

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO COUNCIL

19 OCTOBER 2022

REPORT OF THE CORPORATE DIRECTOR SOCIAL SERVICES AND WELLBEING

SOCIAL SERVICES ANNUAL REPORT 2021/22

1. Purpose of report

- 1.1 The purpose of this report is to present to Council the Director of Social Services' draft Annual Report for 2021/22, and request that Members endorse the report, the analysis therein of the strengths and areas for improvement in Bridgend social services, and the next steps set out.

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 Well-being (Wales) Act (SSWBA) 2014, Welsh Government developed a performance framework which aimed to ensure that authorities report, on and performance evaluated against, the well-being outcomes of the SSWBA. The SSWBA 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;
- and, 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 performance framework provides the foundations of the Council's duty to appoint a statutory Director of Social Services who must report annually to Council on the effectiveness of social services and well-being in the authority area.
- 3.3 The methodology for the format of the Annual Report is prescribed under the Code of Practice, to measure social services' performance which sets standards which must be reported on. 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 SSWBA, 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 the Annual Report (**Appendix 1**) 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 2021/22, being clear about strengths as well as areas for improvement, and identify priorities for 2022/23.
- 4.3 The preparation of the report involved an analysis, based on evidence of effectiveness. Workforce across the services have contributed to the development of this report and there is evidence within the report of feedback from people who use social services and carers together with feedback from third sector partners.
- 4.4 The guidance for the report sets out the sections in relation to the six national quality standards for well-being:
- 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 provides a summary of the main achievements in 2021/22 considering the challenges faced and the report also highlights the priorities for social services in 2022/23. The analysis draws on progress against the business plans, performance data for each service area in adults' and children's social care, the views of Care Inspectorate Wales (CIW) as the regulatory and inspection body for social services and social care in Wales and feedback from people who have experienced social services and well-being and their carers.
- 4.6 The report evidences key service developments and improvements made during 2021/22 whilst recognising those areas where improvements and change are

required. The report also identifies the significant risks and challenges faced as the Council moves forward. This information has informed our key priorities for 2022/23.

This report acknowledges the support of the whole Council, our partners in Bridgend Association of Voluntary Organisations (BAVO), 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, including registered social care providers. It pays tribute to the phenomenal commitment to the most vulnerable people in society of the social care, prevention and well-being and social work workforce.

Regulatory Analysis of Performance

- 4.7 In April 2021 Care Inspectorate Wales (CIW) undertook a quality assurance check of adult and children's social care and wellbeing. Their analysis was largely positive in respect of adult services, whilst identifying areas for improvement in children's social care.
- 4.8 In May 2022, CIW carried out a performance evaluation inspection of children's social care. The purpose of the quality assurance check and the performance evaluation inspection was to review the Council's performance in exercising social services duties and functions in line with the principles of the SSWBA. These principles are Voice and Control, Prevention, Well-being and Partnership and Integration.
- 4.9 CIW published the performance evaluation inspection report in August 2022 and it will be presented to Subject Overview and Scrutiny Committee 2 on 15th September 2022 along with an action plan that has been developed in response to the recommendations of the report. The analysis in the annual report align with the analysis of the inspectorate.

Priorities for 2022/23

- 4.10 The priorities for 2022/23 are included in the Social Services and Wellbeing Directorate Business Plan. The 10 overarching priorities for Social Services and Wellbeing in 2022/23 are as follows:
 - 1. Embed the learning from child and adult practice reviews, and regulatory inspections, to ensure the quality and effectiveness of safeguarding in Bridgend is improved, and ensure there is trust and confidence of people, communities and partners in multi-agency safeguarding practice in the county borough.
 - 2. Recognising the Council is a significant provider of social care, strengthen the quality and effectiveness of leadership, governance and care delivery in regulated direct services whilst delivering significant new services to improve outcomes for people.
 - 3. Deliver clear short, medium and long term priorities in our workforce plans for the social care and social work workforce to ensure a motivated, supported workforce in sufficient numbers to effectively meet need.

4. Implement the first year of 'Signs of Safety' for children's social care and the remodelling of adult social work as the next step in strengthening and improving strength based practice in Bridgend.
5. Develop service planning groups for key population areas, with a view to ensuring sufficiency of quality and quantity of accommodation, care and support services for people with care and support needs in Bridgend.
6. Building on the success of prevention and wellbeing in Bridgend to continue to develop sustainable, user led approaches and services which keep people well, connected and reduce the need for statutory interventions.
7. Develop business cases to develop sustainable, resourced operating models for information advice and assistance and safeguarding localities in children's social care and care and support at home in adult services to ensure the Council can meet statutory duties in a timely way to a quality standard.
8. Implement a new performance and quality assurance framework to ensure effective management oversight, performance improvement and continuous improvements through a focus on getting the core business right and addressing quickly, and at any early stage, emerging risks and issues.
9. Improve the way we engage and consult across all parts of our service, building on success in areas such as learning disabilities and care experienced children.
10. Continue to progress opportunities for integrated working with Cwm Taf Morgannwg Health Board and key partners where this evidently improves outcomes for people.

4.11 There are additional specific next steps identified at the end of each of the 6 standards which are reported upon.

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.

7. Well-being of Future Generations (Wales) Act 2015 implications

7.1 The implementation of the duties and responsibilities under the 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 remodeling and transformation of services continues to be a priority.
- **Prevention:** The report highlights developments by the Directorate in line with the SSWBA, for example, additional resource within the information, advice and assistance in children's social care and development of workforce projects for care and support at home in adult social services to ensure the Council can continue to meet statutory duties in a timely way.
- **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 the provision access to leisure facilities and programmes for children and young people with disabilities, young carers and care experienced children.
- **Collaboration:** The collaborative approaches described in the report, are managed and monitored through various collaborative boards. These include, the Cwm Taf Morgannwg Regional Partnership Board (RPB), the Cwm Taf Morgannwg Regional Safeguarding Board, the Bridgend Multi-Agency Safeguarding (MASH) Team and the Integrated Cluster Network Teams. Strategic planning and local delivery of integrated support and services are developed and agreed at a regional basis in order to provide optimal intervention to people.
- **Involvement:** The key stakeholders are the people who use social care. There is considerable engagement including surveys, stakeholder meetings, 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. Enhancing involvement through engagement is a key priority for 2022/23.

8. Financial implications

8.1 Whilst there are no direct financial implications from this report, the short, medium and long term sustainability of social services, well-being and prevention represents a significant pressure to Council budgets.

8.2 Although a significant underspend for 2021/22 was achieved due to unprecedented levels of short term grant funding, it is important to note that significant pressures are

being experienced in 2022/23 in meeting statutory duties and the directorate has identified significant budget pressures as part of the 2023/24 budget setting process.

9. Recommendations

- 9.1 It is recommended that the Council endorses the Director of Social Services' Annual Report for 2021/22.

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Background documents:

None