

Report

Council



Part 1

Date: 27 November 2018

Subject Annual Report of the Director of Social Services

Purpose To present to Council the Annual Report of the Director of Social Services.

Author James Harris, Strategic Director (People)

Ward City wide

Summary This report is the Director's evaluation of 2017/18 performance for Social Services. It conforms in format and content with the statutory requirements for the Director's Report.

Proposal To receive the Annual Report of the Director of Social Services, 2017/18.

Action by James Harris

Timetable Immediate

This report was prepared after consultation with:

- Social Services staff
- Cabinet Member for Social Services
- Monitoring Officer
- Head of Finance
- Head of People and Business Change

Signed

James Harris.

Background

The purpose of this annual report is to set out the local authority's improvement journey in providing services to people in Newport, who access information, advice and assistance, and those individuals and carers in receipt of care and support. This report sets out to demonstrate how Newport Social Services has responded to the new requirements of the Social Services and Well-being (Wales) Act 2014 and how we have promoted and accounted for the delivery of well-being standards to the citizens of Newport.

The Regulation and Inspection of Social Care (Wales) Act 2016 (R&I) and the ***Social Services and Wellbeing (Wales) Act 2014 (SSWB)*** sets out the requirement for the Director to produce an annual report setting out the performance of Social Services, following the format prescribed by the Local Authority Social Services Annual reports (Prescribed Form) (Wales) Regulations 2016 and is intended for a range of audiences as set out in the Local Authority Annual Social Services Report guidance document.

The intention of the report is not to detail process but to focus on the activities and outcomes achieved and the impact this has had on citizens in Newport. The evidence of our citizens has been used throughout the report as has the contribution of our partner agencies and commissioned services.

Director's Summary of Performance

2017/18 was a demanding year characterised by a maintenance in the quality and standards of service delivery. A major task was the continued embedding of the 2016 Social Services and Well-Being Act which has helped positively in the re-shaping of early intervention and preventative services. This has assisted in the ongoing work to manage demand. The well-being objectives wind through all social services operations and tie closely to the Newport City Council Corporate Plan, notably:

- To improve skills, educational outcomes and employment opportunities.
- To enable people to be healthy, independent & resilient.
- To build cohesive & sustainable communities.

Each year financial constraints become more significant when available budgets are set against rising costs and increasing demand. There is a continuous striving to minimise costs and identify savings. In Children's efforts have concentrated on addressing the shortage of placement options and the associated costs as well as appropriately minimising the numbers of looked after children. Work in Adults has included the managing of demand and the building of capacity through the integration of health and social care. As usual, there has also been a drive to minimise delayed transfers of care and these were kept at manageable levels though there remains scope to improve. The Care in Wales inspection reports and performance indicators demonstrate however, that the service delivered to children and adults is being maintained, a significant achievement.

In addition to legislative change and financial challenges, implementation of the Welsh Community Care and Information System (WCCIS) has been delivered. This took considerable planning, training and management and means that Newport City Council will be able to take full advantage of this still developing case information system designed for Councils and Health Boards.

Partnership working has developed further with the other South East Wales Local Authorities with numerous joint initiatives maintained and developed. The integrated partnership with Barnardo's has also remained a strength with a retendering for the strategic partnership delivered by Barnardo's recently completed. The Regional Partnership Board, at which the third sector, Aneurin Bevan University Health Board and South East Wales Local Authorities are represented, has emerged as a primary route for the transformation of health and social care and Newport City Council engages fully in this process.

2018/19 will prove no less challenging but social services in Newport City Council are lean, efficient and well-placed to respond.

Financial Summary

There are no budget implications arising from this Report.

Risks

| Risk | Impact of Risk if it occurs (H/M/L) | Probability of risk occurring (H/M/L) | What is the Council doing or what has it done to avoid the risk or reduce its effect | Who is responsible for dealing with the risk? |
|--|-------------------------------------|---------------------------------------|--|---|
| That the new duties identified in the Social Services and Wellbeing Act 2014 will bring unsustainable financial pressure | H | M | Directors of Social Services (and WLGA) fully engaged with Wales Government on the drafting of regulations and guidance. We are maintaining strong financial controls on day to day decision making in the service | James Harris, Strategic Director (People) Chris Humphrey Head of Adult Integrated Services (Social Care and Health) and Sally Jenkins, Head of Children and Family Services |
| That users and carers will not have the opportunity to contribute further to our understanding of their experience to inform the development of services in future years | H | L | The plan will be to continue to hold regular and frequent service user and carer forum meetings, as well as making use of a wide variety of other consultative mechanisms that we have put in place for users and carers. We will continue to develop imaginative ways of capturing people's views, comments and experiences | James Harris, Chris Humphrey, Head of Adult Integrated Services (Social Care and Health) and Sally Jenkins, Head of Children and Family Services |
| The members of staff are not given the opportunity to use this report to gain a greater sense of ownership for the future direction of services and their part in continuous improvement | H | L | The report will continue to be used widely amongst members of staff and partner agencies and used as a vehicle for ensuring a wide ranging discussion in team meetings and management to ensure that it provokes a healthy debate. | James Harris |

Links to Council Policies and Priorities

- Newport City Council's Corporate Plan 2017 – 22.

Options Available and considered

Option 1 - Council endorses the Annual Report of the Director of Social Services for 2017 - 18.

