

# BRIDGEND COUNTY BOROUGH COUNCIL

## REPORT TO COUNCIL

24 JULY 2019

### REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

#### SOCIAL SERVICES ANNUAL REPORT 2018/19

##### 1.0 Purpose of Report

- 1.1 To present to Council, the Director of Social Services' Annual Report for 2018/19 for approval and request that Members note the judgements reached locally about social care services in Bridgend.
- 1.2 This is the tenth Annual Report of the Director of Social Services and is based on the Authority's self-assessment of the performance and delivery of social care services. The draft report is attached at **Appendix 1**.

##### 2.0 Connection to Corporate Improvement Objectives/Other Corporate Priorities

- 2.1 This report assists in the achievement of the following corporate priority/priorities:-
  1. **Helping people to be more self-reliant** – taking early steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services.
  2. **Smarter use of resources** – ensuring that all its resources (financial, physical, human and technological) are used as effectively and efficiently as possible and support the development of resources throughout the community that can help deliver the Council's priorities.

##### 3.0 Background

- 3.1 Following the implementation of the Social Services and Well-being (Wales) Act 2014, Care Inspectorate Wales (CIW) developed a new performance framework which aims to ensure that authorities are inspected using the wellbeing outcomes of the Act. The Act has two key policy objectives:
  - To improve the wellbeing outcomes for people who need care and support and
  - To reform social services law.

It seeks to:

- Transform the way in which social services are delivered, primarily through promoting people's independence and giving them a stronger voice and control;
- Promote partnership working in social care;

- Enhance the preventative role of social care and health, setting out overarching wellbeing duties to reduce or delay the need for care and support.
- 3.2 The CIW framework provides the foundations of the Council's duty to report on the whole circle of care from commissioning, contracting, assessment and care management to service provision.
- 3.3 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.
- 3.4 Guidance has been produced which includes a reporting template and page limit guidance to increase consistency of reporting across Wales.
- 3.5 The draft report was presented to the Corporate Overview and Scrutiny Committee on the 26<sup>th</sup> June 2019 where it was well received.

#### **4.0 Current Situation/proposal**

- 4.1 The Social Services and Well-being (Wales) Act 2014, places strong emphasis on promoting the wellbeing of people who need care and support and carers who need support. It is important that the views and voices of people and their carers are heard.
- 4.2 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 2019/20.
- 4.3 The preparation of the report involved an analysis, based on evidence, of the services that are provided. 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.
- 4.4 The guidance for the report sets out the sections in relation to the six 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.

- 4.5 The report has sections on all of the above with hyperlinks (as the guidance suggests) to an array of reports and documents to evidence progress. There is also a glossary of terms.
- 4.6 The report provides an overview of Bridgend, plus summaries of the main achievements in 2018/19 and areas where progress has been delayed. The report also highlights the priorities for social services in 2019/20. The analysis draws on progress against the business plan for 2018/19, performance data for each service area in both adults' and children's social care, as well as feedback from service users, carers and staff.
- 4.7 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, but it also identifies areas where improvement is needed and these are detailed in the priorities for 2019/20.

### **CIW Annual Performance Review 2018/19**

- 4.8 As part of the overall performance monitoring and evaluation of social care services, CIW met with the Corporate Director, Social Services and Wellbeing and the two Heads of Service on 2<sup>nd</sup> May 2019. At this meeting, a summary of the performance throughout the year, including performance data, visits and reviews were discussed together with an outline of what is expected during 2019/20. CIW had also met separately with the Heads of Service throughout 2018/19 to discuss progress in individual areas.
- 4.9 A formal letter for 2018-19 was received on 28<sup>th</sup> June 2019 and is attached as an appendix to this report. **Appendix 2.**

