

CABINET

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| Date of Meeting | Tuesday, 20 th June 2023 |
| Report Subject | Social Services Director's Annual Report |
| Cabinet Member | Cabinet Member for Social Services |
| 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

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| 1 | Cabinet to approve the draft report, which includes the key developments of the past year and our priorities for 2023/24 |
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REPORT DETAILS

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| 1.00 | EXPLAINING THE SOCIAL SERVICES ANNUAL REPORT |
| 1.01 | This 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. |

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| 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 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. 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 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 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 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 | <p>The text for the draft Social Services Annual Report for 2022/2023 is attached as Appendix 1. It is hoped that the designed report will be available shortly and will be forwarded once received.</p> |
| 1.05 | <p>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.</p> |
| 1.06 | <p>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.</p> |

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| 1.07 | 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. |
| 1.08 | The draft Annual Report also outlines the improvement priorities identified for 2022/2023, including: |
| 1.09 | <p><u>Children</u></p> <ul style="list-style-type: none"> • Development of a national, regional and local approach to Early Years Transformation so that all our children aged 0-7 have the best possible start in life and are able to reach their full potential. • Deliver a programme of registered Children’s Homes to help avoid the need for residential placements outside Flintshire. • Continue to grow our in-house fostering service to support more looked after children • Continue to develop the Special Guardianship service to reduce the need for children and young people to remain looked after. • Develop childcare expansion and seamless childcare provision across programmes. • Develop the priorities set out in the Early Years Strategy. |
| 1.10 | <p><u>Older people</u></p> <ul style="list-style-type: none"> • Provide additional placements for step down care within our in-house provision (Croes Atti Newydd). • Continue to grow the Micro-Care market, including access to commissioned care packages. • Continue to grow our in-house homecare service to support more people to live at home, utilising a rolling scheme of recruitment. • Establish a Dementia Strategy Implementation Group, to include representation from people with lived experience. • To award a contract for adults’ advocacy, joint with WCBC. |
| 1.11 | <p><u>General health needs, physical impairment and sensory loss:</u></p> <ul style="list-style-type: none"> • Direct payments: lead on direct payments initiatives at a National Level. • Support people to find and remain in paid employment. • Signposting individuals to third sector and social prescribing. • Promote referrals to the exercise referrals scheme. • Develop short-term emergency accommodation for people who find themselves homeless or in need of accommodation urgently. • Explore joint commissioning of community disability and sensory loss services. |

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| 1.12 | <p><u>Learning Disabilities:</u></p> <ul style="list-style-type: none"> • Continue to expand the Progression Model across services to people with physical disabilities and other service areas promoting people's independence skills to support them to achieve their personal outcomes. • Progress the newly formed partnership with Deeside Industrial Park which aims to bring employment opportunities for vulnerable people within social services. • Continue to meet the demands of young people with learning disabilities for accommodation. • Develop the relocation of the Tri Ffordd supported employment project to Maes Gwern in Mold, which will also incorporate other service offerings (mental health & autism support services) at an integrated service hub. • Continue to expand the service offering for employment opportunities for disabled people. |
| 1.13 | <p><u>Autism</u></p> <ul style="list-style-type: none"> • Increase skills around autism with respect to advocacy. • Autism training to continue to be offered to Advocacy providers - contracts in future will detail expectations around skills and knowledge in supporting autistic people. • Develop integrated work opportunities services for individuals with autism, learning disabilities and mental health support needs. |
| 1.14 | <p><u>Mental Health</u></p> <ul style="list-style-type: none"> • Support people to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership. • Working in partnership with the Community Mental Health Team and Social Services Mental Health Support Service to develop clear pathways for individuals needing access to Mental Health services, and a sustainable model for the future. • Complete a review of Community Mental Health provision and define a model for the future. • Work with Housing to fund a small team of people to support individuals with low level Mental Health problems to improve their housing. • Support workers in Mental Health Services to cope with increased demand alongside health. • Develop support for people with Mental Health problems in their needs for accommodation. |

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| 1.15 | <p><u>Carers:</u></p> <ul style="list-style-type: none"> • Further development of our work to support Young Carers in their role, including but not limited to: <ul style="list-style-type: none"> ○ further development of the Young Carers ID Card, focus on respite and breaks for Young Carers, ○ engagement with education colleagues and schools, ○ engagement with businesses and communities across Flintshire, ○ support with training and education opportunities. • Work to develop new ways for Carers to access a break from their caring responsibilities. • Cost of Living – A scheme of workshops, groups and resources aimed at supporting our carers through the cost-of-living crisis. • Work to develop an international network of Carers and Carers Centres to communicate, share ideas, collaborate, provide peer support and respite opportunities. • Begin the process of looking at the recommissioning of our carer’s services from 2025 onwards. |
| 1.16 | <p><u>Safeguarding</u></p> <ul style="list-style-type: none"> • Promote the corporate e-learning package, with a total of 803 staff members completing the Safeguarding training and 976 completing the VAWDASV to date. • Explore the recommissioning of advocacy services on a regional basis. |

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| 1.17 | <p><u>Workforce</u></p> <ul style="list-style-type: none"> • Support the implementation of the national safeguarding standards and development of a training programme which aligns to the competency groups within the national training framework. • Further improve the digital skills of our workforce. • Develop and Chair the North Wales Local Family Justice Board Training sub-group. • Continue to support the We Care Campaign and the work around recruitment and retention of social care staff. • We will remain committed to supporting the ‘mwy na geiriau’ strategic framework by ensuring we are able to offer training and resources bilingually when required. • Support staff and students with a pathway into Social Work and Occupational therapy. • Maintain a high standard of available training opportunities for our social care workforce, including carers and the independent sector. • Continue to deliver the Health & Social Care Core Level 2 and 3 Practice qualifications via our assessment centre, providing necessary qualifications for our support staff working in Adult services. We will roll out a programme of training on Positive Behaviour Techniques (RESPECT) across our Learning Disability Services via four in-house qualified and accredited staff. We will continue to work with universities and support trainee Social Workers through their 3-year traineeship and offer help to our Occupational therapy staff undertaking their traineeship. • We will continue to support both social work qualifying training and post-qualifying training in Wales, including the First 3 Years Framework requirements for all post-qualifying Social Workers new into roles. • Social Services continue to increase in-house provision across the various categories of care. |
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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. |

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| 3.00 | IMPACT ASSESSMENT AND RISK MANAGEMENT |
| 3.01 | The report is to be published by September 2023. |

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| 4.00 | CONSULTATIONS REQUIRED / CARRIED OUT |
| 4.01 | Work began with Social Services Managers in September 2022 to identify the emerging priorities from their areas of work. |

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| 5.00 | APPENDICES |
| 5.01 | Draft text Social Services Annual Report 2022/23 |

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| 6.00 | LIST OF ACCESSIBLE BACKGROUND DOCUMENTS |
| 6.01 | None |

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| 7.00 | CONTACT OFFICER DETAILS |
| 7.01 | Contact Officer: Dawn Holt Telephone: 01352 702128 E-mail: dawn.holt@flintshire.gov.uk |

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