

## SOCIAL & HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 1 <sup>st</sup> July, 2021
<b>Report Subject</b>	Social Services Director's Annual Report
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	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 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	Members to approve following review, the final report, which includes the key developments of the past year and our priorities for next year.
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### REPORT DETAILS

<b>1.00</b>	<b>Social Services Director's Annual Report</b>
1.01	This is the fifth 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> <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	<p>The final draft of the Social Services Annual Report for 2020/2021 is attached as Appendix 1.</p>
1.05	<p>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>
1.06	<p>The Report illustrates how services have met the challenges presented by COVID-19.</p>
1.07	<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>
1.08	<p>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</p>
1.09	<p>The report is scheduled to be presented to Cabinet on the 13<sup>th</sup> July.</p>
1.10	<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 County Council website</p>

1.11	<p>The draft Annual Report also outlines the improvement priorities identified for 2021/2022, including:</p> <ul style="list-style-type: none"> <li>Contribute to the Regional Population Needs Assessment and Market Stability Report</li> <li>Move Micro-care from a pilot programme to part of the ongoing Social Services offer.</li> <li>Developing a Strategy and Action Plan to support people living with Dementia and their cares and continue to be recognised as a Council 'Working Towards Becoming Dementia Friendly'</li> <li>Implement the new model of care and support at Arosfa</li> <li>Encouraging employees to complete the Welsh Government's e-learning module "Domestic Abuse and Sexual Violence Against Women" to achieve 100% completion rate.</li> <li>Implement the Liberty Protection Safeguards</li> <li>Further develop Project SEARCH</li> <li>Developing opportunities for Autistic individuals to access services locally.</li> <li>Continue to work to safely reduce the numbers of children in care and improve outcomes for those in care.</li> <li>Further roll out of Mockingbird model of Fostering</li> <li>Completion of the Extra Care Programme</li> <li>Progress in-house residential care expansion schemes</li> <li>Launch a short term residential service to inform the most appropriate move-on placement and support package for young people</li> <li>Develop the 'Small Homes' scheme for children</li> </ul>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	<p>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.</p>

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	<p>The report is to be published by September 2021.</p>

<b>4.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
4.01	<p>Work began with Social Services Managers in September 2020 to identify the emerging priorities from their areas of work.</p>
4.02	<p>The views of Scrutiny Members has been sought where the proposed content of the report was discussed.</p>
4.03	<p>The draft Social Services Annual Report has be discussed at Social Services Programme Board and Informal Cabinet.</p>

<b>5.00</b>	<b>APPENDICES</b>
5.01	Draft Social Services Annual Report 2020/21
<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Contact Officer: Dawn Holt Telephone: 01352 702128 E-mail: <a href="mailto:dawn.holt@flintshire.gov.uk">dawn.holt@flintshire.gov.uk</a>
<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
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.