

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**
DATE: **THURSDAY, 14 MAY 2015**
REPORT BY: **NEIL AYLING, CHIEF OFFICER (SOCIAL SERVICES)**
SUBJECT: **ANNUAL COUNCIL REPORTING FRAMEWORK**

1.00 PURPOSE OF REPORT

- 1.01 To consider the Chief Officer: Social Services' draft annual report on the effectiveness of the authority's social care services and priorities for improvement.

2.00 BACKGROUND

- 2.01 Every Officer holding the portfolio of statutory Director of Social Services is required to produce an annual report summarising their view of the authority's social care services and priorities for improvement.
- 2.02 The draft annual report for 2014/2015 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 final 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 Social Services Senior Management Team, Service Managers and Performance Officers. The improvement priorities contained within the report are aligned to the priorities contained within Social Services Business Plan for 2015/16 and associated efficiency plans.
- 3.02 A Member Task and Finish meeting has shaped the key messages contained within the report and Members have given a steer on the final style of the document which will be produced in a user friendly style by Double Click.

- 3.03 The report has been developed in sections that reflect the key themes contained within the Social Services and Wellbeing 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 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:
- 3.05 Much to celebrate with:
- Evidence of good progress across Adult social services
 - Evidence of good performance in Children's services, but a recognition that this needs to be more consistent within the context of significant increases in service demand
 - A creative, committed and a tireless workforce
- 3.06 A strong council run service:
- Corporate ownership of the social care agenda with professional leadership and management of risk
 - A shared safeguarding agenda reflected in the Improvement Plan
 - Attentive and supportive senior politicians
- 3.07 A strong and committed leadership team:
- New Social Services Team in place to drive forward a more integrated structure that has a clear focus on supporting families
 - Strong financial management with a focus on protecting outcomes for vulnerable people
- 3.08 The report reflects that we consider that we are well placed to respond to the challenging financial environment and to increasing service demands, and are realistic about the size of this challenge.
- 3.09 The draft report also reflects key improvement priorities for 2015/2016 which include:
- exploring opportunities to deliver services through **alternative delivery models**
 - maximising the interface between **preventative and early intervention services** as part of the support we offer vulnerable children, young people and families
 - preparing for the **new / additional safeguarding requirements** of the Social Services and Wellbeing Act.

- **Safeguarding** has a high profile across the Council. We will further develop this awareness and profile which includes the wider issues of prevention of human trafficking and sexual exploitation.
- **refocusing day care.** In line with the Social Services and Wellbeing Act we will look at how we can support people to access universal and community based day activity whilst ensuring that vulnerable people are supported
- **developing a 'progression model' of support for people with learning disabilities.** The progression model builds and supports people strengths and enables them to live as independently as possible
- **remodelling dementia services.** We have developed an action plan for strengthening dementia services. We will work locally and with BCUHB across North Wales to deliver this plan which will include a strong focus on how we can develop dementia friendly communities
- **reviewing supported living arrangements.** We will consult with people about alternative arrangements to providing supported living support In House. This discussion will also explore how we can support people in a more flexible, person centred way
- **reviewing and realign funding with partners.** We will work closely with partners to target funding where it will be most effective
- **delivering a comprehensive training and support programme** for staff to ensure they are ready for the new Social Services and Wellbeing Act
- increasing in **Direct Payments** for adults, children and young people
- implementing a **Single Point of Access**
- developing **Extra Care** in Flint and Holywell
- continuing to **work with BCUHB** and seek to enhance the way we work together at a strategic and operational level
- developing and enhancing our approach to **quality assurance** across our services and ensuring that we hear the voices of children, young people, service users and carers

4.00 RECOMMENDATIONS

- 4.01 Scrutiny are asked to consider whether the draft report provides an accurate and clear account of social care in Flintshire.

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 resource allocation.

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 The improvement priorities are aligned to our service business plan and service efficiencies. Where appropriate equality impact assessments have been undertaken on the associated priorities.

9.00 PERSONNEL IMPLICATIONS

- 9.01 Improvement priorities may have associated personnel implications which will be separately detailed as part of our efficiency programme.

10.00 CONSULTATION REQUIRED

- 10.01 None

11.00 CONSULTATION UNDERTAKEN

- 11.01 A Members Task and Finish meeting has taken place to inform the development of the draft report. Committee's considerations will help inform the final report.

12.00 APPENDICES

- 12.01 Appendix 1 – Draft Annual Report 2014/2015 – Version 8

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

None.

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