

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Thursday 16 th July, 2020
Report Subject	Social Services Annual Report
Cabinet Member	Cabinet Member for Social Services
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 their 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 a self-evaluation with priorities for improvement.

RECOMMENDATIONS

1	To consider and comment on the annual report.
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REPORT DETAILS

1.00	BACKGROUND TO THE ANNUAL REPORT
1.01	This is the fourth year of a new format for the Social Services Annual Report 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 for local people.
1.03	<p>All improvement priorities set sit under one of the six National Quality Standards (NQS). They align to the personal wellbeing outcomes for the people for whom we care. They are:-</p> <ul style="list-style-type: none">• NQS 1 Working with people to define & co-produce personal well-being outcomes that people wish to achieve• NQS 2 Working with people and partners to protect and promote people's physical and mental health and emotional well-being• NQS 3 Taking steps to protect and safeguard people from abuse, neglect or harm• NQS 4 Encouraging and supporting people to learn, develop and participate in society• NQS 5 Supporting people to safely develop and maintain healthy domestic, family and personal relationships• 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
1.04	The draft Social Services Annual Report for 2019/2020 is attached as Appendix 1.
1.05	The report is intended to provide the public, the regulator and wider stakeholders with an accurate picture of local services, whilst demonstrating a clear understanding of local strengths, opportunities and challenges.
1.06	The report will form an integral part of Care Inspectorate Wales' (CIW) performance evaluation of Social Services. The evaluation also informs the Wales Audit Office's assessment of the Council as part of their annual improvement report.
1.07	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 our Portfolio Business Plan and the Council Plan.

1.08	The style of previous reports will be followed this year, and the report will be produced in an electronic friendly-style by Double Click. The report will also be translated and be made available in bi-lingual format on the Council website following approval.
1.09	<p>The annual report outlines the improvement priorities identified for 2020/202. These include:-</p> <ul style="list-style-type: none"> • Implementing the national Young Carers ID card • Implementing Micro-care services to people’s homes at a community level • Implementing local actions arising from the Regional Transformation Programmes • Developing support options for parents and young people with low/moderate mental health needs. • Developing our next Action Plan to support people living with Dementia and their cares and continue to be recognised as a Council ‘Working Towards Becoming Dementia Friendly’ • Establishing a multi-disciplinary Team to provide ‘rapid response’ assessment and support for children and families on the edge of care • Implementing the ‘Mockingbird Model’ of Fostering • Embedding the All Wales Safeguarding procedures • Implementing the Liberty Protection Safeguards • Working with young people and further education providers to create opportunities for young people with additional needs to access education • Continuing to ‘roll-out’ the progression model across Disability Services through the ICF funded Progression Team in to supported work placements and residential care placements to promote skills and independence. • Working to develop and implement a local model of ‘Team around the Individual’ to support those living with dementia. • Working to safely reduce the numbers of children entering care and improve outcomes for those in care. • Implementing the Flexible Funding Programme to provide a coordinated and targeted offer to support family resilience • Completing the Extra Care Programme • Progressing in-house residential care expansion schemes • Increasing early intervention and support to prevent youth homelessness for young people aged 16-24. • Launching a short term residential service to inform the most appropriate move-on placement and support package for young people.

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.
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3.00	CONSULTATIONS REQUIRED / CARRIED OUT
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3.01	Work began with Social Services Managers in September 2019 to identify the emerging priorities from their areas of work.
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3.02	<p>The draft Social Services Annual Report has previously been discussed Chief Officer's Team, and circulated for comment to the Chief Executive, Social Service Management Team and the Senior Management Team.</p> <p>The approval process is moving forward in line with the new process for Individual Cabinet Members Decisions, implemented in response to the Covid-19 emergency.</p>
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4.00	RISK MANAGEMENT
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4.01	The Social Services Annual Report is required to be published by the authority "as soon as practicable" after the year to which it relates.
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5.00	APPENDICES
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5.01	Social Services Annual Report.
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6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
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6.01	<p>Contact Officer: Dawn Holt Telephone: 01352 702128 E-mail: dawn.holt@flintshire.gov.uk</p>
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7.00	GLOSSARY OF TERMS
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	<p>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. The regulator was formally known as CSSIW (Care and Social Services Inspectorate Wales).</p> <p>Micro-care services – A pilot project to support the development of new Micro-care enterprises in Flintshire, which will support people with care and support needs in their local area, on a small scale.</p> <p>Regional Transformation Programmes - A transformation programme that will take forward the priority areas in the North Wales Population Needs Assessment and recommendations in 'A Healthier Wales'. The</p>
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North Wales programmes cover Community Services, Mental Health, Learning Disability Services and Intervention and intensive support for children and young people.

'Mockingbird Model' - This innovative model of foster care encourages a group of foster carers in the local community to think and act like a wide family; providing peer support, regular joint planning and training, social activities.