### **Priorities for 2019/20**

- 4.10 The priorities for improvement in 2019/20 reflect the analysis of performance and try to address the increasingly challenging context: financial, demographic and level of need.
- 4.11 There are some whole service priorities and then more specific priorities for Adult Social Care and Children's Social Care. These are included in the various sections of the annual report itself. The key aims and actions are as follows:
- Give people more choice and control over what support they receive by providing early access to advice and information;
  - Continue to improve the ways in which the Council provides good information, advice and assistance to the public, including increasing the support available through local community co-ordinators;
  - Continue to involve service users, carers and communities in developing commissioning services;
  - Reduce demand through targeted early help and intervention programmes;
  - Support the development of a new generation of community health and wellbeing centres for our residents with health partners;
  - Establish a new model of residential provision for looked after children and young people and seek the best ways of meeting their individual needs including support beyond the age of 18 by offering specialist accommodation;

- Finalise a transition service model to help disabled children move smoothly into adulthood;
- Support care leavers to secure appropriate accommodation;
- Work in partnership with the third sector, town and community councils and community groups to meet local needs;
- Work with partners and the third sector to strengthen communities and identify the best way of providing services locally;
- Enable community groups and the third sector to have more choice and control over community assets;
- Ensure a smooth transition into the new Cwm Taf Morgannwg Health Board region to ensure no citizen is adversely impacted as a result of the change;
- Support carers in maintaining their roles;
- Recruit and retain carers across the range of fostering services;
- Ensure Safeguarding is core business across the Council;
- Achieve the budget reductions identified in the medium term financial strategy;
- Develop the culture and skills required to meet the needs of a changing organisation;
- Provide learning and development opportunities for staff to meet future service needs.

## **5.0 Effect upon Policy Framework and Procedure Rules**

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

## **6.0 Equality impact Assessment**

6.1 There are no equality implications in this report.

## **7.0 Well-being of Future Generations (Wales) Act 2015 Implications**

7.1 The implementation of the duties and responsibilities under the Social Services and Wellbeing Act (Wales) (SSWBA) 2014, in turn, supports the promotion of two of the seven goals of the Well-Being of Future Generations (Wales) Act 2015 within the County Borough of Bridgend. By promoting an environment that maximises people's physical and mental well-being and by supporting children, young people, adults and their carers and families to fulfil their potential no matter what their circumstances, the wellbeing goals of a Healthier and more equal Bridgend and Wales are supported.

7.2 The Well-being of Future Generations (Wales) Act 2015 provides the basis for driving a different kind of public service in Wales, with five ways of working to guide how the Authority should work to deliver wellbeing outcomes for people. The following is a summary to show how the five ways of working to achieve the well-being goals have been considered in this report:

- Long Term – Social Services is demand led and the SSWBA focusses on sustainable prevention and wellbeing outcomes for the future. There is a requirement to meet the needs of people in the longer term and, because of rising demographics and increasing complexity, the remodelling and transformation of services continues to be a priority.
- Prevention – the report is about the new approaches adopted by the Directorate in line with the SSWBA, for example, the provision of information, advice and assistance to enable people to remain independent for as long as possible. This will ensure that need is

anticipated and resources can be more effectively directed to better manage demand.

- Integration – the implementation of the SSWBA requires local authorities to work with partners, particularly the NHS and the Police, to ensure care and support for people and support for carers is provided. The report evidences work with the Third Sector, enabling people to remain linked to communities, and work with young people to enable access to employment.
- Collaboration – The collaborative approaches described in the report, are managed and monitored through various remodelling and collaborative boards, for example, the Western Bay Partnership Board where there is cross sector stakeholder representation at both political and Officer level. The strategic planning and local delivery of integrated support and services are developed and agreed at a regional basis in order to provide the best possible intervention to people.
- Involvement – the key stakeholders are the people who use social care. There is considerable engagement including surveys, stakeholder meetings, feedback forms and the complaints process. The provision of accessible information and advice helps to ensure that the voice of adults, children and young people is heard.

## **8.0 Financial Implications**

- 8.1 Whilst there are no direct financial implications, the report highlights service areas which are facing financial pressures, at a time of shrinking resources, and supporting people with increased complex needs, and the changing demographics of the population of Bridgend County Borough.

## **9.0 Recommendation**

- 9.1 It is recommended that Council approves the Director of Social Services' Annual Report for 2018/19.

**Susan Cooper**  
**Corporate Director Social Services and Wellbeing**  
**June 2019**

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### **Background Documents**

None