

<b>Report to</b>	<b>Performance Scrutiny Committee</b>
<b>Date of meeting</b>	<b>20<sup>th</sup> July 2023</b>
<b>Lead Member / Officer</b>	<b>Cllr Elen Heaton / Cllr Gill German / Nicola Stubbins</b>
<b>Head of Service</b>	<b>Ann Lloyd / Rhian Morrle</b>
<b>Report author</b>	<b>Ann Lloyd</b>
<b>Title</b>	<b>Director of Social Services Annual Report 2022 - 2023</b>

## **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. The draft annual report for 2022 – 2023 is attached at 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 enable members to scrutinise the draft annual report prior to it being submitted to Care Inspectorate Wales (CIW) and published on the Denbighshire County Council (DCC) website.

## **3. What are the Recommendations?**

- 3.1. That the Committee consider whether the report provides a clear account of performance in 2022 – 2023
- 3.2. That members consider whether the report raises any performance issues / concerns that require further scrutiny

## 4. Report details

- 4.1. Overall our performance is comparable with the previous couple of years this is against ongoing recruitment and retention issues and increased complexity of need and demand for services.
- 4.2. We were pleased to note that in Children's Services we seen a 44% decrease in the number of children looked after (4 children) experiencing one or more changes in schools, that were not due to transitional arrangements. This ensures we are giving these children as much stability as we can when it comes to their education.
- 4.3. Also in Children's Services we have seen the number of care leavers completing at least 3 months of employment, education or training double from 5 in 2021 / 2022 to 10 in 2022 / 2023 and 7 of those went on to continue to be in employment, education or training for a further 13 – 24 months. We also saw a small drop in the numbers experiencing homelessness, 9 in 2021 / 2022 to 7 in 2022 / 2023. The partnerships we have developed to provide ongoing support to these young people are bringing the positive outcomes that we are all striving for.
- 4.4. During the last year the Children's Service's Edge of Care Team have delivered good outcomes, working with the whole family where children are considered to be 'on the edge of care'. The team provide intensive support to vulnerable families with multiple complex problems and enable the child(ren)'s circumstances to improve and to give the family the skills so they can sustain their own improvements.
- 4.5. In Adult Services we have seen much of our services return to some form of normality following the Covid 19 pandemic. Our 2 care homes increased the number of activities going on and got the community back in through the doors. Also we re-opened our work and day opportunity services, with significant investment in both Popty and Meifod. We were also pleased to see the completion of Awel Y Dyffryn Extra Care Housing in Denbigh and nearly all of the 66 apartments being allocated. We now await the completion of Llys Awelon Phase 2 in Ruthin which is expected in the Spring 2024.

- 4.6. The Adult Social Care Edge of Care Team have made great strides in offering a volunteering service to support many older people in Denbighshire, providing much needed assistance due to the lack of domiciliary care provision. We have also see significant growth in the number of Micro-Providers now delivering care and support in local communities, which is not only helping us meet demand but generating enterprise across the county.
- 4.7. There has been limited opportunity to start new projects as this last year has been about consolidating practice after the Covid 19 pandemic and coping with the increased complexity of demand and recruitment and retention problems.
- 4.8. However, as we move forward into 2023 / 2024 we will focus on the Welsh Government's Rebalancing Social Care agenda and how we achieve that here in Denbighshire. Across both Adults and Children's Services we will work with a range of stakeholders to develop solutions to address the ongoing recruitment and retention problems within Social Care.
- 4.9. Focus will be given to the development of in-county short breaks and emergency respite provision for children with complex disabilities and we will continue to encourage the use of direct payments across both Adults and Children's Services to support individuals and families to have choice and control over their care and support needs.

## **5. How does the decision contribute to the Corporate Plan 2022 to 2027: The Denbighshire We Want?**

- 5.1. During the 2022 – 2023 financial year Adult and Children's Services contributed to the following themes within the Corporate Plan
- A Denbighshire of quality housing that meets people's needs
  - A prosperous Denbighshire
  - A healthier and happier, caring Denbighshire
  - A learning and growing Denbighshire
  - A fairer, safe and more equal Denbighshire

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

6.1. The development and publication of the annual reports does not cost anything other than officer time, and does not impact on other services. The future plans and actions identified for Adult Social Care & Homelessness and Education & Children's Services within the report will be delivered through core budgets, or through partnership funding, such as Regional Integration Fund (RIF), but there remain significant financial pressures within both Adult Social Care and Children's Services.

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

7.1. The annual report does not require a Well-being Impact Assessment because it provides a retrospective evaluation of performance 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 in these annual reports, 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 form part of our existing quality assurance process and as such has contributed considerably to the development of the annual report.

## **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. The financial pressures and challenges for the services and the Council are clearly outlined in Section 5 (b) in the Annual Report.

## **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 Education and Children's Services. As this report is about Social Services in Denbighshire, any risks associated with the issues covered in 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 21 of the Local Government Act 2000 and Section 7.4.2(b) sets out Scrutiny's powers in relation to monitoring performance and delivery of policy objectives.