

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO COUNCIL

15 JULY 2015

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

SOCIAL SERVICES ANNUAL REPORT 2014/15

1.0 Purpose of Report

- 1.1 To present to Council the Director of Social Services Annual Report for 2014/15 for approval and request that Members note the judgements reached locally about social care services in Bridgend.
- 1.2 This is the sixth 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 the Council's 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 the standard of social care. It aims to highlight the progress made during the year and to identify where improvements are needed during 2015/16.
- 4.2 The preparation of the report involved a detailed analysis, based on evidence, of the services that are provided. Many people contribute to this work, including a joint scrutiny

panel made up of representatives from the Adult Social Care 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 2014/15 and priorities for social services in 2015/16. The second and third sections provide more detail about the two main service areas: adult social care and safeguarding and family support. The analysis 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 2015/16 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 the services are improving overall, although areas have been identified where improvement is needed.

Feedback from the CSSIW on performance in the previous year

- 4.7 In relation to the 2013/14 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 and included a number of areas where good progress had been made. The report set out the general key areas for focus in 2014/15 as:
- Progress on the modernisation and integration of adult social care;
 - Early years intervention and prevention services;
 - Overview and scrutiny arrangements;
 - Outcomes and recommendations of the looked after children inspection and the review of deprivation of liberty safeguards;
 - Western Bay Health and Social Care programme progress;
 - CSSIW will contribute to a Wales Audit Office (WAO) led review to examine whether councils are effectively supporting older people to live independently, including through joined up working across health and social care.

Some specific service related actions were also identified:

- Make progress with the work on a local dementia plan;
- Ensure effective contingency planning and effective transition planning of out of county placements;
- Bring district nursing services into the integrated referral management centre;
- Develop a quality assurance framework across Western Bay to ensure that mental health commissioning is consistent and effective;
- Improve the timeliness of recording of statutory visits in children's services;
- To make further progress with the good partnership working for looked after children;
- The development of a model of assessment for young carers;
- To increase awareness across the sector of the requirements of the deprivation of liberty safeguards;
- Continue to monitor absence levels in adults' services;
- A system of effective case files audit and supervision across both adults and children's services;
- Monitor the impact on senior practitioners of carrying complex caseloads due to the relative inexperience of newly recruited social workers;
- To continue to develop the strong corporate and political support to drive modernisation and to respond effectively to the requirements of the new Social Services and Wellbeing (Wales) Act 2014.

4.8 In each sub section of the Annual Report attached at **Appendix 1**, the key areas for improvement identified for 2014/15 are responded to.

Priorities for 2015/16

4.9 The priorities for improvement in 2015/16 reflect the analysis of performance and try to address the increasingly challenging context, both financial and demographic.

4.10 In Adult Social Care, the priorities are to:

- Continue to develop the progression model in Learning Disabilities;
- Finalise the Prevention and Wellbeing Strategy and develop a delivery plan;
- Explore ways to include service users and communities within aspects of commissioning, especially around new service models for the future;
- Better consider how feedback from consultation, engagement and customer surveys is used by the service to provide more effective and positive outcomes for service users;
- To produce a regional Social Care Workforce Development plan, which will develop collaborative arrangements for learning and development with partner agencies across the Western Bay Social Care Collaborative region;
- Development of a commissioning plan for the independent sector homecare market and the implementation of that plan (leading to a re-commissioning exercise);
- Appoint an Registered Social Landlord and take forward the development of 2 new Extra Care Housing plans;
- Strengthen approaches for prevention and wellbeing, and shift services to communities.

4.11 In Safeguarding and Family Support, the priorities for improvement in 2015-16 can be summarised as:

- Continue to safely reduce the numbers of Looked After Children (LAC);
- Review current respite arrangements for disabled children;
- Re-model residential provision;

- Establish a Multi-Agency Safeguarding Hub;
- Ensure robust mechanisms are in place to identify and provide appropriate services to children at risk from Child Sexual Exploitation.

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 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 2014/15.

9. Contact officer

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10 Background Documents

None