

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO COUNCIL

16 JULY 2014

REPORT OF THE CORPORATE DIRECTOR, WELLBEING

SOCIAL SERVICES ANNUAL REPORT 2013-14

1.0 Purpose of Report

- 1.1 To present to Council the Director of Social Services Annual Report for 2013-14 for approval and request that Members note the judgements reached locally about social care services in Bridgend.
- 1.2 This is the fifth 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 almost all of the Council's priorities:
 - Working together to help vulnerable people to stay independent
 - Working with children and families to tackle problems early
 - Working together to raise ambitions and drive up educational achievement
 - Working together to tackle health issues and encourage healthy lifestyles
 - Working together to make the best use of our resources.

3.0 Background

- 3.1 Following an announcement by the Deputy Minister for Social Services in November 2007 to end the local authority joint review programme, including the annual performance evaluation, the Chief Inspector of the Care and Social Services Inspectorate, Wales (CSSIW) put in place new arrangements for the inspection, evaluation and review of local authority social services.
- 3.2 The CSSIW framework provides the foundations of our duty to report on the whole circle of care from commissioning, contracting, assessment, care management to service provision.
- 3.3 The analysis and review of the 22 local authorities will feed into CSSIW's overall analysis of social services and social care in Wales to inform policy and Ministerial advice.

4.0 Current Situation/proposal

- 4.1 The aim of this report is to provide the Council and people living in Bridgend with an overview of how well social care is delivered. It aims to highlight the progress made during the year and to identify where improvements are needed during 2014-15.
- 4.2 The preparation of the report involved a detailed analysis, based on evidence, of the services that are delivered. Many people contribute to this work, including a joint scrutiny

panel made up of representatives from the Health and Wellbeing and Children and Young People Overview and Scrutiny Committees who provided valuable feedback on the draft report.

- 4.3 The report is in four parts. The first part provides an overview of Bridgend, and summarises the main achievements in 2013/14 and priorities for social services in 2014-15. The second and third sections provide more detail about the two main service areas: safeguarding and family support and adult social care. The analysis for each area draws on performance data for each service area, as well as feedback from service users, carers, staff and partners. Some examples about the lives of people in the county borough are provided to give an illustration of the impact that the services have on their lives. The final part of the report is a glossary of terms.
- 4.4 In preparing the report, two fundamental questions were considered:
- Are there effective arrangements in place to safeguard children and adults and to promote their welfare and voice and their independence and social inclusion?
 - Can performance be sustained and improved?
- 4.5 Parts 2 and 3 of the report provide detailed information for 2014-15 on both performance and developments. These indicate that the arrangements in both children and adults services are generally sound although there is always room for improvement and mistakes do sometimes occur. This is inevitable where services rely on individuals' judgements but case reviews do confirm that the appropriate policies and procedures are in place. It is important that every opportunity is taken to learn from mistakes so that the service continues to improve and to ensure the effective quality of responses and service delivery.
- 4.6 Services are generally effective in meeting the needs of people who require the support of social care. The report identifies that our services are getting better overall, although areas have been identified where we need to improve and sometimes change how we do things to meet the changing needs and aspirations of our carers and service users.

Feedback from the CSSIW on performance

- 4.7 In relation to the 2012/13 Annual Report, CSSIW published individual reports on each local authority. For Bridgend, the report acknowledged that the Council had made good progress in addressing last year's areas for development. The report set out the key areas of progress and highlighted the risks as:
- Changes in leadership and ongoing uncertainty.
 - The level of resilience of the heads of service given that they are balancing a significant amount of delegated responsibility alongside the oversight of their specific service areas.
 - None of the corporate directors in Bridgend had a professional background in social services.
 - Increases in looked after children and the number of children on the register.
- 4.8 In relation to above, Council will be aware that there is now a permanent Corporate Management Board structure in place and that the Corporate Director, Wellbeing is a social services professional. Additionally, the council is currently recruiting to a number of heads of service including a head of adult social care.

- 4.9 It is recognised that the number of looked after children and those on the register continues to increase. The Children's Directorate is driving forward a whole system approach to supporting looked after children and keeping families together. The Looked After Children Placement and Permanency Strategy has a clear focus on supporting families to stay together wherever it is safe to do so thereby minimising the need for children to become looked after. This strategy, together with the early intervention and prevention strategy, should have a positive impact on outcomes for looked after children.
- 4.10 CSSIW also identified the following areas of good practice in 2012/13:
- Contracting and commissioning and the focus on quality measures.
 - Adult safeguarding and its strong link to commissioning.
 - Support for young people leaving care;
- 4.11 In each sub section of the annual report attached at **Appendix 1**, the key areas for improvement identified for 2013/14 are listed and responded to.

Priorities for 2014/15

- 4.12 The priorities for improvement in 2014 -15 reflect the analysis of performance and try to address the increasingly challenging context, both financial and demographic.
- 4.13 In Safeguarding and Family Support, the priorities for improvement in 2014-15 can be summarised as:
- Bring services together via community hubs to help children, young people and families to tackle their problems at the earliest opportunity;
 - Work with parents and carers to ensure that children thrive;
 - Work with families and partner agencies to ensure that families receive the help they need at the earliest opportunity to meet their needs;
 - Continue to support learning for the very young and build on the success of the Flying Start initiatives by extending it to three new areas of the county borough.
- 4.14 In Adult Social Care, the priorities are to:
- Work with partners across the Western Bay region to enable better outcomes for older people and people with learning disabilities and mental health conditions;
 - Work with service users, carers and partners, including the third sector, to develop services in a way which support people to remain independent for longer and only access statutory services when absolutely necessary;
 - Provide support to carers to enable them to continue in their caring role;
 - Work with partners to develop a range of accommodation options for vulnerable and older people who need help to achieve or sustain independence;
 - Ensure the needs of older people are recognised when designing community based activities and opportunities.

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 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.

8. Recommendation

8.1 It is recommended that Council approve the Director of Social Services Annual Report for 2013-14.

Contact officer

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Background Documents

None