-type: none"> 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.
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2.00	RESOURCE IMPLICATIONS
2.01	The priorities identified within the report are aimed at delivering service improvements, improving outcomes and meeting local needs within the context of achieving challenging financial efficiencies and value for money. The improvement priorities contained within the report have been identified for delivery within existing resources.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Work began with Social Services Managers in September 2021 to identify the emerging priorities from their areas of work.
3.02	The draft Social Services Annual Report has previously been discussed by Chief Officer's Team, circulated for comment to the Chief Executive, Social Service Management Team, the Senior Management Team, and approved at Informal and formal Cabinet.
3.03	The views of Scrutiny Members will be sought on the 28 July 2022 where the proposed content of the report will be discussed.

4.00	RISK MANAGEMENT
4.01	The Social Services Annual Report is required to be published by September 2022.

5.00	APPENDICES
5.01	Draft Social Services Annual Report 2021/22

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Contact Officer: Dawn Holt Telephone: 01352 702128 E-mail: dawn.holt@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	CIW - Care Inspectorate Wales ensure that services meet the standards the public expect. They register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales. The regulator was formally known as CSSIW (Care and Social Services Inspectorate Wales).
7.02	Micro-care services – A pilot project to support the development of new Micro-care enterprises in Flintshire, which will support people with care and support needs in their local area, on a small scale.
7.03	Regional Transformation Programmes - A transformation programme that will take forward the priority areas in the North Wales Population Needs Assessment and recommendations in 'A Healthier Wales'. The North Wales programmes cover Community Services, Mental Health, Learning Disability Services and Intervention and intensive support for children and young people.
7.04	'Mockingbird Model' - This innovative model of foster care encourages a group of foster carers in the local community to think and act like a wide family; providing peer support, regular joint planning and training, social activities.