

Report to: Partnerships Scrutiny Committee

Date of Meeting: 31 May 2012

Lead Officer: Corporate Director: Modernisation and Wellbeing

Report Author: Service Manager: Quality and Systems Development

Title: Annual Council Report: Social Services 2011/2012

1. What is the report about?

- 1.1 Every 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 The Directors annual report for 2011/2012 is attached as Appendix 1. 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 provide Scrutiny our self assessment of social care in Denbighshire and improvement priorities for 2012/2013.

3. What are the Recommendations?

- 3.1 Scrutiny are asked to consider:
- our self assessment of social care in Denbighshire
 - improvement priorities for 2012/2013
 - whether the draft report provides a simple and clear account of performance so the public can understand our strengths and areas for development.
- 3.2 The report will form an integral part of the Care and Social Services Inspectorate Wales (CSSIW) performance evaluation of Denbighshire Social Services. The evaluation also informs the Wales Audit Offices assessment of Denbighshire County Council as part of the annual improvement report.

4. Report details.

4.1 The Annual Council Reporting Framework (ACRF) has four components:

❶ Self assessment and analysis of effectiveness

4.2 A comprehensive Position Statement has been developed to provide a detailed self assessment of:

- the quality and effectiveness of services
- the organisation's capacity to improve and sustain improvement.

4.3 The Social Services Improvement Agency (SSIA) has developed a set of outcome statements to inform the self assessment process. The outcome statements reflect the journey of the service user and/or carer through the care pathway followed by an assessment of the 'organisational capacity'.

4.4 The detailed Position Statement contains our self assessment against the outcome statements. For each outcome statement there is analysis of our strengths and challenges which have helped inform our improvement priorities. The self assessment has been informed by the "White Paper" on the future of Social Services (Sustainable Social Services: a Framework for Action) and the Consultation Paper on the Social Services (Wales) Bill which set a substantial transformation agenda. For adult services the self assessment process has also been informed by the recent CSSIW inspection of adult social care.

4.5 The full Position Statement will be made available on the intranet.

❷ Evidence trail

4.6 A significant volume of evidence has been collected to demonstrate the analysis and judgements contained within the Position Statement. This information will be submitted to CSSIW who will also visit Denbighshire to carry out a small number of observational visits to gather evidence that our self assessment is in line with our operational practice.

❸ Integration with business planning

4.7 The improvement priorities we have identified through our self assessment have been integrated into our Service Business Plans. This approach ensures that the improvements identified in the annual report are mainstreamed into the authority's performance management framework and form part of the service challenge programme.

❹ Publication of an annual report

4.8 In line with the guidance that governs the ACRF process the annual report has been written for the public and draws on comments, quotes and case studies

that illustrate how service users and carers experience our services. We are required to publish the annual report by 31 July 2012.

Key messages and priorities from the ACRF process

- 4.9 Our overall assessment is that Denbighshire Social Services continues to perform well, with a very committed work force that continues to deliver positive outcomes for people.
- 4.10 There is good evidence that we are:
- ✓ helping people to access the help they need, when they need it
 - ✓ supporting people to live independently in the community
 - ✓ supporting families to care for their children safely and to reduce the risk of family breakdown
 - ✓ safeguarding children and vulnerable adults
 - ✓ developing new and innovative services
 - ✓ working closely with other authorities and agencies to combine our effort
 - ✓ delivering an efficient, high quality and well managed service
- 4.11 The improvement priorities contained within the annual report recognise the need to continue to adapt and develop services to respond to the challenges of an ageing community and increasing numbers of children and adults with complex needs while simultaneously delivering efficiencies. Our assessment also recognises the need to strength our approach to quality assurance to ensure that our systems build on existing pockets of good practice to robustly assess service users experience and the outcomes that are being delivered.
- 4.12 Key features of our approach to proactively remodel, and develop new service patterns to improve local services, include:
- an ambitious programme to transform adult social care in Denbighshire with a focus on promoting independence so that people have greater choice and control over their lives
 - realigning the focus of Children's Services and the way in which services are planned and delivered as part of a continuum of care as children and families need for support and intervention changes
 - leading, and involvement in, high profile collaborations and partnerships across boundaries
- 4.13 To achieve this we will need to ensure that we manage change consistently well, ensuring that people who use social services, our staff and communities have the opportunity to shape the way change is taken forward. We recognise that some of the decisions will not be popular. However, the financial climate means that tough decisions can not be avoided. Our focus will be on making changes that deliver cost effective, sustainable services that ensure vulnerable people are protected and that people receive high quality services that provide dignity in care and good outcomes.

