

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET

26 JULY 2016

REPORT OF THE CORPORATE DIRECTOR, SOCIAL SERVICES AND WELLBEING

SOCIAL SERVICES ANNUAL REPORT 2015/16

1.0 Purpose of Report

- 1.1 To present to Cabinet the Director of Social Services' Annual Report for 2015/16 and request that Members note the judgements reached locally about social care services in Bridgend.
- 1.2 This is the seventh 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 the following Council's priorities:
 - Helping people to be more self-reliant;
 - Smarter use of 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 County Borough 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 2016/17.
- 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

meeting with the Cabinet Members and Overview and Scrutiny Chairs 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 2015/16 and priorities for social services in 2016/17. 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 2014/15 Annual Report, CSSIW published individual reports on each local authority. For Bridgend, CSSIW presented their report to Cabinet on 20th November 2015 and highlighted the specific areas of good practice and identified other areas for improvement and follow up. These are listed below:

Good Practice:

- Remodelling of adult social care to include further development of the community resource team and Better@Home scheme;
- Creation of a transformation team to ensure key objectives are delivered on;
- Reduction in the numbers of children looked after;
- Introduction of safeguarding hubs;
- Strengthened Cabinet support for social services.

Areas for improvement and follow-up:

- The ongoing implementation of the service changes in readiness for the Social Services and Wellbeing (Wales) Act 2014;
- The progress made towards the implementation of the extra care model;
- To bring the district nursing services into the integrated referral management centre;

- Improve access to quality information, advice and assistance;
- Improvement of review performance and outcomes;
- Redesign of looked after children provision for adolescents with complex needs and challenging behaviour;
- Monitor the re-referrals rate;
- Monitoring of LAC reduction strategy.

4.8 Cabinet were also asked to note that, in line with the Social Services and Wellbeing (Wales) Act 2014, the process will change for subsequent years. The arrangements for reporting in 2016/17 are still being finalised.

4.9 The Annual Report for 2015/16 addresses the points above and states what actions have been taken or are being progressed.

Priorities for 2016/17

4.10 The priorities for improvement in 2016/17 reflect the analysis of performance and try to address the increasingly challenging context, both financial and demographic.

4.11 In Adult Social Care, the main priorities are to:

- Ensure compliance with our new responsibilities for access to quality information, advice and assistance;
- Realign our integrated social work provision into short-term rapid response and intervention and long-term manage care and support;
- Further develop our community network cluster modelling;
- Develop Anticipatory Care across all three Network clusters;
- Continue with Phase 2 of Learning Disability project;
- Jointly develop and implement our Prevention and Wellbeing responsibilities;
- Update all paperwork, policies and data bases in line with the Social Services and Wellbeing Act 2014;
- Develop an allocation tool for Deprivation of Liberty Safeguards (DoLS) to ensure there are no breaches to the Mental Capacity Act 2005 legislation;
- Continue to improve performance in relation to carers assessments;
- Further refine the RQF tools following consultation and align to our quality care fees process;
- Conclude the options for the Meals at Home services;
- Develop and implement new Independent Domiciliary Care (IDC) quality monitoring toolkit;
- Complete homecare transformation;
- Progress with the development of the two Extracare provisions.

4.12 In Safeguarding and Family Support, the key priorities for 2016/17 can be summarised as:

- Establish a co-located team which will deliver the functions of a MASH, our existing assessment team and early help screening/allocation functions.
- In partnership with the carers' centre, increase the number of carers who receive information, advice and assistance;
- Continue to safely reduce the number of looked after children;
- Develop and implement a parent and child fostering service;
- Embed the When I Am Ready scheme within Bridgend Foster Care;

- Review current residential and accommodation support provision to enable us to respond to challenges;
- Conclude and implement any recommendations of the disabled children's programme board projects, including transition;;
- Review current processes and develop an overarching Quality Assurance framework with adult social care;
- Ensure Child Protection training, including Child Sexual Exploitation and missing children, is attended by new and existing staff across the Authority;
- Continue to closely monitor and evaluate the rise in the number of children whose names are placed on the Child Protection Register;

4.13 More detail on the priorities is included in the heads of service reports as part of Appendix 1.

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 Cabinet notes the Director of Social Services Annual Report for 2015/16.

9. Contact officer

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10 Background Documents

None