

Report of the Chief Social Services Officer

Council – 23 November 2017

Annual Report 2016/17 **Director of Social Services**

Purpose: This report is the Director of Social Services' evaluation of the improvement journey to 2016/17, and how well the Council is meeting statutory requirements under the Social Services and Wellbeing Act 2014. The report reviews last year's areas for improvement, and sets new priorities for 2017/18. It tells the story of changes that have taken place within social services to achieve progress towards national well-being outcomes.

Policy Framework: The Director of Social Services' Annual Report is a requirement under Part 8 of the Social Services and Wellbeing (Wales) Act 2014, and should give an account of how well Swansea Council are responding to the main challenges,. In particular, meeting the new Act's statutory requirements and achieving outcomes set by the Well-being of Future Generations (Wales) Act 2015. The Council has to deliver on citizen wellbeing, and to both safeguard and meet the care and support needs of those most vulnerable people. There are six national quality standards for local authorities, and this report sets out a full account of our performance against each of them.

Consultation: This report was prepared after consultation with:

- Social Services Staff
- Western Bay Regional Partners
- Cabinet Member for Health and Well-Being

Recommendation(s): It is recommended that:
1) the Annual Report of the Director of Social Services, 2016/17 be received.

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Legal Officer: Tracey Meredith

Access to Services Officer: Catherine Window

1. Introduction

- 1.1 The purpose of the Director of Social Services' Annual Report is to evaluate the local authority's improvement journey to 2016/17, 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. Also the Regulation and Inspection of Social Care (Wales) Act 2016 (R&I Act) 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 CSSIW, 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 is coming into force on the 4th September 2017.
- 2.2 This new national regulation sets out in detail the information which is required to be included in next year's annual report, with a recommendation that 2016/17 is used to test out how these new reporting process may be achieved. The Director of Social Services' Annual report is 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 Chapter 4 has to be set out in six parts, highlighting progress in meeting the national Local Authority quality standards under

PART TWO: Promoting and improving the well-being of those we help well-being

Progress reporting against each of the Six National Quality standards for local authorities

the following headings:

2.1 Working with people who need care and support and carers who need support to define and co-produce personal wellbeing outcomes that people wish to achieve and will ensure that they measure the impact of the care and support they deliver on people's lives, as well the achievement of personal outcomes.
2.2 Work with people who need care and support and carers who need support and relevant partners to protect and promote people's physical and mental health and emotional wellbeing.
2.3 Taking appropriate steps to protect and safeguard people who need care and support and carers who need support from abuse and neglect or any other kinds of harm.
2.4 To actively support people who need care and support and carers who need support to learn and develop and participate in society.
2.5 To support people who need care and support and carers who need support to safely develop and maintain healthy domestic, family and personal relationships.
2.6 To help people who need care and support, and carers who need support to achieve greater economic well-being, to make a contribution to society and live in suitable accommodation.

- 2.4 The information included in Part Two of the Annual Report is set out in three sections under the following headings:
- Section (i): What did we plan to do last year?
 - Section (ii): How far did we succeed and what difference did we make?
 - Section (iii): What are our priorities for next year and why?
- 2.5 The information included in chapter 5 is set out in three parts under the following headings:
- Chapter 5(a): Our workforce and how we support their professional roles;
 - Chapter 5(b): Our financial resources and how we plan for the future;
 - Chapter 5(c): Our partnership working, political and corporate leadership, governance and accountability.
- 2.6 The annual report is expected to provide an update on the key statutory performance indicators and some local measures.
- 2.7 Director of Social Services' Annual Report 2016/17 is the first opportunity to try to meet these new statutory requirements, which become mandatory next year. Further improvements to the report can be expected, when the regulatory guidance for social services reporting come into full force next year.
- 2.8 Adjustments to the timetable for next year's report will be necessary to meet these new reporting requirements. The guidance suggests that the report is produced and presented to Council as soon after the review year as is practicable. A major consideration will be the timescales for availability of, and fully validated, performance data.

3. Other Issues

- 3.1 CSSIW holds quarterly performance review meetings with the local authority social services senior management to monitor progress against

the statutory requirements and against performance measures. The Cabinet Member - Health and Well-being, and Scrutiny Chairs are invited to attend for part of this quarterly CSSIW performance review meeting.

3.2 Background paper to this report is the Director's Annual report 2016/17.

4. Equality and Engagement Implications

4.1 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 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.

4.3 The Annual Report (p56-57) 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.

4.4 The Director's Annual Report has to be comply with Welsh Language Standards. The full report will be translated in a Welsh Language version, and published on the Council's public website, once it has been presented at the Full Council meeting in November 2017.

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: None

Appendices:

Appendix A Director of Social Services Annual Report 2016/17

Appendix B EIA screening form, as relating to Annual Report