

FLINTSHIRE COUNTY COUNCIL

Social Services



Design plan:
Use the dark blue as the main colour throughout, with the sub headings
(and possibly the 24/25 priorities) in the burgundy colour.

Section 1	Introduction
Section 2	Directors' Summary of Performance
Section 3	Context Leadership Workforce Financial Resources
Section 4	Performance Assessment People Prevention Partnership and Integration Wellbeing
Section 5	Other Information Inspections and Reviews Complaints and Representations Referencing Other Sources of Information
Section 6	Come and Join Our Team
Section 7	Accessing Further Information and Key Documents
Section 8	Contextual Data and National Performance Measures
Section 9	Glossary of Terms

A Welsh version of this report is available.

If you would like a copy of this report in your own language or in an alternative format such as large print, braille or on tape, please contact **01352 703020**.

Introduction

This Social Services Annual Report is prepared under the requirements of the Social Services and Well-being (Wales) Act 2014 and Regulation and Inspection of Social Care (Wales) Act 2016, both of which place a statutory requirement on the Council to report annually on its social services functions.

The focus of this legislation is on well-being, and our report summarises the key things that we are doing in Flintshire to support our most vulnerable residents. It describes our challenges, provides our stakeholders with a picture of how we have performed and improved over the last year, and sets out our priorities for the coming year.

Stakeholders include the people using our services, our staff, elected members, the general public, our partners, regulators and Welsh Government. Engagement with stakeholders is fundamental to what we do and informs the development of our services and future plans.

In the report, we assess our performance against each of the four areas in the Performance Improvement Framework – People, Prevention, Partnership and Integration, Wellbeing.

In each area we will evaluate:

1. What do we know about the quality and impact of what we are doing?

2. How do we know? e.g. what evidence from research, engagement and the metrics are we using to inform this assessment?

3. What are we doing well and how can we do better? What are our priorities for improvement particularly over the coming year

4. What progress did we make on the areas for improvement identified in last year's report? What difference did we make?

The work described in the report links to the 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.

The Quality Standards

People

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.

1.2 Effective leadership is evident at all levels with a highly skilled, well qualified and supported workforce working towards a shared vision.

Prevention

2.1 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.

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.

Partnerships and Integration

3.1 Effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people.

3.2 People are encouraged to be involved in the design and delivery of their care and support as equal partners.

Well-Being

4.1 People are protected and safeguarded from abuse and neglect, and any other types of harm.

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

There are instances where material relates to multiple quality standards, however this will be detailed in the area most appropriate.