- 4.14 This agenda can not be delivered in isolation. The need for effective working across agencies is paramount to making sure that we deliver joined up, seamless services for the people of Denbighshire. This is particularly the case for services between Health and social care. We have positive working relationships with our Health colleagues in Betsi Cadwaladr University Health Board (BCU). However, creating a single Health Board for the whole of North Wales has, at times, meant that Health have not always been in a position to respond and deliver some partnership work at the pace we would wish to see. This is an area that we will continue to work through with Health especially as we further develop our locality approach to services for adults.
- 4.15 Partnership working is also central to developing integrated approaches to service delivery for children and families. We need to continue our work on establishing an appropriate interface with our partner agencies to ensure a collaborative response to meeting need. This includes effective early intervention and prevention services that underpin a targeted service response at a statutory level.

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

- 5.1 Activity identified within the annual report has directly contributed to the delivery of the Responding to Demographic Change and Regeneration corporate programmes. Examples include:
- ✓ working with Leisure Services to promote and develop opportunities for older people to participate in physical activities. Examples include guided walks, free swimming and aqua aerobics, chair based exercise sessions provided to community groups, in Extra Care Housing and in our day centres
 - ✓ implementing an Intake and Reablement service that helped 2549 people in 2011/2012
 - ✓ supporting 425 older people to become new Telecare customers
 - ✓ opening a further Extra Care facility in Ruthin (Llys Awelon). This is the third Extra Care facility in Denbighshire and work is in progress for a fourth facility in Denbigh. The existing 3 facilities provide 139 older people with safe and secure tenancies in a living environment designed to maintain their independence
 - ✓ the mapping of vulnerable families, many of whom live in disadvantaged areas included within our regeneration projects, and the commissioning of early intervention services via Families First
 - ✓ developing training, volunteering and employment opportunities to 514 people as part of our New Work Connections project.
 - ✓ initiatives by our Welfare Rights Team make a real difference to people's independence, health and wellbeing (identified through evaluation questionnaires). Last year our Welfare Rights Partnership removed £17m in personal debts, generated increased income of £8m and moved 1,138 people out of poverty.

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

- 6.1 The actions identified within the report are aimed at delivering service improvements, improving outcomes and meeting local needs better within the context of achieving challenging financial efficiencies

7. What consultations have been carried out?

- 7.1 It is acknowledged that consultation has been limited in the production of the self assessment and annual report. Feedback directly gained from service users and carers about our services as part of our existing quality assurance systems has been used to assess our performance.
- 7.2 We have drawn on findings of the positive CSSIW inspections in 2011/2012 including a fostering and adoption inspection, an inspection of adult services, and inspections of our residential Homes and in house provided services.
- 7.3 The former Lead Member for Health, Social Care & Wellbeing and the former Lead Member for Welsh Language, Children, Young People and Leisure have had an opportunity to comment on the draft document. Key scrutiny representatives from the previous Performance Scrutiny have also had an opportunity to contribute to the self assessment process.

8. Chief Finance Officer Statement

- 8.1 While there are no immediate significant financial implications resulting from the annual report, it is crucial that any costs associated with implementing the actions are compatible with the medium term financial plan.

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

- 9.1 Detailed risk registers have been developed for the Adult and Business Service and for the Children and Family Service. As the ACRF has been mainstreamed into the work of the Services the associated risks and actions to mitigate and manage them are captured in the risk register.

10. Power to make the Decision

- 10.1 Section 3 of Local Government Act 1999 – Best Value duty to secure continuous improvement.
- 10.2 Section 7 of Local Authority Social Services Act 1970 – duty to secure continuous improvement of service delivery.
- 10.3 Local Government (Wales) Measure 2009 – duty to secure continuous improvement of service delivery.
- 10.4 Statutory Guidance on the Role and Accountabilities of the Director of Social Services issued under Section 7 of Local Authority Social Services Act 1970.

10.5 Article 6.3 of the Council's Constitution

Contact Officer:

Service Manager: Quality and Systems Development

Tel: 01824 706641