



Report of the Director of Social Services

Council – 25 July 2019

Annual Report 2018/19 – Director of Social Services

Purpose:	<p>This report is the Director of Social Services' account of the Council's improvement journey to 2018/19, 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 2019/20. 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 Director of Social Services' Annual Report 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:	Access to Services, Finance, Legal, Social Services
Recommendation(s):	<p>It is recommended that:</p> <ol style="list-style-type: none">1) Council receive the Annual Report of the Director of Social Services, 2017/18
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1. Introduction

- 1.1 The purpose of the Director of Social Services' Annual Report is to evaluate the local authority's improvement journey to 2018/19, 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 CSSIW, and finally published on the Council's public website.

2. Annual Report

- 2.1 The main report appended has been written with a close eye on Regulation three of the *Local Authority Social Services Annual Reports (Prescribed Form) (Wales) Regulations 2017*, which came into force on the 4 September 2017.
- 2.2 This new national regulation sets out in detail the information which is required to be included in this year's annual report. 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 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 2018/19 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 published by the Welsh Government for consultation (open until 5 August, 2019): <https://gov.wales/measuring-social-services-performance-code-practice> Changes to the annual report guidance and template can be expected, when the new code of practice come into full force next year.

2.6 Adjustments to the timetable for next year's report may be necessary to meet these new reporting requirements. 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 will be the timescales for availability of, and fully validated, performance data under the new national performance measurement framework.

3. Other Issues

3.1 CSSIW holds an annual performance review meeting with the 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.

3.2 Background paper to this report is the Director's Annual report 2018/19.

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 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. In addition, 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, following its presentation at the Full Council meeting in July 2019.

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 2018/19, including performance summary.

Equality Impact Assessment Screening Form: Directors Annual Reportv2.

Appendices:

Appendix A Director of Social Services Annual Report 2018/19

Appendix B EIA screening form, as relating to Annual Report