

# Scrutiny Report



## Performance Scrutiny Committee – Performance Scrutiny - People

### Part 1

Date: 21 November 2022

## Annual Report of the Director of Social Services

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The following people have been invited to attend for this item:

<b>Responsible Cabinet Member / Officer:</b>	<b>Area / Role / Subject</b>
<b>Jason Hughes</b>	<b>Cabinet Member</b>
<b>Stephen Marshall</b>	<b>Cabinet Member</b>
<b>Sally Jenkins</b>	<b>Strategic Director of Social Services, Prevention and Inclusion</b>
<b>Natalie Poyner</b>	<b>Head of Children's Services</b>
<b>Mary Ryan</b>	<b>Head of Adult Services</b>

## Section A – Committee Guidance and Recommendations

### **1 Recommendations to the Committee**

- 1.1 The Committee is asked to note the annual report of the Director of Social Services.
- 1.2 The Committee is asked for comments on the content of the annual report of the Director of Social Services.

## **2 Context**

### **Background**

- 2.1 Under the Social Services and Wellbeing (Wales) Act 2014 all Local Authorities must produce a report considering the work of Social Services. The outline for this report is laid out by Welsh Government.

The report must focus on the work of the Local Authority to deliver Social Services within the framework of the Social Services and Wellbeing (Wales) Act 2014. When complete and following submission through the governance of the Local Authority the report must be submitted to both Welsh Government and Care Inspectorate Wales.

The current format of the report is under review. It is likely for 2022/23 there will be a revised reporting framework.

The report for 2021/22 follows extensive changes in the Senior Management arrangements within Social Services and the wider Council including a period with an Interim Director of Social Services and then a change in postholder. This report also reflects the second year of the covid pandemic and the very particular challenges posed to Social Services by the pandemic. In light of both of these factors the report is truncated and calls on the reader to look to some of the other reporting mechanisms most notably the year end reports of Adult and Children's Services as well as the Annual Safeguarding report.

## **3 Information Submitted to the Committee**

- 3.1 The Committee is asked to read the draft Annual Report of the Director of Social Services with the appendices.

## **4. Suggested Areas of Focus**

### **4.1 Role of the Committee**

The role of the Committee in considering the report is to:

Oversee the work of Social Services during 2021/22.

Examine the challenges faced by Social Services during 2021/22.

Consider the responses of Social Services in the very particular circumstances of the pandemic.

Look to the Quality Standards as well as the areas of safeguarding, workforce, finance and governance to review the work of Social Services.

Seek out learning for Social Services for 2022/23 and beyond.

### **4.2 Suggested Lines of Enquiry**

The committee may wish to consider the following areas in their questioning:

- How have workforce challenges affected the service area and been addressed?
- Has the service area fully considered the impact of Covid-19 and how has it been addressed?
- Is the service area taking and demonstrating sufficient steps to innovate or change the way they deliver to service users?
- Are targets sufficiently challenging and balanced between realistic and robust?
- How have restructures affected the service area and have appropriate measures been taken to mitigate?
- Are actions appropriately contributing to the Wellbeing Objectives?
- Is any underperformance being addressed and are associated risks being mitigated?

## Section B – Supporting Information

### 5 Links to Council Policies and Priorities

5.1

<b>Well-being Objectives</b>	Promote economic growth and regeneration whilst protecting the environment	Improve skills, educational outcomes & employment opportunities	Enable people to be healthy, independent & resilient	Build cohesive & sustainable communities
<b>Corporate Plan Commitments</b>	Thriving City	Aspirational People		Resilient Communities
<b>Supporting Function</b>	Modernised Council			

While the work of Social Services touches on all the Well-being objectives and all the Corporate Plan Commitments it primarily focuses on

“Enable people to be healthy, independent and resilient.” The Social Services and Wellbeing (Wales) Act 2014 underpins the work of Social Services and core to the legislation is the well-being of citizens. Care and support which meets the needs of citizens as they themselves see those needs and work to ensure all are able to live safely and independently are fundamental to the work of both Adult and Children’s Services.

Ensuring citizens are able to live in their own communities with hope for the present and the future drive social care in all the delivery of services.

### 6 Impact Assessment:

- **Wellbeing of Future Generation (Wales) Act**
- **Equality Act 2010**
- **Socio-economic Duty**
- **Welsh Language (Wales) Measure 2011**

As there is no decision required for this report a FEIA has not been completed. This is a retrospective report for the work of 2021/22 and while it holds considerations for the future it is primarily a look back at the work of last year. It will not fundamentally lead to changes in the way services are delivered. Reflecting on the past will inform the future but this is not the core aim of this report.

## 6.1 **Summary of impact – Wellbeing of Future Generation (Wales) Act**

### **Well-being of Future Generation (Wales) Act**

- 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.

Throughout this report the core principles of the WFG are referenced and interwoven. Prevention and Inclusion underpins the work of Social Services. Sadly while much of the direct work of Social Services teams is crisis and risk driven the aim is always to reach a place where citizens can support their own families and manage their own care with as little statutory intervention as possible. Integration with other elements of the Council and public bodies is key to the success of the work of Social Services. Working in collaboration with families and vulnerable adults as well as partner agencies is vital and drives this work. Throughout Social Services we are constantly looking for new ways to fully involve and engage children, young people, parents, vulnerable adults and carers.

## 6.2 **Summary of impact – Equality Act 2010**

Social Services are largely reactive services with provision available to all across the City. The services must be open to all fairly. Given the nature of vulnerability the two key elements of particular note are age and sex. Young and old are more likely to access services while women are more likely to feature as caregivers.

## 7.3 **Summary of impact – Socio-economic Duty**

Just as with the Equality Act and the protected characteristics Social Services work with all regardless of their socio economic position. In Children’s Services the correlation between accessing care and support and poverty has been well documented in research while in adult social care the role of unpaid care givers creates particular socio economic challenges for those with high levels of vulnerability.

## 7.4 **Summary of impact – Welsh language**

Within Social Services staff work to “More than Words” to promote the Welsh language. All who are referred to Social Services receive the “Active Offer” of service in Welsh or English. The choice is the recorded on WCCIS to ensure appropriate service.

## **8 Background Papers**

The Director’s Report with Appendices.

Report Completed: 21.11.2022