

**Report To:** Performance Scrutiny Committee  
**Date of Meeting:** 16 May 2013  
**Lead Officer:** Corporate Director: Modernisation and Wellbeing  
**Report Author:** Early Intervention, Strategy and Support Service Manager  
**Title:** Annual Council Report: Social Services 2012/2013

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**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 A draft annual report for 2012/2013 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. The report is subject to further consultation and refinement and will need to be presented to Full Council by July 2013.

**2. What is the reason for making this report?**

- 2.1 To provide Scrutiny with our self assessment of social care in Denbighshire and the identified improvement priorities for 2013/2014.

**3. What are the Recommendations?**

- 3.1 Scrutiny are asked to consider and comment on:
- the Director's self assessment of social care in Denbighshire
  - improvement priorities for 2013/2014
  - whether the draft report provides a clear account of performance

**4. Report details.**

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

**① A detailed self assessment and analysis of effectiveness**

- 4.2 Performance has been assessed against a set of outcome statements developed by the Social Services Improvement Agency (SSIA). The outcome statements focus on service users and carers, as well as 'organisational capacity' including Corporate, Political and Leadership support.

**② Evidence trail**

- 4.3 A significant volume of evidence has been collected to demonstrate the self

analysis and associated judgements. This information will be submitted to the Care and Social Services Inspectorate Wales (CSSIW).

### **③ Integration with business planning**

- 4.4 The improvement priorities we have identified through our self assessment have been integrated into our Service Business Plans and therefore mainstreamed into the authority's performance management framework.

### **④ Publication of an annual report**

- 4.5 In line with the guidance that governs the ACRF process the annual report has been written for the public. We are required to publish the annual report by 31 July 2013.
- 4.6 The report will form an integral part of the 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

### **Key messages and priorities from the ACRF process**

- 4.7 Our overall assessment is that Denbighshire Social Services succeeded in making real improvements in terms of both performance and quality over the past year. We can show that we have:
- supported families successfully at an early stage to help prevent problems escalating
  - provided early support and helped people to regain their confidence and ability to care for themselves e.g. after a fall.
  - supported people to live independently in the community and reduced the number of people admitted into Care Homes
  - provided looked after children with stable and caring homes
  - safeguarded children and vulnerable adults effectively
  - worked in partnership with other authorities and agencies
  - a stable workforce who are supported with their professional development
  - strong leadership driving forward the agenda
  - improved quality assurance processes
  - robust financial management which has delivered services within budget
- 4.8 However, there have been some real challenges for both Adult and Business and Children's Services. Appendix 2 provides an overview of the challenges and how we are responding.
- 4.9 The improvement priorities contained within the annual report recognise the need to continue to adapt and modernise our services in order to respond to the expectations and requirements of the Welsh Government's Social Services and Wellbeing Bill.

4.10 Key features of our approach to proactively remodel, and develop new service patterns to improve local services will include:

- the development of enhanced family support services with a 24/7 family support service;
- strengthened transition support to young people with disabilities who are moving from children services to adults services;
- implementation of the IFSS (Integrated Family Support Service) model;
- the development of additional Extra Care;
- developing a three-year plan to develop services to support carers;
- additional investment in reablement and approaches to support people to live independently without the need for ongoing social care;
- reduced sickness absence, a higher percentage of performance appraisals completed and improved response times for complaints.

4.11 The future of our services has to look different and so our commitment to modernisation will involve an increased investment in preventative and early intervention services to enable citizens to be independent, resilient and able. This approach will need to be underpinned by a range of services, activities and support networks that people can access in their own community. The delivery of this agenda will require cross-council/service and cross-sector solutions including community led initiatives.

4.12 We recognise that as we remodel and develop new services and approaches this will bring change and, inevitably, some change will not be popular. However, the financial climate means that tough decisions cannot 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.

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

5.1 The priorities detailed within the ACRF directly contribute to priority 4: vulnerable people are protected and are able to live as independently as possible. Examples include:

- working with the Communication, Marketing and Leisure Service to support vulnerable people to live independently through joint initiatives;
- working with Housing, Internal Audit and Environmental Services to streamline processes for Disabled Facility Grants;
- ensuring families that are facing challenges or have complex needs will receive targeted support, with the aim of keeping families together;
- working with partner agencies to ensure vulnerable children and families are identified and supported at an early stage to prevent problems arising and escalating.

5.2 Activity identified within the annual report is/ and will continue to directly contribute to, and benefit from, the delivery of both the Economic Ambition and Modernising the Council programmes.

## **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 are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision?**

- 7.1 A full EqIA will be done following a further period of consultation on the draft.

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

- 8.1 We have drawn on feedback from service users and carers about our services as part of our existing quality assurance system.
- 8.2 We have drawn on findings of the positive CSSIW inspections in 2012/2013 along with good practice research that has been commissioned by the Welsh Government such as the National Review of Outcomes for Children and Young People.
- 8.3 The draft assessment will subject of consultation with Health, CSSIW and colleagues in Flintshire as part of a peer review process in which we will each undertake an analysis and review of each others self assessment.

## **9. Chief Finance Officer Statement**

- 9.1 Additional funding has been identified to support the delivery of priorities in the Corporate Plan, including one year Welsh Government budget protection for social services. This allocation will fund the associated priorities in the ACRF. It is crucial that costs to implement additional ACRF actions are delivered within the resources identified and that planned efficiencies are achieved.

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

- 10.1 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.

## **11. Power to make the Decision**

- 11.1 Statutory Guidance on the Role and Accountabilities of the Director of Social Services issued under Section 7 of Local Authority Social Services Act 1970.
- 11.2 Article 6.3.4(b) sets out scrutiny's powers with respect to performance monitoring and policy objectives.

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