

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CORPORATE OVERVIEW AND SCRUTINY COMMITTEE

13 FEBRUARY 2020

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

SERVICE DELIVERY PLAN - OUR STRATEGIC 5 YEAR VISION

1.0 Purpose of Report

- 1.1 To present to the Committee the draft Social Care Service Delivery Plan – Our 5 Year Vision 2020 - 2025.
- 1.2 This document is building on the Adult Social Care ten year (2010 – 2020) Commissioning Strategy that was approved by Cabinet in September 2009. The draft Service Delivery Plan 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 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 The ten year Commissioning Strategy for Adult Social Care was approved by Cabinet in September 2010 and has provided essential strategic direction for Adult Social Care which in turn has informed the range of essential transformation programmes that have responded to increasing demand and financial pressures.
- 3.2 The population of Bridgend has been projected to be increasing for some time. Of particular concern are the changes in demographics to the older population which are already being experienced. The 85 and over population is expected to double during the period 2013 to 2030 and the Authority is already experiencing extra demands on the Health and Social Care Services resulting from an increase in the over 85 population of 27% since 2013.
- 3.3 The introduction of the Social Services and Well-being (Wales) Act 2014 (SSWBA) has also resulted in a significant change programme that has required a refocus of a range of services. 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.

3.4 The combined challenge of increasing demand resulting from changes to population and reducing budgets has been addressed by the Adult Social Care service transformation programmes. The Programme has introduced new ways of working and developed greater preventative services that has helped contain the overall demand for statutory services and long term care. These service transformation programmes were informed by the 2010 ten year commissioning strategy.

3.5 The success of the Adult Social Care change programme was replicated with Children Social Care when the services became one Social Services and Wellbeing Directorate in 2015/16. Consequently the Remodelling Children's Social Care Programme Board was created and a significant transformation programme has since been progressed.

3.6 Despite the significant changes to service delivery across Adults and Children's Social Care, the desire and challenge to improve services remains as a constant. Therefore the 5 year service delivery plan has been developed so that it continues the journey of change set out for Adult Social Care in 2010, and also includes future service delivery requirements for Children's Social Care.

4.0 Current Situation/proposal

4.1 The draft Social Services and Wellbeing Directorate 5 year Service Delivery Plan is attached as **Appendix 1**.

4.2 The Plan is a detailed and an extensive document that is structured to include:

1. Setting the Scene
2. Children's services
3. Transition Services – Children to Adulthood
4. Adult Social Care Services
5. Wellbeing Services
6. Delivery Action Plan

4.3 Sections 2 to 5 present the profile of service change achieved to date, in addition to identifying "What else we need to do", which informs a future Action Plan that is set out in Section 6.

4.4 In addition to what has been achieved and what else needs to be done, the Plan recognises the increasing importance of regional and collaborative working and how the strengthening of these relationships has assisted in the delivery of new and improved services. Collaborative working and working in partnership is therefore recognised as being a critical factor in future, and will also be underpinned by priorities that are being addressed by the Cwm Taf Morgannwg Regional Area Plan, which is currently being revised to include the Bridgend priorities previously identified by the Western Bay Regional Population Assessment. The revised priorities are not expected to be significantly different to what has previously been identified, but will nevertheless provide a confirmed position and will be effective from next financial year (2020/21).

4.5 The Plan also identifies that as a result of base budgets being reduced, there is an increasing dependency on Welsh Government grant funding, such as the Integrated Care Fund (ICF), which has been significantly increased over recent years. ICF provides many example of how such funding has not only contributed to essential service developments such as the introduction of services provided by Maple Tree House, but also provides revenue funding for essential services such as those delivered by the Community Resource Team.

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 arising directly from this report. However equality impact assessments will be undertaken as services are developed or changed in future, each service change.

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 Well-being (Wales) Act 2014 SSWBA, 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. Financial Implications

- 8.1 To develop the range of services identified as “What else we need to do” will be challenging and may be constrained by available resources and will require us to utilise either grant or core funding. The report also highlights service areas which are facing financial pressures, at a time of shrinking resources, and increasing demand including supporting people with increased complex needs and the changing demographics of the population of Bridgend County Borough. The Service Delivery plan sets out the future ambition to continue to improve the delivery of social care services for the citizens of the County Borough, and will inform the discussions on the Council’s Medium Term Financial Strategy.

9.0 Recommendation

- 9.1 It is recommended that the Committee notes the content of the Social Services’ and Wellbeing Service Delivery Plan and provides any feedback to be considered before the final report is presented to Council.

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10 Background Documents
None