

## SOCIAL AND HEALTH OVERVIEW AND SCRUTINY

<b>Date of Meeting</b>	6th June 2019
<b>Report Subject</b>	Social Services Annual Report
<b>Report Author</b>	Chief Officer for Social Services
<b>Type of Report</b>	Strategic

### **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 Wellbeing (Wales) Act 2014 and the Regulations and Inspections Act (Wales) 2015.

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.

### **RECOMMENDATIONS**

1	To approve following review, the draft report, ensuring it provides an accurate and clear account of Social Services for Adults and Children in Flintshire.
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### **REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE SOCIAL SERVICES DIRECTOR'S ANNUAL REPORT</b>
1.01	This is the third year of a new format for the Social Services Annual Report which is prepared under the requirements of the Social Services and Wellbeing (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).
1.02	The format is closely aligned to the National Outcomes Framework and demonstrates our performance in meeting the wellbeing outcomes of the people of Flintshire.

1.03	<p>All improvement priorities set 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> <ul style="list-style-type: none"> <li>• NQS 1 Working with people to define &amp; co-produce personal well-being outcomes that people wish to achieve</li> <li>• NQS 2 Working with people and partners to protect and promote people’s physical and mental health and emotional well-being</li> <li>• NQS 3 Taking steps to protect and safeguard people from abuse, neglect or harm</li> <li>• NQS 4 Encouraging and supporting people to learn, develop and participate in society</li> <li>• NQS 5 Supporting people to safely develop and maintain healthy domestic, family and personal relationships</li> <li>• 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</li> </ul>
1.04	<p>The draft Social Services Annual Report for 2018/2019 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.</p>
1.05	<p>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.</p>
1.06	<p>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.</p>
1.07	<p>Members of the Social Care and Health Scrutiny Committee have been given a prior opportunity to provide comments and feedback on the progress and priorities which has shaped the key messages and priorities contained within this final draft.</p>
1.08	<p>The style of previous reports will be adopted again this year, and the 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 website by the 31<sup>st</sup> July, 2019.</p>

1.09	<p>During 2018/19 we have been streamlining services and achieving the best outcomes within the budget constraints that we as a Council have to work to. Processes and service delivery methods have been reviewed to ensure they are as efficient and effective as possible, whilst continuing to deliver good quality outcomes and support to the people of Flintshire. An example of this is the award winning progress for providers programme improving person centred care and quality of care services in Flintshire.</p>
1.10	<p>The draft Annual Report also outlines the improvement priorities identified for 2019/2020 which includes:</p> <ul style="list-style-type: none"> <li>• Expand the Progress for Providers Programme to include older people who are living at home with domiciliary care services</li> <li>• Implement objectives set out in the Digital Strategy and explore new technology and assistive technology solutions to support improvements in services</li> <li>• Support the delivery of the Children’s Transformation Programme - integrated early intervention and intensive support for children and young people</li> <li>• Work towards becoming a Dementia Friendly Council supporting intergenerational work and alternative therapies</li> <li>• Host the Regional Learning Disability Service to transform services for people with learning disabilities, ensuring smart technology is maximised to support them</li> <li>• Support the building of resilient communities by developing the social prescriber role within SPOA</li> <li>• Ensure that all children who are reported as having run away or go missing from home or care have a return interview</li> <li>• Embed the new All Wales Safeguarding Procedures for Adults and Children</li> <li>• Ensure social value is included in the commissioning process</li> <li>• Support the development of micro-care organisations within the domiciliary care sector</li> <li>• Support families to access free childcare and extend the provision through the use of a capital grant</li> <li>• Ensure that our commissioning practices are SMART, including digital mapping of domiciliary care needs</li> <li>• Implement to Mockingbird Foster Care Model in Flintshire</li> <li>• Reduce the need for children to enter care and improve outcomes for children</li> <li>• Continue to improve local placement options for children</li> <li>• Work with Education and Youth to deliver the Additional Learning Needs reforms and support individuals through Transition</li> <li>• Develop a Pathfinder Role to guide individuals through the Early Years Services</li> <li>• Implement the recommendations contained within the North Wales Carers Strategy</li> <li>• Develop the Extra Care Strategy with the completion of Plas Yr Ywen in Holywell and the exploration of options for a 5<sup>th</sup> extra care scheme in the south of the county</li> <li>• Expand Council run care home provision through an extension to Marleyfield House in Buckley</li> <li>• Work to transition the HFT commissioned day and work opportunities</li> </ul>

	<p>service to the new Hwb Cyfle site</p> <ul style="list-style-type: none"> <li>• Address housing needs for vulnerable people, with a particular focus on people with a learning or physical disability</li> <li>• Support the domiciliary care workforce to prepare for registration and support the roles of Responsible Individuals.</li> <li>• Ensure delivery of the national training programme to support VAWDASV (Violence Against Women Domestic Abuse and Sexual Violence)</li> <li>• Continue to meet the annual inflationary costs of care</li> <li>• Continue to look at other methods of delivering care for traditional high cost/low volume placements, focussing on local services that provide quality outcomes and value for money</li> </ul>
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<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.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	The views of Scrutiny Members were sought at a workshop where the proposed content of the report was discussed. Members also gave feedback on the key developments over during 2018/19 which should be included together with priorities for 2019/20.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	The Social Services Annual Report is required to be published by the authority no later than the 31 <sup>st</sup> July, 2019.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Social Services Annual Report 2018/19

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p><b>Contact Officer:</b> Dawn Holt  <b>Telephone:</b> 01352 702128  <b>E-mail:</b> <a href="mailto:dawn.holt@flintshire.gov.uk">dawn.holt@flintshire.gov.uk</a></p>

<b>7.01</b>	<b>GLOSSARY OF TERMS</b>
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	<p><b>(1) CIW</b> - 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. The regulator was formally known as CSSIW (Care and Social Services Inspectorate Wales)</p>
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