

Report

Cabinet



Part 1

Date: 20 December 2019

Subject Annual Report of the Director of Social Services 2018/19

Purpose To present to Cabinet 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 2018/19 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, 2018/19.

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

2018/19 was another demanding year characterised by the maintenance of quality and standards of service delivery. The task of embedding the Social Services and Well-Being Act (Wales) 2014 continues and 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 (NCC) 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 continued to concentrate 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, the Integrated Care Fund and the Transformation Fund being key enablers. 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, the use and application of the Welsh Community Care and Information System (WCCIS) has been developed during the year.

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 continues to be an important route for the transformation of health and social care and Newport City Council engages fully in this process. 2019/20 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 Services 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 Services and Sally Jenkins, Head of Children and Family Services
That 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 Chris Humphrey, Head of Adult Services and Sally Jenkins, Head of Children and Family Services

Links to Council Policies and Priorities

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

Options Available and considered

Option 1 - Cabinet endorses the Annual Report of the Director of Social Services for 2018 - 19.

Option 2 – Cabinet does not endorse the Annual Report of the Director of Social Services for 2018 -19 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 the Cabinet.

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 2018/19 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 Cabinet for information purposes and not for comment or amendment. The Report will also need to be presented to full Council.

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 2018-19 as part of his statutory role. The report notes progress against sustainable development duties including the prevention agenda, development of partnerships and collaborative working and involvement of service users. The report also review service performance and identifies strong performance but also areas where targets have not been achieved and notes that staff have been working to address a range of challenges which are identified in the report.

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.

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 Social Services & Well Being Act 2014 requires Social Services Departments to intervene early by offering information, advice and assistance to citizens on the basis of what they identify as being what matters to them.

This approach encourages citizens to identify their own well being goals and to source and utilise available resources. This develops independence and the ability to identify preventative measures that will deliver positive outcomes with long term benefits

- **Prevention:** Similar to above.
- **Integration:** The work programme outlined is not limited to health and contributes to economic inclusion, positive relationships, resilient communities and positive participation in society.
- **Collaboration:** Much of the work programme is delivered collaboratively with partners, e.g. RPB, NIP which includes ABUHB, social landlords, third sector and independent providers etc.
- **Involvement:** The report outlines how citizens are involved in the development of their own service plans through co-production and how opportunities to engage in more strategic activities are encouraged through representative forums, and engagement events.

Citizens voices are also heard in processes such as commissioning and contract monitoring and complaints.

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.