Option 2 – Council does not endorse the Annual Report of the Director of Social Services for 2017 -18 and sets out specific reasons and recommendations for action.

Preferred Option and Why

Option 1 as the Annual Report of the Director of Social Services is a statutory requirement whereby the Director provides their assessment of performance to Council.

Comments made by the Cabinet

The Cabinet unanimously agreed to endorse the Annual Report of the Director of Social Services for 2017-18.

Comments of Chief Financial Officer

There are no financial implications in the production of this annual report.

Comments of Monitoring Officer

The Director of Social Services has a statutory duty under the Social Services and Wellbeing (Wales) Act 2014 (as amended by the Regulation and Inspection of Social Care (Wales) Act 2016) to produce an annual report to the Council, setting out his personal assessment of the performance of Social Services in delivering its social care functions during the preceding 12 months. This Annual report covers the financial year 2017/18 and has been prepared in accordance the Local Authority Social Services Annual Reports (Prescribed Form) (Wales) Regulations 2016 and statutory guidance, as set out in the Local Authority Annual Social Services Report guidance document. The Report also sets the Director's assessment of how well the Council has promoted and delivered well-being standards for service users and carers in need of care and support, in accordance with the six well-being outcomes. The Report confirms that the Director of Social Services is satisfied that the Council continues to make good progress in implementing the Services and Wellbeing (Wales) Act, in a structured and programmed manner, and is meeting the requirements of the Future Generations and Well Being Act and the corporate well-being objectives. This statutory Annual Report reflects the Director's personal assessment of the performance of Social Services and is, therefore, being presented to Council for information purposes and not for comment or amendment. The Report has also been presented to Cabinet.

Comments of Head of People and Business Change

This report sets out the Director of Social Services' own assessment of the performance of Social Services in 2017-18 as part of his statutory role. Whilst there are no direct staffing implications that arise specifically from the report there are potentially implications in the future, either as a result of on-going financial uncertainty or the further implementation of the Social Services and Wellbeing Act or Wellbeing of Future Generations Act. These will need to be considered as they arise and are not the purpose of this report.

Comments of Cabinet Member

The Cabinet Member supports the content of this Report.

Comments made by the Overview and Scrutiny Management Committee

Minutes of the Committee's discussion of the draft Director of Social Services Annual Report 2017/18

The Strategic Director – People introduced the report to the Committee, and advised the format of the report followed the Welsh Government recommendations. The Committee were advised that there had been a real stride to make the report straightforward, manageable and readable and it was minded that this was a draft.

Members discussed the following:

- Comment was made that the report was easy to read. It was noted that on page 31 – 33 there are number of statistics but no comments in relation. This would be a welcome addition. Members also made comment that there was a reliance on surveys.
- Members discussed the Social Services Rota visits which are made to children and adult homes. It was asked if Members carry out enough visits and if they had validity. It was advised that the visits are taken once a month, and it is designed to take feedback from the staff and residents and view the facilities to check if the building is fit for purpose. The visits from the Members have value and feedback is fed back and action is taken where appropriate.
- Members were pleased with the manager of Oaklands being recognised in the report and said it was a good example of community working. Query was then made about the South East Wales Fostering, is there a danger where children are placed outside their environment, as if a children was placed in Blaenau Gwent then family contact could be challenging. Reassurance was also asked around if children placed by private firms will have the same quality of care and monitoring as they would with the Council.
Members were advised that nothing had been agreed yet. The fostering population is aging so there had to be recruitment. Each region can look at what we can put together and what works for us. Willingness to work together and how to share resources to offer better services across authorities, but it is agreed that it would be challenge such as sorting out fees. It was advised that a full scale move is unlikely as the number of children is very great. The Council manage family contact with the children in our care.
Members were also told that there is no difference whatsoever in the support offered in different agencies and all children have the same access.
- Transitions from Children to Adult Services – can more information on handover from children to adult services be included in the final report such as how many transitions and how many were on time. The Members were advised that an element of this can be added in the final report, and revised versions will be circulated with what changes had been made.
- Comments were made about the key achievements for Newport 2017-18. 4000 course attendances didn't state what they resulted in, and just attending a course didn't help members understand. Some Members thought that Not all of the priorities

In response the Director of Social Services revised the draft Report to reflect the comments made by Scrutiny.

Local issues

City-wide report

Equalities Impact Assessment and the Equalities Act 2010

Not applicable to this report

Children and Families (Wales) Measure

Not applicable to this report

Wellbeing of Future Generations (Wales) Act 2015

This report sets out how Social Services has responded to the following requirements:

- Long term: the importance of balancing short- term needs with the need to safeguard the ability to also meet long – term needs
- Prevention: How acting to prevent problems occurring or getting worse may help us meet our objectives
- Integration: Consider how the proposals will impact on our wellbeing objectives, our wellbeing goals, other objectives or those of other public bodies
- Collaboration: have you considered how acting in collaboration with any other person or any other part of our organisation could help meet our wellbeing objectives
- Involvement: The importance of involving people with an interest in achieving the wellbeing goals, and ensuring that those people reflect the diversity of the City we serve.

Crime and Disorder Act 1998

Not applicable to this report

Consultation

There is a continuing programme throughout the year of meeting with users and carers to help people make their contribution to the continuing intelligence supporting the Director's Annual Report..

Background Papers

None.