

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO COUNCIL

6 SEPTEMBER 2017

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

SOCIAL SERVICES ANNUAL REPORT 2016/17

1.0 Purpose of Report

- 1.1 To request Council approval of the Director of Social Services Annual Report 2016/17, following the presentation to Council on 26th July 2017.
- 1.2 This is the eighth Annual Report of the Director of Social Services and is based on the Authority's self-assessment of the performance and delivery of social services. The report is attached at **Appendix 1**.

2.0 Connection to Corporate Improvement Plan/Other Corporate Priority

- 2.1 This report links to the following Council's priorities:
- Helping people to be more self-reliant;
 - Smarter use of resources.

3.0 Background

- 3.1 From October 2016, the Care and Social Services Inspectorate Wales (CSSIW) changed the way they inspect children's and adult social services.
- 3.2 Following the implementation of the Social Services and Wellbeing (Wales) Act 2014, CSSIW have developed a new framework which will ensure that authorities are inspected using the wellbeing outcomes of the Act. This places an emphasis on hearing the views and voices of people and their carers who need care and support.
- 3.3 The CSSIW framework provides the foundations of the Council's duty to report on the whole circle of care from commissioning, contracting, assessment, care management to service provision.
- 3.4 The methodology for the core programme for local authority inspection is built around the quality standards for local authority social services, issued under the code of practice, to measure social services' performance. These standards, in turn, reflect the national outcomes framework. The approach to inspection, engagement and performance review is similarly focused on outcomes, with an emphasis on engaging with people to learn about their experiences and listen to their views.
- 3.5 Guidance has been produced which includes a reporting template and page limit guidance to increase consistency of reporting across Wales.

- 3.6 Whilst the requirement exists for Directors of Social Services to produce a report every year, the requirement to change to the new framework is not until 2017/18. Authorities, however, were advised that the new framework could be tested in this transitional year and Bridgend, like most other authorities, has adopted this approach for the 2016/17 report.
- 3.7 The Director of Social Services Annual Report 2016/17 was presented to Council on 26th July 2017 and the Corporate Director of Social Services and Wellbeing provided a presentation to Members. Members had the opportunity of a question and answer session on the key elements of the report. It was resolved that consideration of the Annual Report be deferred to the next meeting of Council due to the unavailability of certain documents electronically to Members.

4.0 Current Situation/proposal

- 4.1 The Social Services and Wellbeing (Wales) Act 2014, places strong emphasis on promoting the wellbeing of people who need care and support and carers who need support. The aim of this report is to provide the Council and people living in Bridgend County Borough with an overview of social care. It aims to highlight the progress made during the year and to identify priorities for 2017/18.
- 4.2 The preparation of the report involved an analysis, based on evidence, of the services that are provided. Due to this being a transitional year and the fact that the report was being written right in the middle of the Council elections, it was not possible to take it into the joint overview and scrutiny meeting as in previous years. However, staff across the services have contributed to the development of this report and there is much evidence within it of feedback from people who use social services. In future years, the plan is to do wider engagement on the report and that will include input from Cabinet Members and Overview and Scrutiny Committees.
- 4.3 The report provides an overview of Bridgend, and summarises the main achievements in 2016/17 and priorities for social services in 2017/18. The analysis draws on performance data for each service area in both adult and children's social care, as well as feedback from service users, carers, staff and partners. Hyperlinked to the report are various reports and documents to support the information contained in the report. There is also a glossary of terms.
- 4.4 The guidance for the report includes a template and sets out the sections in relation to the national quality standards for wellbeing. They are:
- Working with people to define and co-produce personal wellbeing outcomes that people want to achieve;
 - Working with people and partners to protect and promote people's physical and mental health and emotional wellbeing;
 - Taking steps to protect and safeguard people from abuse, neglect or harm;
 - Encouraging and supporting people to learn, develop and participate in society;

- Supporting people to safely develop and maintain healthy domestic, family and personal relationships;
- Working with and supporting people to achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs.

The report has sections on all of the above with hyperlinks (as the guidance suggests) to a vast array of reports and documents to evidence progress.

- 4.5 The report demonstrates that services are generally effective in meeting the needs of people who require the support of social care. The report identifies that the services are improving overall, although areas have been identified where improvement is needed and these are identified in the priorities for 2017/18.

CSSIW Annual Performance Review 2016/17

- 4.6 As part of the CSSIW annual review of performance for 2016/17, quarterly review meetings were held with the Director of Social Services and the two Heads of Service. CSSIW also visited several service areas, joined specific meetings and completed short reviews on adult safeguarding and carers plus a significant inspection of children's services. The outcome is set out in the CSSIW annual performance letter and is attached at **Appendix 2**.

