

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO COUNCIL

15 SEPTEMBER 2021

REPORT OF THE CORPORATE DIRECTOR SOCIAL SERVICES AND WELLBEING

SOCIAL SERVICES ANNUAL REPORT 2020/21

1. Purpose of report

- 1.1 The purpose of this report is to present to Council, the Director of Social Services' Annual Report for 2020/21, and request that Members note the assessments reached locally about social care services in Bridgend.
- 1.2 This is the eleventh 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 over a two year period 2019/20 and 2020/21. The report is attached at **Appendix 1**.

2. Connection to corporate well-being objectives/other corporate priorities

- 2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015**:
 - **Helping people and communities to be more healthy and resilient** - taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
 - **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

3. Background

- 3.1 Following the implementation of the Social Services and Wellbeing (Wales) Act 2014, Care Inspectorate Wales (CIW) developed a new performance framework which aims to ensure that authorities are inspected using the well-being outcomes of the Act. The Act has two key policy objectives:
 - To improve the well-being 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 well-being 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, 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.

4. Current situation/proposal

4.1 The Social Services and Wellbeing (Wales) Act 2014, places strong emphasis on promoting the well-being 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 over a two year period 2019/20 and 2020/21 and to identify priorities for 2021/22. The report for this period also takes into account the impact the Covid-19 pandemic has had on the work of the social services and wellbeing directorate and the services it provides to vulnerable citizens in the county borough.

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 and carers together with feedback from partners in the third sector.

4.4 The guidance for the report sets out the sections in relation to the six national quality standards for well-being. They are:

- Working with people to define and co-produce personal well-being outcomes that people want to achieve;
- Working with people and partners to protect and promote people's physical and mental health and emotional well-being;
- 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 well-being, to 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 to relevant reports and documents to evidence progress.
- 4.6 The report provides a summary of the main achievements in 2019/20 and 2020/21 taking into account the challenges faced during the Covid-19 pandemic, and references areas where progress has been delayed, or priorities needed to change as a consequence of the unprecedented global pandemic. The report also highlights the priorities for social services in 2021/22. The analysis draws on progress against the business plans, performance data for each service area in both adults' and children's social care, as well as feedback from people, carers and staff.
- 4.7 The report demonstrates that despite the challenges of the pandemic we have continued to progress key service developments and improvements, and have continued to be effective in supporting those who need care and support. The report also identifies areas where improvement is needed and the most significant risks and challenges facing us going forward, and these are detailed in the priorities for 2021/22.
- 4.8 This report acknowledges the immense impact of the whole Council, our partners in BAVO, Shared Regulatory Services, Public Health Wales, Cwm Taf Morgannwg University Health Board, the Cwm Taf Morgannwg region, our cultural and leisure partners; Halo and Awen, and the whole social care sector over the last two years.

CIW Performance Review

- 4.9 In November 2021 a full regulatory inspection was undertaken of the Council's domiciliary care services. This inspection was a very positive reflection on the service.
- 4.10 In April 2021 CIW carried out an assurance check of how well we had ensured the safety and well-being of people who use or may need to use services, the safety of services they access, and the safety and well-being of people who work in those services. Overall CIW found that the local authority had made clear its strategic and operational intent to support vulnerable young people, adults and carers throughout the Covid-19 pandemic. The assurance check will be published by an annex to a national overview report in October 2021 and CIW has given permission for their findings to be referred to in the Annual Report.

Priorities for 2021/22

- 4.11 There are some whole service priorities and then more specific priorities for Adult Social Care and Children's Social Care. The Directorate will implement the actions as set out in the 2021-22 Social Services and Wellbeing Directorate Business Plan. The 8 highest priorities for social services and wellbeing in 2021/22 are as follows:
- Ensure the rights of the people we work with and for drive everything we do through enhancing participation, engagement and involvement in every aspect of our work. This will include the development of a new strategy for Care Experienced Children which reflects what is important to them from the Council and partners as corporate parents.

- Lead the whole social care workforce in Bridgend to ensure a motivated, engaged and supported workforce, ensuring that Bridgend can retain and recruit a workforce with the right values as well as skills to make a difference to the lives of people with care and support needs. In achieving this priority we commit to taking the necessary actions to address the challenges we face in retaining and recruiting children's social workers and addressing the challenges we face in recruiting care workers in the Council and across the social care sector.
- Commission strength based, outcome focussed, flexible social care services which are value for money and sustainable, including: the recommissioning of quality, sustainable care and support at home services for adults, a market stability plan for adult care homes, the continued remodelling and development of accommodation, care and support services for children and young people, the development of an accommodation, care and support strategy for older people, and the continued development of community based supported living and day opportunities for people with learning disabilities.
- To lead safeguarding and protection of children and adults at risk in Bridgend, implementing the new Corporate Safeguarding Policy across the Council, and working with partners in the Cwm Taf Morgannwg Regional Safeguarding Board to ensure the lessons from child and adult practice reviews are learned and embedded in the way we work.
- To strategically lead integrated health, social care and wellbeing with Cwm Taf Morgannwg Bridgend Integrated Locality Group, ensuring there are service and financial sustainability plans for delivering an optimal, community cluster model to care and support people through a 'team around the person' which ensures multi disciplinary teams work together with care providers and third sector partners to support people to remain as independent as possible in their homes and communities.
- Build on the considerable success on third sector support to the vulnerable during the pandemic to develop alternative delivery models which achieve sustainable community development and resilient, connected communities.
- To continue to develop strength based practice in adult and children's services so practitioners are supported through a systemic framework for understanding personal and community strengths, working expertly with people to resolve challenges using their own capabilities and resources.
- To 'shift the balance of care' working closely with preventative services in Education and Family Support and Wellbeing, and in so doing provide the right set of evidence based interventions and opportunities which will reduce the number of people who can only live the lives they want to live through accessing statutory social care services. We will evidence progress in this area through safely reducing the number of children who are care experienced and safely reducing the number of adults who can only live safely in a registered care home setting.

4.12 There are additional specific priorities identified at the end of each section in the body of the report.

4.13 This Annual Report of the Director of Social Services was presented to Corporate Overview and Scrutiny Committee (COSC) on 1st September 2021, and the COSC comments and suggestions have been taken into account in the most up to date version of the report.

5. Effect upon policy framework and procedure rules

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

6. Equality Act 2010 implications

6.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh language have been considered in the preparation of this report. As a public body in Wales, the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. It is considered that there will be no significant or unacceptable equality impacts as a result of this report. As indicated above, the views of people with protected characteristics have been sought in the production of the report and the priorities reflect what people say matters to them.

7. 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 Act (Wales) 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 well-being 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 well-being 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 well-being 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 continued 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 Cwm Taf Morganwg Regional Partnership Board (RPB) 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, and focus groups, feedback forms and the social services complaints and compliments 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 Whilst there are no direct financial implications from this report, the service pressures social services are experiencing as a consequence of the impact on people's needs for care and support due to the impact of the pandemic do have financial implications. The need to address workforce challenges to meet those needs may also have financial consequences which present a challenge to the Council given the many pressures in other services and the underlying service financial deficits. Many services which are so important to people are underpinned by significant short term grant funding which presents a risk in terms of sustainability.

9. Recommendation

- 9.1 It is recommended that Council approves the Director of Social Services' Annual Report for 2020/21.

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Background documents:

None