

## CABINET

<b>Date of Meeting</b>	Tuesday 14 <sup>th</sup> March 2017
<b>Report Subject</b>	Social Services Annual Report
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

As part of our statutory requirements the Chief Officer Social Services has produced the Social Services Annual Report looking at the performance of the local authority's delivery of its social care functions and improvement priorities. This report has adopted the new reporting template as defined by the Welsh Government which aligns our improvement priorities against our National Outcomes Framework. It is requested that Cabinet considers whether the report is an accurate reflection of social care in Flintshire.

### RECOMMENDATIONS

1	Cabinet is asked to endorse whether the report, which provides an accurate and clear account of social care in Flintshire.
---	--

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE SOCIAL SERVICES ANNUAL REPORT</b>
1.01	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.
1.02	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.
1.03	<p>This year the Social Services Annual Report format has changed as instructed by the Welsh Government, replacing the Annual Reporting Council Framework. The new format is more closely aligned to the National Outcomes Framework which will demonstrate our performance in meeting the wellbeing outcomes of people in Flintshire. All improvement priorities set will now sit under one of the six National Quality Standards (NQS) and everyone's personal wellbeing outcomes will relate to one of these, they are:</p> <p>NQS 1 - Working with people to define &amp; co-produce personal well-being outcomes that people wish to achieve</p> <p>NQS 2 - Working with people and partners to protect and promote people's physical and mental health and emotional well-being</p> <p>NQS 3 - Taking steps to protect and safeguard people from abuse, neglect or harm</p> <p>NQS 4 - Encouraging and supporting people to learn, develop and participate in society</p> <p>NQS 5 - Supporting people to safely develop and maintain healthy domestic, family and personal relationships</p> <p>NQS 6 - Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs</p>
1.04	The Social Services Annual Report for 2016/2017 is attached as Appendix 1. 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.
1.05	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's assessment of Flintshire County Council as part of the annual improvement report.

1.06	The 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, the Council's Improvement Plan and associated efficiency plans.
1.07	Members of the Social & Health Care Overview and Scrutiny Committee were given a prior opportunity to provide comments and feedback on the draft report which has shaped the key messages and priorities contained within the final report.
1.08	Following workshops with Members of the Social & Health Care Overview and Scrutiny Committee over the last two years, they have given a clear steer on the style of the document, which will be adopted again this year, and the report will be produced in a user/ IPad friendly style by Double Click.
1.09	Our overall assessment is that Social Services in Flintshire continues to drive forward service improvement, ensuring we have an effective range of good quality services that support and protect vulnerable people. Through our self-evaluation we can show that:
1.10	<p>We have much to celebrate from the work we are doing to promote and improve the wellbeing of those we help, such as:</p> <ol style="list-style-type: none"> <li>1. Developing and piloting models of cooperation within our service development and commissioning processes</li> <li>2. Embedding the progression model within Learning Disabilities</li> <li>3. Continuing to achieve the personal outcomes of the people that we support by finding out what really matters to them</li> <li>4. Continuing to work with health and independent providers to prevent unnecessary hospital admissions and return individuals home as soon as possible</li> <li>5. Undertaking innovative work in partnership with our residential care providers and Helen Sanderson Associates in delivering our "A Place Called Home, Delivering What Matters" programme</li> <li>6. Working with partners in developing an early intervention hub in Children's Services</li> <li>7. Children's Services continues to performance well despite significant increases in service demand</li> <li>8. Working closely with individuals using services, their families and staff to consider alternative delivery models</li> </ol>
1.11	<p>Our Workforce and how we support their professional roles remains a priority, we have:</p> <ol style="list-style-type: none"> <li>1. Supported and developed our staff to ensure they are competent and knowledgeable in delivering the practice required by the Act</li> <li>2. Developed a robust focus on quality and practice</li> <li>3. Introduced a new management structure in Children's Services</li> <li>4. Supported independent providers in terms of recruitment and business sustainability, of which we will continue to do so moving forward.</li> </ol>