- 4.7 On the 20th July 2017, Subject Overview and Scrutiny Committee 2 received a report on the inspection of Children's Services and associated action plan. As part of the inspection, which took place in January/February 2017, the Inspectors looked closely at the quality of outcomes achieved for children in need of help, care and support or protection. The findings showed that Bridgend is working hard to implement the Act and had achieved a lot during a time of significant change. They also reported that some of the practice they had seen varied and that more needs to be done in the areas of decision making, risk assessment, quality assurance and multi-agency engagement.

Priorities for 2017/18

- 4.8 The priorities for improvement in 2017/18 reflect the analysis of performance and try to address the increasingly challenging context: financial, demographic and level of need.
- 4.9 There are some whole service priorities and then more specific priorities for Adult Social Care and Children's Social Care. They are broken down below:

Whole Service Priorities:

- Work more closely with people who use services, carers and the wider population and communities to make sure that they have a say in the type of services that are developed;
- Consult on a new strategy for Direct Payments so that more people will be able to access a direct payment and therefore will be able to access more flexible support to help them be more independent;
- Develop the DEWIS wellbeing database further and launch this to the public of Bridgend in 2017;

- Roll out the quality assurance framework across Social Services and make sure that all staff are working to an agreed and recognised standard;
- Work with the Third Sector in order to develop a strategy which will set out how the Council and Third Sector will work together to promote and support prevention and wellbeing approaches;
- Invest in carers support and use every opportunity for funding to make sure that the right services are available to them;
- Implement new advocacy services in both adult and children's services so that children, young people and adults are able to have a stronger voice in terms of what matters to them and therefore become more independent;
- Train more staff in new ways of working so that they can focus on what matters to people; this is called outcome focussed assessment and care planning;
- Further develop support services within local communities and work with the Third sector to develop a range of community support options;
- Work more closely with colleagues in housing to create more housing options and solutions for people in need;
- Make sure that pre-apprenticeship schemes for young care leavers are created so that they will have the support they need to get ready to join an apprenticeship scheme.

In Adult Social Care, the main priorities are to:

- Improve the way information, advice and assistance is provided to the public and improve the support available to people by further developing the Common Access Point (CAP);
- Work with partners in health to develop quicker responses to people living in the community who are likely to need help often. This is known as anticipatory care;
- Increase the number of local community co-ordinators to support the development of resilient communities in which people can remain independent for longer;
- Support the residents and their families in existing Care Homes to prepare for the transition into the new Extra Care Schemes;
- Complete the review of the secure estate to make sure that resources are targeted at the right people;
- Continue to develop prevention and wellbeing approaches so that people are supported to live more fulfilled lives in their own homes and communities and prevent the need for them to come into a managed care environment.

In Children's Social Care, the key priorities for 2017/18 can be summarised as:

- Implement the Action Plan in relation to the inspection of Children's Services;
- Open a new 52 week residential provision for disabled children and young people so that they can remain living close to their families within the County Borough of Bridgend;
- Put systems in place to better meet the needs of young people in transition from childhood into adulthood;
- Consult with children, young people and their families on a new model for residential care provision;
- Work with partners and with schools to better support carers and young carers;

- Recruit more foster carers by undertaking a range of different advertising campaigns;
- Continue to safely reduce the number of looked after children by making sure that effective help is provided as early as possible and that the service works with children, young people and their families to review their situation;
- Make sure there is better information about Bridgend's looked after children population so that the early help services needed to prevent children becoming looked after are better planned;
- Implement the planned Multi Agency Safeguarding Hub (MASH) with partners in the police, the health board, probation and other directorates in the Council;
- Implement the revised respite service for children with disabilities so that children and their families can still receive the respite they need as well as Bridgend being able to offer more flexible support to a greater number of families.

5.0 Effect upon Policy Framework and Procedure Rules

5.1 There is no impact on the Policy Framework and Procedure Rules.

6. Equality impact Assessment

6.1 There are no equality implications in this report.

7. Financial Implications

7.1 Whilst there are no direct financial implications, the report highlights service areas which are facing financial pressures due to supporting people with complex needs and the changing demographics of the population of Bridgend County Borough.

8. Recommendation

8.1 It is recommended that Council approve the Director of Social Services Annual Report for 2016/17.

9. Contact officer

Susan Cooper
 Corporate Director, Social Services and Wellbeing
 Tel: 01656 642251
 Email: susan.cooper@bridgend.gov.uk

10 Background Documents

None