



Report of the Director of Social Services

Council – 28 January 2021

Annual Report 2019/20 - Director of Social Services

Purpose:	<p>This report is the Director of Social Services' account of the Council's improvement journey to 2019/20, and how well the Council is meeting statutory requirements under the Social Services and Wellbeing (Wales) Act 2014.</p> <p>The report looks back at last year's areas for improvement, the challenges we face and sets new priorities for 2020/21. It tells the story of changes that have taken place within social services to achieve progress towards national well-being outcomes.</p>
Policy Framework:	<p>The Annual Report of the Director of Social Services is a requirement under Part 8 of the Social Services and Wellbeing (Wales) Act 2014, and the report is required to give the Director's own account of how well Swansea Council are responding to the main challenges,. In particular, in meeting the new Act's statutory requirements and progress towards achieving outcomes set by the Well-being of Future Generations (Wales) Act 2015.</p>
Consultation:	<p>Access to Services, Finance, Legal, Social Services</p>
Recommendation(s):	<p>It is recommended that:</p> <ol style="list-style-type: none">1) Council receive and note the Annual Report of the Director of Social Services, 2019/20.
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1. Introduction

- 1.1 The purpose of the Annual Report of the Director of Social Services is to evaluate the local authority's improvement journey to 2019/20, in providing services to people in Swansea, those who access information, advice and assistance, and to those individuals and carers in receipt of care and support. This report also sets out to demonstrate how well Swansea's Social Services has implemented new requirements under the Social Services and Well-being (Wales) Act 2014 (SSWB Act) and how well we have promoted and accounted for the delivery of well-being standards to the citizens of Swansea.
- 1.2 This Annual Report is a statutory requirement under the Part 8 Code of Practice on the Role of Director of Social Services (Social Services functions) under the SSWB Act, which prescribes a format and template for the report to follow. Part 8 of the SSWB Act also states that the annual report should be published "as soon as reasonably practicable" after the year to which it relates. The report is required to be presented to Council by the Director, then copied to the Welsh Minister, as well as Care Inspectorate Wales (CIW), and finally published on the Council's public website.

2. Annual Report

- 2.1 The main report appended is been written with a close eye on Reg. 3 of the *Local Authority Social Services Annual Reports (Prescribed Form) (Wales) Regulations 2017*, which came into force on the 4th September 2017.
- 2.2 This statutory regulation sets out in detail the information which is required to be included in the Director of Social Services' annual report, although this is likely to change in the next year or two alongside the introduction of a new national performance framework. As things stand, the Director of Social Services' Annual report is still set out using the following headings:

Part One:

- Introduction
- Director's summary of performance
- How are people shaping our services?

Part Two:

- Promoting and improving the well-being of those we help,

Part Three:

- How we do what we do
- Accessing further information and key documents
- Appendices

- 2.3 The information in Section 4, National Quality Standards has to be set out in six parts, highlighting progress in meeting the national Local Authority

quality standards under the following headings. The six national quality standards 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 It covers the outcomes expected, what we are doing how well we are doing and the priorities for the year ahead

2.4 Director of Social Services' Annual Report 2019/20 is an opportunity to show how Swansea is meeting the new statutory requirements under the Social Services and Well-being (Wales) Act 2014, and how we are applying the five ways of working within the Well-being of Future Generations (Wales) Act 2015.

2.5 A revised Code of Practice for measuring social services performance, including a new set of quality standards, and the national performance measurement framework, has recently been consulted upon, and the outcome published by the Welsh Government (Feb. 2020): <https://gov.wales/measuring-social-services-performance-code-practice> Changes to the annual report guidance and template can be expected, when the new national framework come fully into force next year.

2.6 The current guidance suggests that the report is produced and presented to Council, and made available to Care Inspectorate Wales (CiW), as soon after the review year as is practicable. An important consideration is always the timescales for availability of, and fully validated, performance data. Adjustments to the timetable for this year's report have been necessary due to the Covid-19 challenges and the impact this has had on staff working in social services and within business support.

3. Other Issues

3.1 Care Inspectorate Wales expect to hold an annual performance review meetings with each local authority social services senior management, cabinet members and scrutiny chair to consider feedback from inspection activity and to discuss progress against the statutory requirements, improvement priorities and against performance measures. This year, due to the unprecedented circumstances relating to COVID-19, it was not possible to complete the annual performance review meeting. However a desktop review, covering April 2019 - March 2020 on how Swansea Council's performance in carrying out its statutory social services

functions, was still carried out, and a letter summarising their findings has been published in August 2020:

[CiW Annual Performance Review Letter Swansea Council](#)

3.2 Background paper to this report is the Director of Social Service's Annual report 2019/20.

4. Equality and Engagement Implications

4.1 The Council is subject to the Public Sector Equality Duty (Wales) and must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Our Equality Impact Assessment process ensures that we have paid due regard to the above.

An EIA Screening Form has been completed, with the agreed outcome that a full EIA report was not required, see Appendix B.

4.2 The Director's Annual Report is a statutory requirement under Part 8 of the Social Services & Well-being (Wales) Act 2014, and this report is expected to be written by a person responsible for carrying out the full range of statutory roles and responsibilities as a Director of Social Services in Swansea, and to express their views of how effective the services are:

- In meeting wellbeing and needs of targeted populations
- In delivering on priorities set in past annual report
- Achieving a sustainable model of social care
- In providing assurances about the quality of services, against national standards

As a statutory annual report, this "Plan" provides the public and stakeholders with the summary views of the statutory director of social services, and the priorities for future improvement. This report is informed by service user views and services are shaped by participation and coproduction. This report as being the views of the statutory director does not need to change, whether during or following its document lifecycle, and through extended engagement with council elected members and/or partners.

4.3 The Director's Annual Report takes into account the United Nation Convention on the Rights of the Child (UNCRC) by outlining (p36) how Swansea Council is committed to taking forward these rights through the Children and Young People Strategic Partnership Board, and action plan.

4.4 The Annual Report also summarises Swansea Council's progress on mainstreaming Welsh language standards, and "Mwy Na Geriau / More

than Just Words” framework for Health and Social Care. In particular, whether there has been progress on delivering the ‘active offer’ in social services whereby staff initiate a response to the public by offering to provide services in Welsh language. Also progress is expected by the Council on implementing the Welsh Language standards in other business as usual areas; by mainstreaming the Welsh language into service delivery, commissioning and workforce planning.

4.5 The Director’s Annual Report has to be comply with Welsh Language Standards. The full report will be translated in a Welsh Language version, then published on the Council’s public website, following its presentation at the Full Council meeting in December 2020.

4.6 This annual report also sets out progress towards the Council’s objective on Well-being and corporate priority of Safeguarding people from harm, as described in the Corporate Plan 2019-22, and as required by the Well-being of Future Generations (Wales) Act 2015 and associated statutory guidance.

5. **Financial Implications**

5.1 There are no financial implications associated with this report.

6. **Legal Implications**

6.1 There are no legal implications associated with this report.

Background Papers:

- Director’s Annual report 2019/20, including appendices.
- Equality Impact Assessment Screening Form: Directors Annual Reportv2.

Appendices:

Appendix A - Director of Social Services Annual Report 2019/20

Appendix B - EIA screening form (relating to Annual Report)