

SOCIAL & HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Thursday 27 th April, 2023
Report Subject	Social Services Director's Annual Report
Cabinet Member	Deputy Leader of the Council and 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 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 report outline, and priorities for next year.
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REPORT DETAILS

1.00	EXPLAINING THE SOCIAL SERVICES ANNUAL REPORT
1.01	The Social Services Annual Report 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>In the report we evaluate our performance against last year's improvement priorities and outline our priorities for next year. The work described in the report links to the National Quality Standards, which set out the Welsh Government's expectations at a national level of the quality of support that local authorities must be providing. The standards are set out below:</p> <p>People</p> <p>NQS 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. NQS 1.2 Effective leadership is evident at all levels with a highly skilled, well qualified and supported workforce working towards a shared vision.</p> <p>Prevention</p> <p>NQS 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. NQS 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>NQS 3.1 Effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people. NQS 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>NQS 4.1 People are protected and safeguarded from abuse and neglect, and any other types of harm. NQS 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 outline for the Social Services Annual Report for 2022/2023 is attached as Appendix 1.
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	This year's outline of the report has been prepared reflecting the headings from the North Wales Population Needs Assessment. The final version of 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. Mock pages prepared by the designer are attached as Appendix 2.
1.08	The final draft of the report will be presented back to Social & Health Care Overview & Scrutiny Committee on the 6 th June and will go for final sign off to Cabinet on the 18 th July.
1.09	<p>The Draft outline of content of Annual Social Services Report 2022-2023 at Appendix 1 includes the emerging priorities for 2023/24. These are:</p> <p><u>Children Service</u></p> <ul style="list-style-type: none"> • Development of a national, regional, and local approach to Early Years Transformation so that all our children ages 0-7 have the best possible start in life and are able to reach their full potential • Deliver a programme of registered Children’s Homes to help avoid the need for residential placements outside Flintshire • Continue to grow our in-house fostering service to support more looked after children • Continue to develop the Special Guardianship service to reduce the need to for children and young people to remain looked after. • Develop childcare expansion and seamless childcare provision across programs • Develop the priorities set out in the Early Years Strategy <p><u>Older Peoples Service</u></p> <ul style="list-style-type: none"> • Provide additional placements for step down care within our in-house provision (Croes Atti Newydd) • Continue to grow the Microcare market, including access to commissioned care packages • Continue to grow our in-house homecare service to support more people to live at home, utilising a rolling scheme of recruitment • Establish a Dementia Strategy Implementation Group, to include representation from people with lived experience. • To award a contract for adults advocacy, joint with WCBC. <p><u>General health needs, physical impairment and sensory loss</u></p> <ul style="list-style-type: none"> • Direct payments: lead on direct payments initiatives at a National Level • Support people to find and remain in paid employment. • Signposting individuals third sector and social prescribing. • Promote referrals to the exercise referrals scheme. • Develop short term emergency accommodation for people who find themselves homeless or in need of accommodation urgently. • Explore joint commissioning of community disability and sensory loss services <p><u>Learning Disability Service</u></p> <ul style="list-style-type: none"> • Continue to expand the Progression Model across services to people with physical disabilities, and other service areas promoting people’s independence skills and to support them to achieve their personal outcomes. • Progress the newly formed partnership with Deeside Industrial Park which aims to bring employment opportunities for vulnerable people within social services.

- Continue to meet the demands of young people with learning disabilities for accommodation.
- Develop the relocation of the Tri Ffordd supported employment project to Maes Gwern in Mold which will also incorporate other service offerings (mental health & autism support services) at an integrated service hub.
- Continue to expand the service offering for employment opportunities for disabled people

Autism

- Increase skills around autism with respect to advocacy
- Autism training to continue to be offered to Advocacy providers - contracts in future will detail expectations around skills and knowledge in supporting autistic people.
- Develop integrated work opportunities services for individuals with autism, learning disabilities and mental health support needs

Mental Health Service

- Support people to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership.
- Working in partnership with the Community Mental Health Team and Social Services Mental Health Support Service to develop clear pathways for individuals needing access to Mental Health services, and a sustainable model for the future.
- Complete a review of Community Mental Health provision and define a model for the future.
- Work with Housing to fund a small team of people to support individuals with low level Mental health problems to improve their housing.
- Support workers in mental health services to cope with increased demand alongside health.
- Develop support for people with Mental health problems in their needs for accommodation.

Carers Service

- Further development of our work to support Young Carers in their role. Including but not limited to: further development of the Young Carers ID Card, focus on respite and breaks for Young Carers, engagement with education colleagues and schools, engagement with businesses and communities across Flintshire, support with training and education opportunities.
- Work to develop new ways for Carers to access a break from their caring responsibilities.
- Cost of Living – A scheme of workshops, groups and resources aimed at supporting our carers through the cost-of-living crisis.
- Work to develop an international network of Carers and Carers Centres to communicate, share ideas, collaborate, provide peer support and respite opportunities.
- Begin the process of looking at the recommissioning of our carers services for 2025 onwards.

Safeguarding

- Promote the corporate e-learning package
- Prepare for the implementation of the new Liberty Protect Safeguard procedures
- Explore the recommissioning of advocacy services on a regional basis

Workforce

- Support the implementation the national safeguarding standards and development of a training programme which aligns to the competency groups within the national training framework.
- Further improve the digital skills of our workforce
- Develop and Chair the North Wales Local Family Justice Board Training subgroup
- Continue to support the WeCare Campaign and the work around recruitment and retention of social care staff
- We will remain committed to supporting the 'mwy na geiriau' strategic framework by ensuring we are able to offer training and resources bilingually when required.
- Continue our representation on the North Wales Safeguarding Board- Safeguarding sub-group
- Support staff and students with a pathway into Social Work and Occupational therapy
- Maintain a high standard of available training opportunities for our social care workforce, including carers and the independent sector.
- Continue to deliver the Health & Social Care Core Level 2 and 3 Practice qualifications via our Assessment centre, providing necessary qualifications for our support staff working in adult services. We will roll out a programme of training on Positive Behaviour Techniques (RESPECT) across our Learning Disability Services via four in-house qualified and accredited staff. We will continue to work with universities and support trainee social workers through their 3 year traineeship and offer help to our occupational therapy staff undertaking their traineeship.
- We will continue to support both social work qualifying training and post qualifying training in Wales, including the First 3 Years Framework requirements for all post qualifying Social Workers new into roles.
- Social services continue to increase in-house provision across the various categories of care.

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	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Work began with Social Services Managers in September 2022 to identify the emerging priorities from their areas of work.
3.02	The draft Social Services Annual Report will be discussed by Chief Officer's Team, Social Service Management Team, and the wider portfolio.
3.03	Further views of Scrutiny Members will be sought on the 8 th June where the proposed content of the full report will be discussed.

4.00	RISK MANAGEMENT
4.01	The Social Services Annual Report is required to be published by September 2023.

5.00	APPENDICES
5.01	Appendix 1 - Draft outline for the Social Services Annual Report for 2022/2023
5.02	Appendix 2 – Designed Mock Pages (ignore content)

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. The regulator was formally known as CSSIW (Care and Social Services Inspectorate Wales).