



Report of the Director of Social Services

Adult Services Scrutiny Performance Panel – 8 November 2022

ANNUAL REPORT OF THE DIRECTOR OF SOCIAL SERVICES 2021/2022

Purpose	This report is the Director of Social Services' account of the Council's improvement journey to 2021/22, 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 2022/23. It highlights changes that have taken place within social services to achieve progress towards national well-being outcomes.
Content	Under the Social Services and Well-being (Wales) Act 2014, the Director of Social Services has produced an Annual Report 2021-22, which was presented to Full Council on 6 th October 2022. The full annual report is in the process of being made available to the public, and to other stakeholders such as Care Inspectorate Wales and the Welsh Government. This summary report sets out the Director's view of social services performance and effectiveness, as well as some of the challenges we face in the year ahead..
Councillors are being asked to	<ul style="list-style-type: none"> • Give their views about the main report and evidence as set out • Give their views about the challenges for 2022/23 and beyond • Consider the main report findings and evidence as part of their review of their work programme
Lead Councillor(s)	Councillor Louise Gibbard, Cabinet Member for Care Services
Lead Officer(s)	Dave Howes, Director of Social Services
Report Author	Simon Jones, Social Services Strategic Performance & Improvement Officer Tel. 01792 637559 Email: Simon.Jones@swansea.gov.uk

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 2021/22, 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 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.
- 1.3 The main background paper to this report is the Director of Social Service's Annual report 2021/22.

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 in 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 It covers the outcomes expected, what we are doing how well we are doing and the priorities for the year ahead

2.4 The Director of Social Services' Annual Report 2021/22 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 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 2022.

2.6 The Welsh Government has commissioned Practice Solutions Wales to lead on proposals to amend the Annual Reporting template and guidance. The new reporting is likely to align more closely to the needs of each target audience, with closer attention to services delivered regionally and in partnership. An important consideration as always is how well available performance and activity data is used within self-assessment, and how this analysis integrates with service plans and improvement programmes.

2.7 In the meantime, the annual report must conform to the performance framework and outcomes as laid out in the 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:

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

- Additional data requirements under the National Social Services Performance framework

- Covid-19 pandemic and the impact this had on social services, with additional situation reporting regionally and nationally, and reduced capacity in business support.
- Changes in Welsh Government reporting requirements (statutory returns) under the New Performance and Improvement Framework for Social Services
- New reports remain in development within Welsh Community Care Information System (WCCIS)

3. Other Issues

- 3.1 Care Inspectorate Wales (CiW) expect to hold an annual performance review meeting with each local authority social services. Senior management, cabinet members and scrutiny chairs are generally invited to the meeting to share in feedback from recent inspection activity and to discuss progress against the statutory requirements, improvement priorities and against performance measures.
- 3.2 In December 2021, CiW published a National Overview Report of Assurance Checks with Children's and Adult Social Services. This report gives the key finding from the 19 assurance checks carried out across Wales between September 2020 and July 2021, and sets out the future challenges for social services:

Future challenges identified within this report can be summarised as:

- Unprecedented increase in demand for social care
- Partnership working
- Recruitment and retention
- Fragility within domiciliary support services
- Placement insufficiency within the childcare sector
- Advocacy
- Support for Carers
- Grant funding

4. Integrated Impact Assessments

4.1 Integrated Assessment Implications

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 meetings 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 2022-25, 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 2022.

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.

Appendices to this report:

Appendix A: Director of Social Services Annual Report 2021/22