

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 15 JULY 2014**

REPORT BY: **CHIEF OFFICER, SOCIAL SERVICES**

SUBJECT: **ANNUAL COUNCIL REPORTING FRAMEWORK
(ACRF)**

1.00 PURPOSE OF REPORT

1.01 To present the final version of the Social Services Annual Performance report to Cabinet for Agreement.

2.00 BACKGROUND

2.01 Every Chief Officer for Social Services is required to produce an annual report summarising their view of the authority's social care services and priorities for improvement. The Overview Report is part of the Welsh Government (WG) performance framework for Social Services.

3.00 CONSIDERATIONS

3.01 The final version of the Annual Report has been prepared following an in depth review of current performance by the Chief Officer, Heads of Service, Service Managers and Planning and Performance Officers. A period of consultation included a Member Task and Finish meeting to review the initial draft of the report and an opportunity for Cabinet Members to further shape priorities and the style of the final format.

3.02 The Annual Report has for the second year in succession, been prepared by our Social Enterprise "Double Click Design". The report for 2013/2014 is attached at Appendix 1.

3.03 The report has been developed in sections that reflect the key themes contained within the Social Services and Well Being Act. The alignment of our assessment and future priorities to the Act was an approach that was positively received by CSSIW last year.

3.04 The annual report will form an integral part of the Care and Social Services Inspectorate Wales (CSSIW) performance evaluation of Flintshire Social Services.

3.05 The report is intended to be an objective picture of services in Flintshire demonstrating a clear understanding of the strengths and

challenges faced.

3.06 Our overall assessment is that Social Services in Flintshire continue to drive forward service improvement, ensuring 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 our Living Well service which provides flexible support to people with dementia, integrated working with Health through our Crisis Intervention Team and 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 Our achievements have been delivered within the context of some real strategic and operational challenges, including an increasing number of vulnerable children, young people and adults with complex care needs requiring support. We have, never the less, made good progress with our programme to modernise social care. However, we recognise that we need to continue to adapt and modernise and our report therefore sets out our priorities for service development and improvement in 2014/2015. In summary the improvement priorities focus on:

- continuing our work to respond to the requirements of the Social

Services and Well Being Act

- developing our systems to ensure that people are at the centre of our work and that they have a voice and control in what happens to them, whilst we further establish 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 Children's and Adults safeguarding
- driving forward more integrated services particularly with Health

3.08 The improvement priorities are consistent with the themes and strategic intentions of the Improvement Plan and the Single Integrated Plan. We will ensure that specific actions, accountabilities and timelines for delivering the priorities are integrated into our service Business Plan.

3.09 Each quarter we will formally review and evaluate progress in delivering the improvement priorities. This process is aligned to quarterly Improvement Plan monitoring arrangements.

4.00 RECOMMENDATIONS

4.01 That Cabinet agree the Annual Report to inform the organisation, workforce, clients, partners, public and CSSIW of our assessment of performance and priorities for 2014/2015.

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.

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. However the report includes an assessment of current performance against the equalities agenda and has associated improvement priorities.

9.00 PERSONNEL IMPLICATIONS

9.01 None arising from this report, but some of the identified improvement priorities may have associated personnel implications. These 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.

11.00 CONSULTATION UNDERTAKEN

11.01 Consultation has taken place with key stakeholders including a Members Task and Finish meeting, discussion at the Social Care and Health Overview and Scrutiny Committee who fully support the assessment. As a result of feedback from key Members the length of the report has been reduced to make it a more accessible and succinct document.

11.02 An independent critical friend has provided objective comment on the draft report.

12.00 APPENDICES

12.01 Appendix 1 – Annual Performance Report 2013-2014

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

None

Contact Officer: Craig Macleod
Telephone: 01352 701313
Email: craig.macleod@flintshire.gov.uk