

Report To: Full Council

Date of Meeting: 10 July 2012

Lead Officer: Corporate Director: Modernisation and Wellbeing

Report Author: Service Manager: Quality and Systems

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 on the effectiveness of social care services in their authority. The Director's annual report for 2011/2012 is attached as Appendix 1.

2. What is the reason for making this report?

2.1 To provide the public with an honest picture of social services in Denbighshire and to demonstrate a clear understanding of service strengths, challenges and improvement priorities for 2012/2013.

3. What are the Recommendations?

3.1 Council are asked to endorse the Director's assessment and improvement priorities for 2012/2013

4. Report details

4.1 The assessment process

4.2 A comprehensive self assessment has been undertaken on the quality and effectiveness of services and the organisation's capacity to improve and sustain improvement.

4.3 The self assessment is contained within a detailed Position Statement that will be made available on the intranet.

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

4.5 Summary assessment

4.6 Our overall assessment is that Denbighshire Social Services continues to perform well, with a very committed work force that continues to work to make life better for vulnerable people.

4.7 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

4.8 Challenges and improvement priorities

4.9 The annual report reflects 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.

4.10 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

4.11 This approach is in line with 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.

4.12 The annual report recognises the need to strengthen our approach to quality assurance so that we robustly assess service users experience and the outcomes that are being delivered.

4.13 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.

4.14 Publication of the annual report

4.15 In line with the guidance that governs the ACRF process we are required to publish the annual report by 31 July 2012.

4.16 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.

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

5.1 Activity in 2011/2012 has directly contributed to the delivery of the Responding to Demographic Change and Regeneration corporate programmes. Examples include:

Demographic Change

- ✓ supporting more people to live at home independently. Examples include:
 - the implementation of an Intake and Reablement service that helped 2549 adults
 - an additional 425 older people supported through 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
- ✓ 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

Regeneration

- ✓ the mapping of vulnerable families, many of whom live in disadvantaged areas included within our regeneration projects, and the commissioning of early intervention services
- ✓ developing training, volunteering and employment opportunities to 514 people as part of our New Work Connections project
- ✓ initiatives by the Welfare Rights Partnership which 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 Prior to the formation of the new Council a small group of Elected Members contributed to the self assessment process. A draft version of the annual report was also circulated to Partnership Scrutiny on 29 May 2012.

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.