

FLINTSHIRE COUNTY COUNCIL

REPORT TO: SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

DATE: 1 MAY 2014

REPORT BY: DIRECTOR OF COMMUNITY SERVICES

SUBJECT: ANNUAL COUNCIL REPORTING FRAMEWORK

1.00 PURPOSE OF REPORT

1.01 To present the final draft of the Social Services Annual Report to the Scrutiny Committee and to seek any final views and comments before seeking approval by Cabinet.

2.00 BACKGROUND

2.01 Every Director of Social Services in Wales is required to produce an annual report which summarises their view of the effectiveness of the authority's social care services and priorities for improvement.

2.02 The draft annual report for 2013/2014 is attached as Appendix 1. The report is intended to provide the public with an honest picture of services in Flintshire and to demonstrate a clear understanding of the strengths and challenges faced.

2.03 The report will form an integral part of the Care and Social Services Inspectorate Wales (CSSIW) performance evaluation of Flintshire Social Services. The evaluation also informs the Wales Audit Office assessment of Flintshire County Council as part of the annual improvement report.

3.00 CONSIDERATIONS

3.01 The Annual Report has been prepared following an in-depth review of current performance by the Director, Heads of Service, Service Managers and Planning and Performance Officers.

3.02 A Member Task and Finish meeting reviewed an initial draft of the annual report and informed further analysis, the shaping of priorities and the style of the final draft. As a result of feedback from Members the final draft report, now presented to Scrutiny, is intended to be a more succinct, focused and user friendly document (having reduced from an initial 74 pages).

3.04 The report has been developed in sections that reflect the key themes contained within the Social Services and Well Being Bill.

3.05 The alignment of our assessment, and future priorities, to the Bill was

an approach that was received positively by CSSIW last year.

Key messages and priorities

3.06 Our overall assessment is that Flintshire Community Services continue to drive forward service improvement and ensure we have an effective range of good quality services that support and protect vulnerable people. Through our assessment we can show that we have:

- supported families successfully at an early stage to help prevent problems escalating this includes supporting parents through Flying Start and the Integrated Family Support Service
- provided early support and helped people to regain their confidence and ability to care for themselves e.g. reablement after a fall
- supported people to live independently in the community by using more flexible and creative responses one example being the successful use of Direct Payments.
- delivered good outcomes for people with mental illness through a recovery model – we were awarded a Social Care Accolade in 2013
- supported an increasing number of looked after children with a strong, consistent, and stable fostering service
- safeguarded children and vulnerable adults effectively
- worked in partnership with other authorities and agencies including setting up a co-located team with Health at Holywell and the development of Llys Jasmine Extra Care
- a stable workforce who are supported with their professional development
- strong leadership driving forward our approach to modernise social care and support the development of alternative models of service delivery – for example securing agreement to develop Double Click as a Social Enterprise
- robust financial management which has delivered challenging efficiencies whilst sustaining the delivery of front line services

3.07 These achievements have been delivered within the context of some real strategic and operational challenges. For instance, we have seen an increasing number of vulnerable children, young people and adults with complex care needs requiring support. In response we have made good progress with our programme to modernise social care. However, we recognise that we need to continue to adapt and modernise. The report therefore sets out our priorities for service development and improvement in 2014/2015.

3.08 In summary the improvement priorities focus on:

- delivering the requirements of the Social Services and Well

Being Bill

- developing our systems to ensure that people are at the centre of our work, that they have a voice and control in what happens to them and that we have a comprehensive understanding of the quality of the services and people's experiences
- developing and delivering our commissioning intentions to ensure that the right services are in place which will include remodelling and modernising services
- ensuring that we have a strong and professional workforce across the whole social care sector
- making sure that we continue to safeguard vulnerable people and looking at the potential for bringing together approaches across Childrens and Adults safeguarding
- driving forward more integrated services particularly with Health

4.00 RECOMMENDATIONS

4.01 Members are asked to consider:

- the Director's self assessment of social care in Flintshire
- improvement priorities for 2014/2015
- whether the draft report provides a clear account of performance

4.02 Members are asked to endorse the final draft for consideration by Cabinet.

5.00 FINANCIAL IMPLICATIONS

5.01 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.

5.02 Priority actions contained within the report have been identified for delivery within existing resources.

6.00 ANTI POVERTY IMPACT

6.01 None arising from this report

7.00 ENVIRONMENTAL IMPACT

7.01 None arising from this report

8.00 EQUALITIES IMPACT

8.01 None arising directly from this report though the report contains an assessment of current performance against the equalities agenda and has associated improvement priorities.

9.00 PERSONNEL IMPLICATIONS

- 9.01 None arising directly from this report, but some of the identified improvement priorities may have associated personnel implications which will be separately detailed as part of our plans relating to value for money reviews

10.00 CONSULTATION REQUIRED

- 10.01 No further consultation is planned. However, we have sought peer review of the draft from another North Wales local authority prior to submission to Cabinet.

11.00 CONSULTATION UNDERTAKEN

- 11.01 Consultation has taken place with key stakeholders including a Member Task and Finish Group.
- 11.02 An independent expert critical friend has provided objective comment on the draft report.

12.00 APPENDICES

Appendix 1 - Overview Report

Appendix 2 - Draft design layouts for consideration (to follow)

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

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