

Report to: Performance Scrutiny Committee

Date of Meeting: 19th July 2018

Lead Member/Officer: Lead Member for Well-being and Independence and Lead Member for Children and Young People / Corporate Director: Communities

Report Author: Principal Manager: Support Services

Title: Director of Social Services' Annual Report 2017-2018

1. What is the report about?

- 1.1 Every Statutory Director of Social Services in Wales is required to produce an annual report which summarises their view of the effectiveness of the authority's social care services and priorities for improvement.
- 1.2 A draft annual report for 2017-2018 is attached at Appendix I. The report is intended to provide the public with an honest picture of services in Denbighshire and to demonstrate a clear understanding of the strengths and challenges faced

2. What is the reason for making this report?

- 2.1 To enable Members to scrutinise the draft annual report prior to it being submitted to the Care Inspectorate Wales (CIW).

3. What are the Recommendations?

That Members consider whether the report:

- 3.1 provides a clear account of performance in 2017-2018;
- 3.2 raises any performance issues/concerns that require further scrutiny.

4. Report details

- 4.1 Overall, the report shows that Denbighshire County Council continues to provide good quality social services for children, adults and carers, and that we achieved some excellent performance in areas that are important to our communities. We also continue our transformation of social services in response to the challenges posed by reducing public sector funding at a time of increasing cost pressures, and the demands of the Social Services and Well-being (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016.

4.1.1 Highlights of Key Achievements included in the report

- During the last 12 months we have grown our Talking Points facilities to 9 across the county, enabling more individuals to have the opportunity for a face to face conversation about what matters to them, to improve their health and well-being.
- In February 2018 Estyn inspectors highlighted the recent merger of Education and Children's Services as having a positive impact on services for children, young people

and their families. Estyn inspectors also noted that “A very strong feature of the authority is the way it consults with children and young people when making decisions that affect them and when evaluating the wide range of services it offers”.

- Our Reablement service and Step Down cluster working together with BCUHB have seen delayed transfers of care reduced from 23 in 2016-17 to 5 in 2017/18.
- Last year as part of our drive to improve information, advice and assistance for children with additional needs and their parents we developed the role of Disability Wellbeing Navigator. The Navigator’s approach is empowering, working with parents to enable them to meet their own well-being outcomes by providing access to high quality information, advice and assistance.
- During 2017-18 we made significant changes to the framework within which the Adult Services Safeguarding Team works following an internal restructure and the implementation of the Social Services and Wellbeing (Wales) Act 2014. The Safeguarding Team in Denbighshire has been strengthened considerably during the last 18 months.
- As part of our Restructure of services to improve pathways to support, we now have a dedicated Duty Social Work Intake team and two Child Protection Intervention teams, each strengthened by the addition of senior practitioner social worker.
- The multi-agency Child Sexual Exploitation (CSE) Panel is a positive development and colleagues value the processes developed through the introduction of the panel, in terms of reviewing children and young people who are at risk of or have suffered from child sexual exploitation. The Panel ensures that cases of suspected or actual child sexual exploitation are well-managed and co-ordinated and that all possible action has been taken to protect victims.
- In April 2017 the Reassessment project was established to ensure that all citizens currently accessing services, were reviewed and reassessed in line with the Social Services and Well-Being Act to achieve the outcomes that matter to them.
- During their first 8 months the Community Navigators service helped over 2000 citizens and professionals across Denbighshire to navigate their way through the complicated maze of support & opportunities available within their local community.
- Since April 2017 the Young People’s Positive Pathway has reduced the numbers of young people accessing B&B accommodation by 83%, through a planned and managed approach.

4.2 However, the report does identify a number of areas where we aim to further improve performance and the plans we have in place to address these issues.

4.2.1 **Highlights of Areas for Further Work included in the report**

- Support our citizens to have more choice and control over the packages of care and support to help them achieve the outcomes that matter to them, by rolling out our Support budget model to citizens receiving a new package of care and support.
- Engage both adults and carers who currently receive services, through a peer forum to help shape services and focussing on those areas within our annual Have Your Say

survey where we have not scored as well as we would have liked e.g. I can do the things that are important to me.

