

SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Thursday 14 th June, 2018
Report Subject	Social Services Annual Report
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer for Social Services
Type of Report	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	Scrutiny is asked to review, scrutinise and consider whether the draft report provides an accurate and clear account of Social Services for Adults and Children in Flintshire.
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REPORT DETAILS

1.00	EXPLAINING THE SOCIAL SERVICES DIRECTOR'S ANNUAL REPORT
1.01	This is the second year of a new format for the Social Services Annual Report which 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).
1.02	The new 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	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: 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 2017/2018 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.
1.05	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.
1.06	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.
1.07	Members of the Committee have been given a prior opportunity to provide comments and feedback on the draft report which has shaped the key messages and priorities contained within this final draft.
1.08	The style of the 2016/17 report 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 st July, 2018.
1.09	During 2017/18 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 new partnership with HFT for the provision of learning disability day services and work opportunities.
1.10	<p>The draft Annual Report also outlines the improvement priorities identified for 2018/2019 which includes:</p> <ul style="list-style-type: none"> • Continue with our work to prepare for the implementation of RISCA. • Make the information on our website more meaningful for individuals to help them find the right information to support their well-being. • Improve the emotional well-being and mental health of care leavers, including a commitment to helping them be ready for work. • Recommission an integrated disability community support service with the community sector. • Implement the recommendations within the Carers Strategy. • Holding events to share the learning from reviews with frontline practitioners and managers. • To review and improve the current out of county offer within both adults and children's services. To review commissioning and purchasing processes including direct payments, spot purchases, frameworks and contracts. • To improve employment opportunities for care leavers. • Focus on by taking a family based approach to our practice and using trauma informed practice to build resilience in families. • Continue with our work for the Flint and Holywell Extra Care projects. • Work to develop the new Glanrafon day service will continue, with the build currently being planned and a completion date of May '19. • Develop proposals for the expansion of the Council owned Marleyfield House Care Home.

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
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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 2017/18 which should be included together with priorities for 2018/19. This workshop took place on the 29 th March, 2018.
3.02	The draft Social Services Annual Report will be presented to Cabinet in June.

4.00	RISK MANAGEMENT
4.01	The Social Services Annual Report is required to be published by the authority no later than the 31 st July, 2018.

5.00	APPENDICES
5.01	Social Services Annual Report 2017/18

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Contact Officer: Jane Davies – Senior Manager Safeguarding and Commissioning Telephone: 01352 702503 E-mail: jane.m.davies@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	(1) 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)