1.12	The Annual Report reflects that Flintshire has adapted, modernised and changed to cope with the successive years of major budget reductions and despite these challenges of having to do more with less the Council and its partners retain their ambitions for a forward thinking and prosperous county.
1.13	<p>The Annual Report also outlines the improvement priorities identified for 2017/2018 which includes:</p> <ol style="list-style-type: none"> <li>1. Continuing to ensure compliance with the Social Services &amp; Wellbeing Act through our policies, procedures, practice and by developing our approach to co-production in strengthening community capacity</li> <li>2. Planning for and embedding the new requirements under the Registration and Inspection Act</li> <li>3. Fostering positive and effective transitions and interface between teams</li> <li>4. Implementing the Community Resource Team, integrated with SPoA</li> <li>5. Working with carers to help us link outcomes to developing practice</li> <li>6. Piloting the free childcare of 30 hours</li> <li>7. Strengthening the Corporate ownership of the safeguarding agenda through good levels of learning re safeguarding, effective Corporate Parenting and a joined up approach to well-being.</li> <li>8. Ensuring processes for high cost placements are well managed and adhered to</li> <li>9. Progression model continues to be embedded</li> <li>10. Transformation of day services and work opportunities to be continued</li> <li>11. Implementing the Early Help Hub for children and families</li> <li>12. Developing our building assets, using capital investment, to ensure that people have good places to socialise in and live</li> <li>13. Building a strong care sector, by developing our in-house provision, supporting the independent sector and work with health to ensure seamless and well-coordinated care</li> <li>14. Succession planning and the development of effective strategies for workforce shortages, provider services, children's services and commissioning.</li> <li>15. Revenue budgets are aligned and balanced, our income is maximised and pooled budgets are considered.</li> </ol>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
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.
2.02	Improvement priorities may have associated personnel implications which

	will be separately detailed as part of our efficiency programme.
--	--

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	The draft report has been considered by Informal Cabinet on the 28 <sup>th</sup> February 2017, with a supportive outcome.
3.02	In light of the elections this year and timetabling appropriate opportunities for consultation, consultation with Members of the Social & Health Care Overview and Scrutiny Committee has been undertaken remotely whereby Members were given the opportunity to comment on the draft report prior to the report being presented formally for discussion at the Social & Health Care Overview and Scrutiny Committee meeting on the 2 <sup>nd</sup> March 2017. All feedback received from members has been incorporated into the final draft of the report.
3.03	In the future we will continue to involve Members in the development of the Annual Report as well as engaging more widely with individuals who use our services to ensure the report is a fair, accurate and honest account of our performance.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	The submission and publication of the Social Services Annual Report deadline is by the end of July 2017; we have developed a project plan for compiling and developing the report which mitigates the risk of not meeting our deadline for submission.
4.02	Each quarter we hold two Performance and Quality Forums, one for Adult Services and one for Children's Services, which are attended by the Chief Officer, Senior Managers, Service Managers, Team Managers and representatives from the performance team. The Performance and Quality Forums monitor the performance of our improvement priorities and actions are set by the Forum to ensure we achieve the milestones and priorities we have set.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Draft Social Services Annual Report
5.02	Appendix 2 – Sample Design for Social Services Annual Report

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Included within the Social Services Annual Report.
6.02	<b>Contact Officer:</b> Carol Dove, Planning and Development Officer

**Telephone:** 01352 704211  
**E-mail:** [carol.a.dove@flintshire.gov.uk](mailto:carol.a.dove@flintshire.gov.uk)

## 7.00 GLOSSARY OF TERMS

7.01 **Care and Social Services Inspectorate Wales (CSSIW)** - The inspectorate that has the powers to review Local Authority social services at a local and national level, to inform the public whether services are up to standard, to promote improvement of services and to help safeguard the interests of vulnerable people who use services and their carers. They also provide professional advice to Welsh Ministers and policy makers.

**National Outcomes Framework** - This Framework gives local authorities national direction for services that promote the well-being of people in Wales who need care and support, and carers who need support as well as providing greater transparency on whether care and support services are improving well-being outcomes for people using consistent and comparable National Outcome Standards and Performance Indicators.

**Outcomes** - The benefits, changes or other effects that result in an improvement in quality of life for a person from services provided. E.g. an improvement in physical functioning or maintaining a life skill leading to continued independence.

**Regulations and Inspections (Wales) Act 2015** - The Act builds on the success of regulation in Wales and reflects the changing world of social care. It places service quality and improvement at the heart of the regulatory regime and strengthens protection for those who need it. Regulation will move beyond compliance with minimum standards, and focus more on the quality of services and the impact which they have on people receiving them.

**Social Services and Well Being (Wales) Act** - The Act will set out the core legal framework for social services and social care, reinforcing people's rights to information and services and supporting the delivery of our services in an integrated way to ensure that social services and social care are sustainable.

**Well-Being** - Reference to well-being in the Act means the well-being of an individual who needs care and support or carer who needs support. Well-being relates to the physical, intellectual, emotional, social and behavioural development of a child. It also relates to the control over day to day life and participation in work in adults.

The Social Services Annual Report also contains a glossary of terms.