- We will fully implement the new regionally agreed templates for assessments and care and support plans and embed new service pathways within our existing case management systems in Children's services.
- Children's services will become fully compliant with guidance and the spirit of the Social Services and Wellbeing (Wales) Act establishing a shared understanding across all partner agencies.
- Having developed a co-located community resource team in Rhyl during 2017-18, we will be working towards a further 3 integrated community resource teams across Denbighshire with our colleagues from Betsi Cadwaladr University Health Board (BCUHB) in order to deliver seamless health and social care support to the adults of Denbighshire.
- We will continue with the planned development of extra care housing in Denbigh and Ruthin and the externalisation of our in-house provision, including Dolwen Residential Home.
- In response to the Additional Learning Needs Transformation Programme we are currently reviewing our structure for supporting children with complex needs due to disability or ill health and will be developing a new team made up of staff from social care, early intervention, transition and independence support and the statutory Education Service for Additional Learning Needs (ALNs) to provide an integrated response to supporting families throughout the full year and across their home, social and school life.
- Ensuring Safeguarding is everyone's business.
- Complex Disability Services are looking to build upon and develop the work of self-advocacy with the independent sector.
- We will work with the 'Working Denbighshire' project to implement career pathways and apprenticeships for looked after children and care leavers.
- Refresh the Carer's Strategy and agree new actions; to achieve this we will undertake engagement and consultation with carers, Third Sector Providers and advocates.
- Continue working with communities and partners to increase the number of Dementia Friendly Communities and Organisations in Denbighshire in line with the Corporate Plan, led by our Ageing Well Denbighshire Partnership.

5. How does the decision contribute to the Corporate Priorities?

5.1 The report specifically relates to our contribution to delivery on the following -two corporate priorities:

- Everyone is supported to live in homes that meet their needs; and
- The Council works with people and communities to build independence and resilience.

6. What will it cost and how will it affect other services?

- 6.1 The production and publication of the report itself does not cost anything (except for officer time), and does not impact on other services. The future plans and actions identified for social services within the report will be delivered within existing budgets. However, some of the themes covered by the report, e.g. supporting independence and enhancing wellbeing, are corporate agendas rather than the responsibility of social services alone. For the council as a whole, this will mean ensuring that all our services, for example housing, highways, planning, environmental services and leisure, are designed to optimise independence.

7. What are the main conclusions of the Well-being Impact Assessment?

- 7.1 The annual report itself does not require a Well-being Impact Assessment because it provides a retrospective evaluation of performance during 2017-2018, and the publication of the report has no potential impact on future generations. However, Well-being Impact Assessments will be undertaken in relation to any future plans or development of services which have been mentioned within this annual report, as and when required.

8. What consultations have been carried out with Scrutiny and others?

- 8.1 Feedback from service users and carers about our services forms part of our existing quality assurance system and as such has contributed considerably to the development of this report.
- 8.2 As with usual practice, the draft report will be circulated to partners (e.g. health, 3rd sector) for comment, prior to publication.

9. Chief Finance Officer Statement

- 9.1 The cost implications of any emerging issues in the annual report must be considered within the context of the council's wider budget position.

10. What risks are there and is there anything we can do to reduce them?

- 10.1 There is a detailed risk register for both Community Support Services and for Education & Children's Services. As this is a report about Social Services in Denbighshire, any risks associated with the issues covered by this report (and actions to mitigate and manage them) are captured in the service risk registers.

11. Power to make the Decision

- 11.1 Statutory Guidance (including the requirement to publish an annual report) is issued within the Code of Practice on the Role of the Director of Social Services under Part 8 of the Social Services and Well-being (Wales) Act 2014.
- 11.2 Section 7.4.2(b) of the Council's Constitution sets out scrutiny's powers with respect to performance monitoring and policy objectives.

Contact:

Principal Manager: Support Services

Tel: 01824 706368