

**Report To:** Performance Scrutiny Committee

**Date of Meeting:** 13 June 2019

**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, Community Support Services

**Title:** Draft Director of Social Services Annual Report 2018-2019

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**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 2018-2019 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:

- 3.1 the report provides a clear account of performance in 2018-2019; and
- 3.2 the report 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

- Continuing to develop a shared understanding and language regarding corporate safeguarding responsibilities. The corporate Safeguarding Plan has focussed on delivering mandatory training across the Local Authority via an E-Learning Module
- Over the last 12 months we have widened the Collaborative work with partner agencies and widening the remit of Child Sexual Exploitation (CSE) Panels which has seen us work more collaboratively with the police.
- Single Point Of Access (SPoA) has continued to evolve and adapt throughout the year and we have established a Well Being Information point in Ysbyty Glan Clwyd.
- We have established 2 Community Resource Teams and have another 2 coming on stream during 2019/2020. We are on our way to achieving our joint vision, with Betsi Cadwaladr University Health Board (BCUHB) for the provision of comprehensive, flexible and responsive community services.
- The Reassessment project has had positive results in ensuring that every citizen who is in receipt of a care and support package is reviewed in line with the Social services and Well -being Act and are achieving the outcomes that matter to them.
- Our peer forums, reflective practice, workshops and direct payments are helping to unlock the creativity in staff. Our asset based approach across our whole adult service has led to a drop in the number of citizens requiring council funded care and support.
- Homelessness prevention Lived Experience Advisory Board has been established, whereby citizens have been offered, and will continue to be offered, training to build capacity and take full ownership of the group and have a clear voice in homelessness prevention planning in Denbighshire.
- We now have a Homelessness Navigator based within Rhyl Jobcentre Plus who is supporting citizens at the point of their engagement with the Job Centre.
- We have developed a landlord offer to increase and improve suitable temporary accommodation for those households experiencing homelessness.
- Having secured funding from the Integrated Care Fund we have held Dementia training, which has been opened up to partners, internal and external to the Council.
- Working Denbighshire has actively engaged with NEWCIS and the Supporting Carers Project and are supporting those carers who wish to find employment.
- A disability wellbeing navigator has been employed by our Children's Services to support parent carers.
- Children's Services have successfully implemented a range of regionally agreed documentation in accordance with the Social Services and Well-Being Act 2014.
- We have integrated Families First and Flying Start into one service under a new management team, continuing to receive positive feedback.
- The Children with Disabilities Team has transformed to incorporate a single unit to support children with disabilities and life limiting illness across the range of need from Early Intervention to acute statutory interventions. This approach recognises that both the child and carers needs and circumstances will change over the course of childhood and the desire of both children and parents to have consistency of support from a single service.
- Strengthened our links with families who elect to home educate their children, developing with Library Services to access resources, utilising Leisure Service to provide opportunities for families and supporting pupils back into school or for 14-19 year olds into employment or training, if that is appropriate.

4.2 The report also identifies 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**

- Increase capacity (in house and third sector) for preventative services to support greater number of carers coming forward for support as a direct result of the Supporting Carers in Denbighshire Project.
- To implement and embed recommendations and actions from the Welsh Government's Measuring the Mountain Initiative.
- Actively work towards a Dementia Friendly Denbighshire County Council
- To conclude our review of the roll out of Support Budgets, developing processes and guidance from lessons learned; embedding a positive risk taking approach; and work closely with our partners and providers to ensure that our citizens have full choice and control over their care and support needs.
- Children's Services will continue with their implementation of revised practice and processes in line with Social Services and Well-Being Act 2014. Children's Services are currently reviewing a range of operational functions to ensure value for money and leaner systems.
- We will continue to develop and implement our Community Resource Teams, learning from our established teams and introducing new Teams in Denbigh and Prestatyn. Developing a more seamless health and social care service within Denbighshire should help us to reduce the number of delayed transfers of care from hospital.
- Within our mental health services we will be developing a learning programme with a recovery and wellbeing approach where sessions are held in appropriate and accessible settings in the community as a means of efficiently and economically delivering low level services. The Denbighshire Learning Partnership has been established to support this development and we are currently exploring areas of good practice through the North Wales Learning for Wellbeing Network.
- The Heads of Service Group are developing a Multi-Agency Policy and Practice Guide, to compliment the National Guidance and support its application across North Wales. This will include an information sharing protocol, agreed distinction between children being reported as missing and a child being reported as absent, and clarity on the shared purpose of Return Home Interviews and appropriate multi-agency response.
- Review and enhance access for Looked After Children (LAC) and Care Leavers in Denbighshire with the opportunity to participate in a local authority work placement and/or traineeship scheme.
- To develop a 2/3 day residential placement for a total of 40 LAC which will involve Life Skills e.g. cooking, budgeting/finances, employment, mental wellbeing and social interaction/skills.
- To implement any learning and/or recommendations from the Care Inspectorate Wales (CIW) recent inspection.

#### 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 2018-2019, 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.
- 8.3 The draft report has been considered by officers within Community Support Services and Education & Children's Services.
- 8.4 The draft report is due to be put onto the County Conversations Portal for public consultation by 17<sup>th</sup> June 2019 for 2 weeks.

## **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 and Medium Term Financial Plan.

## **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 outlines Scrutiny's powers with respect of reviewing and scrutinising the Council's performance in relation to policy objectives.

### **Contact Officer:**

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