

SOCIAL & HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Thursday 6 th June 2024
Report Subject	Draft Social Services Director's Annual Report 2023/24
Cabinet Member	Cabinet Member for Social Services and Wellbeing
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 Well-being (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).

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 well-being and support them to achieve their personal outcomes.

RECOMMENDATION

1	Committee members to view the report and feedback on the draft content considered for inclusion.
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REPORT DETAILS

1.00	OVERVIEW OF DRAFT SOCIAL SERVICES DIRECTOR'S ANNUAL REPORT 2023/24
1.01	<p>This Social Services Annual Report is prepared under the requirements of the Social Services and Well-being (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).</p> <p>The purpose of the Annual Report is to set out the local authority's improvement journey in providing services to people in their areas, those who access information, advice and assistance, and those individuals and carers in receipt of care and support.</p>

<p>1.02</p>	<p>Following on from the Rebalancing Care and Support Consultation in Summer 2023, changes to the reporting process of the Annual Report are coming into force from the end of this financial year, effecting the 2024/25 report.</p> <p>It is proposed that the annual report and the reporting process will now be:</p> <ol style="list-style-type: none"> 1) Part of the Performance Improvement Framework. 2) Integral to local authorities' own Social Services planning, scrutiny, and performance improvement actions. 3) Grounded in a rigorous self-assessment of performance, which includes: <ol style="list-style-type: none"> a) what has been achieved and done well; b) what improvements are needed, informed by feedback from the public, service-users, providers, partners, and other stakeholders; c) action planned and taken to achieve identified improvement needs; and d) progress made against improvement priorities identified the previous year <p>In readiness for these changes, the 2023/24 report has been compiled using the new format and approach.</p> <p>Please see appendix 5.01 for the Welsh Government guidance document.</p>
<p>1.03</p>	<p>Under the new guidelines, we assess our performance against each of the four areas in the Performance Improvement Framework – People, Prevention, Partnership and Integration, Well-being. In each area we will evaluate:</p> <ol style="list-style-type: none"> 1. What do we know about the quality and impact of what we are doing? 2. How do we know? e.g. what evidence from research, engagement and the metrics are we using to inform this assessment? 3. What are we doing well and how can we do better? What are our priorities for improvement particularly over the coming year 4. What progress did we make on the areas for improvement identified in last year's report? What difference did we make? <p>The four areas of the Performance Improvement Framework include eight high-level quality standards as follows:</p> <p>People</p> <ol style="list-style-type: none"> 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. 1.2 Effective leadership is evident at all levels with a highly skilled, well qualified and supported workforce working towards a shared vision. <p>Prevention</p> <ol style="list-style-type: none"> 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>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</p> <p>3.1 Effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people.</p> <p>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</p> <p>4.1 People are protected and safeguarded from abuse and neglect, and any other types of harm.</p> <p>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	The draft annual report can be found in <u>appendix 5.02.</u>								
1.05	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.								
1.06	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.								
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	<p>The final report is scheduled to presented at the following meetings:</p> <table border="1"> <tr> <td>SSMT</td> <td>27 June 2024</td> </tr> <tr> <td>Informal Cabinet</td> <td>2 July 2024</td> </tr> <tr> <td>Cabinet</td> <td>16 July 2024</td> </tr> <tr> <td>Social Care and Health Scrutiny Committee Scrutiny</td> <td>18 July 2024</td> </tr> </table>	SSMT	27 June 2024	Informal Cabinet	2 July 2024	Cabinet	16 July 2024	Social Care and Health Scrutiny Committee Scrutiny	18 July 2024
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1.09	<p>The final report will be produced in an electronic friendly style by Double Click. The report will also be translated into Welsh and be made available on the Flintshire County Council website.</p> <p>A mock-up of the proposed design can be found in <u>appendix 5.03.</u></p>								

1.10	The final Annual Report will also include the improvement priorities identified for 2024/2025. The agreed priorities can be found in the draft report, but also as a separate document in appendix 5.04 .
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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.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	The report is to be published by the end of September 2024.

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	Work began with Social Services Managers in October 2023 to gather updates on progress made with achieving the priorities set for 2023/24.
4.02	The draft Social Services Annual Report has been discussed at SSMT, COT and Informal Cabinet.

5.00	APPENDICES
5.01	Local Authority Social Services Annual Report (Director's Report) Guidance
5.02	Draft Social Services Annual Report 2023/24
5.03	Design Mock Up from Double Click
5.04	Social Service Priorities for 2024/25

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Contact Officer: Dawn Holt Telephone: 01352 702128 E-mail: dawn.holt@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	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.