



Report of the Director of Social Services

Council – 7 October 2021

Annual Report 2020/21 Director of Social Services

Purpose:	This report is the Director of Social Services' account of the Council's improvement journey to 2022/21, and how well the Council is meeting statutory requirements under the Social Services and Wellbeing (Wales) Act 2014. The report looks back at last year's areas for improvement, the challenges we face and sets new priorities for 2021/22. It highlights changes that have taken place within social services to achieve progress towards national well-being outcomes.
Policy Framework:	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 Act's statutory requirements and progress towards achieving outcomes set by the Well-being of Future Generations (Wales) Act 2015.
Consultation:	Access to Services, Finance, Legal, Social Services
Recommendation(s):	It is recommended that Council: 1) Receive and approve the Annual Report of the Director of Social Services, 2020/21
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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 2020/21, improving 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 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.
- 1.3 The main background paper to this report is the Director of Social Service's Annual report 2020/21.

2. Annual Report

- 2.1 The main report, as appended, has 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

- 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 and live in suitable accommodation that meets their needs

Each of the 6 parts in Section 4 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 2020/21 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 and Improvement framework for Social Services, has recently been published: <https://gov.wales/measuring-social-services-performance-code-practice> Changes to the Directors annual report template and guidance are expected to be published later in the year to be in use next year.

2.6 Current guidance suggests that the annual report is produced and presented to Council, and that this report together with last year's is made available to Care Inspectorate Wales (CiW) and Welsh Government by October 2021.. An important consideration as always is the availability of performance and activity data.

2.7 There is some impact on the continuity of data in this report, due to a number of factors

- Changes in Welsh Government reporting requirements (statutory returns) under the New Performance and Improvement Framework for Social Services
- Going live with the Welsh Community Care Information System (WCCIS) at the year end to replace PARIS
- Preparation needed for the CiW Assurance visits to Adult and Child and Family Services held in June 2021.
- Covid-19 challenges and the impact this has had on staff working in social services with a reduced capacity in business support.

3. Other Issues

- 3.1 Care Inspectorate Wales (CiW) is expected to hold an annual performance review meetings later in the year, as with each local authority social services. Senior management, cabinet members and scrutiny chairs are invited to the meeting to share in feedback from their recent inspection activity and to discuss progress against the statutory requirements, improvement priorities and against performance measures.
- 3.2 The purpose of the five-day assurance checks held in June 2021 was to review how well local authority Social Services continue to help adults, children, and carers at this difficult time, and to consider future plans for sustainability of services. The main scope of these checks is around:
- How well are local authorities discharging their statutory functions to keep people who need care and support and carers who need support, safe and promote their well-being during the pandemic.
 - How well local authorities prevent the need for children to come in to care; and are children returning home to their families quickly enough, where safe to do so.
- 3.3 This year the annual performance review is expected to incorporate feedback from the assurance visits, in particular on improvement and transformation plans, and the data submitted for the first time to meet the requirements of the new Performance & Improvement framework.
- 3.4 The final version of Care Inspectorate Wales letter to the Director of Social Services summarising their findings during their assurance check on Swansea Council, as carried out in June 2021, is now attached to this report (Appendix C)

4. Integrated Impact Assessments Implications

- 4.1 The Council is subject to the Equality Act (Public Sector Equality Duty and the socio-economic duty), the Well-being of Future Generations (Wales) Act 2015 and the Welsh Language (Wales) Measure, 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 Acts.
 - 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.
 - Deliver better outcomes for those people who experience socio-economic disadvantage
 - Consider opportunities for people to use the Welsh language
 - Treat the Welsh language no less favourably than English.
 - Ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.
- 4.1.1 The Well-being of Future Generations (Wales) Act 2015 mandates that public bodies in Wales must carry out sustainable development.

Sustainable development means the process of improving the economic, social, environmental and cultural well-being of Wales by taking action, in accordance with the sustainable development principle, aimed at achieving the 'well-being goals'.

- 4.1.2 Our Integrated Impact Assessment (IIA) process ensures we have paid due regard to the above. It also takes into account other key issues and priorities, such as poverty and social exclusion, community cohesion, carers, the United Nations Convention on the Rights of the Child (UNCRC) and Welsh language.
- 4.2 An Integrated Impact Assessment Screening Form has been completed, with the agreed outcomes as follows:
- **Summary of Impacts (Q2)** Impacts are positive and low on specific groups due to the nature and purpose of the report as explained above.
 - **Summary of involvement (Q3) Social Services work closely with other** Swansea Council services, Swansea Bay University Health Board, Third Sector organisations, Social Care providers, West Glamorgan Regional Partnership Boards and works co-productively on services development and commissioning plans. This development work and the involvement of others has been involved in his report.
 - **WFG considerations (Q4)** Well-being of Future Generation forms part of the overall plan and as part of the transformation and improvement programmes within social services, which are working towards a sustainable model of social care. Health, social care and wellbeing is a significant part of the local and regional economy of Swansea, and the report focused on the range of services and other organisations which form part of this economy. A skilled, qualified social care workforce is vital to improving wellbeing outcomes for Swansea citizens. The report shows how we are looking to the future by ensuring that we are well placed to recruit, retain and better support social care workers in their professional development, and how we can help them be the best that they can be in their work with vulnerable people and their carers.
 - **Any risks identified (Q5)** The improvements and transformation programmes set out within this plan are risk managed closely. Any risks identified, and agreed, are mitigated as routine within social services at service, directorate and corporate levels through monthly Social Services Performance and Financial Monitoring meeting and escalated accordingly through to appropriate corporate and political structures. Some of the wider impacts for example those emerging during the Covid pandemic, and their associated risks have been, and will continue to be, managed through the regional partnership structures.
 - **Cumulative impact (Q7)** There is a positive impact on the wellbeing of Swansea citizens through the continuous improvement of social services, and the benefits this brings to the social care economy and wider social care workforce.

The screening exercise concluded it is not necessary to complete a full Integrated Impact Assessment on this report.

- 4.3 The Director of Social Services' 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 2020-22, and as required by the Well-being of Future Generations (Wales) Act 2015 and associated statutory guidance.
- 4.4 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.
- 4.5 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.
- 4.6 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 October 2021.

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 2020/21, including appendices.
- Integrated Impact Assessment Screening Form: Directors Annual Report.
- Care Inspectorate Wales (CiW) letter to Director of Social Services on the Assurance Check 2021: Swansea Council carried out in June 2021

Appendices:

Appendix A - Director of Social Services Annual Report 2020/21.

Appendix B - Integrated Impact Assessment screening form, relating to Annual Report.

Appendix C - Letter to Director of Social Services received from CiW summarising findings out of the Assurance Check 2021 carried out in Swansea Council in June 2021.