

---

**DRAFT LOCAL AUTHORITY SOCIAL SERVICES ANNUAL REPORT 2018/2019**

---

**Purpose of Report**

1. To provide Members with background information to facilitate scrutiny of the draft Local Authority Social Services Annual Report 2018/19, attached at **Appendix A**, prior to consideration by the Cabinet and Council. Members will be able to provide any comments, observations or recommendations for consideration prior to approval of the report at Cabinet.

**Scope of Scrutiny**

2. The scope of this scrutiny is to review the draft report and to consider:
  1. The report's evaluation of the performance in delivering social services functions for the past year including lessons learned;
  2. how the local authority has achieved the six quality standards for well-being outcomes (see **Appendix B** for details);
  3. qualitative and quantitative data relating to the achievement of well-being outcomes;
  4. the extent to which the local authority has met requirements under Parts 3 and 4 of the SSWB Act as set out in separate codes covering assessing needs and meeting needs;
  5. objectives for promoting the well-being of people needing care and support and carers needing support for the following year including those identified by population needs assessments;

6. assurances concerning:
  - i. structural arrangements enabling good governance and strong accountability
  - ii. effective partnership working via Partnership Boards
  - iii. safeguarding arrangements
7. the local authority's performance in handling and investigating complaints
8. responses to any inspections of its social services functions
9. an update on Welsh language provision
10. how the local authority has engaged people (including children) in the production of the report.
11. discuss whether further scrutiny is required, within each Committee's work programme.

### **Background Context<sup>1</sup>**

3. The purpose of the annual report is to set out the local authority's improvement journey in providing services to people in their areas, those who access information, advice and assistance, and those individuals and carers in receipt of care and support. Under the new requirements of the Social Services and Well-being (SSWB) Act, the report needs to demonstrate how local authorities have promoted well-being and accounted for the delivery of well-being standards.
4. The annual report should reflect the experiences of service providers and services users. The annual report is a key way for local authorities to demonstrate accountability to citizens and should therefore be accessible to people, including service users. The Director of Social Services should ensure that annual reports are not overly long and are written in a clear and concise way.
5. The report must include details of how the Council is improving under the points raised in Paragraph 2 of this report.

6. The report must be:
  - published “as soon as practicable” after the year to which it relates
  - presented to the council by the Director
  - copied to Welsh Ministers
  - available on the local authority’s website.
  
7. The **Local Authority Social Services Annual Report 2018-19** is attached at **Appendix A**. Further guidance on what should be included in the content of the report is attached at **Appendix C**.

The report includes:

1. Introduction (*page 2*);
2. Director’s foreword and analysis of performance (*pages 6-21*);
3. How people shape our services (*pages 22-27*);
4. Promoting and improving the well-being of those we help (*page 28*):  
**(set out under the six well-being objectives)**
  - i. Working with people to define and co-produce personal well-being outcomes that people wish to achieve (*pages 28-37*);
  - ii. Working with people and partners to protect and promote people’s physical and mental health and emotional well-being (*pages 38-45*);
  - iii. Taking steps to protect and safeguard people from abuse, neglect or harm (*pages 46-53*);
  - iv. Encouraging and supporting People to learn, develop and participate in society (*pages 54-63*);
  - v. Supporting people to safely develop and maintain healthy domestic, family and personal relationships (*pages 64-71*);
  - vi. Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs (*pages 72-77*);
5. How we do what we do (*page 78*)
6. Our workforce and how we support their professional roles (*pages 78-83*);

7. Our financial resources and how we plan for the future (*pages 84-87*);
8. Our partnership working, political and corporate leadership, Governance and accountability (*page 88-89*);
9. Accessing further information and key documents (*page 90*)

8. Each section, from **pages 28 – 90**, is set out as follows:

- Outcome achieved
- What did we plan to do last year
- How far did we succeed and What difference did we make
- What are our priorities for next year and why.

9. Members may also wish to consider the following:

- Top Challenges facing Social Services (*Pages 20-21*)
- Details of Outcomes Achieved during 2018/19 and Priorities for 2019/20 – as set out under each of the six wellbeing objectives and workforce, as follows:

<b>Wellbeing Objective</b>	<b>Outcomes Achieved 18/19</b>	<b>Priorities for 2019/20</b>
Working with people to define and co-produce personal well-being outcomes that people wish to achieve	Page 28	Pages 37
Working with people and partners to protect and promote people's physical and mental health and emotional well-being	Page 38	Page 44 - 45
Taking steps to protect and safeguard people from abuse, neglect or harm	Page 46	Page 52
Encouraging and supporting People to learn, develop and participate in society	Page 54	Pages 62
Supporting people to safely develop and maintain healthy domestic, family and personal relationships	Page 64	Pages 71
Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs	Page 72	Page 76
Workforce	Page 78	Pages 82

## Care Inspectorate Wales Inspection Outcomes

10. Pages 18 and 19 of the Annual Report summarises the outcomes of three inspections undertaken during 2018/19. These related to:
  - Crosslands Children's Home
  - Links Community Mental Health Team Inspection
  - Focused activity in Adult Services First Point of Contact
  - Focused activity in the family support services (Children's services)
  - CIW Performance Review meetings
  
11. In addition, Children's Services took part in a national self-assessment in relation to looked after children & care leavers. Report is also pending for an inspection relating to:
  - Self-assessment in relation to older adults

## Previous Scrutiny

12. In July 2018, a joint meeting of the Children & Young People Scrutiny Committee and Community & Adult Services Scrutiny Committee considered the Director of Social Services Annual Report 2017-18. The letter resulting from the joint meeting of the Committees is attached at **Appendix D**. The Cabinet response is attached at **Appendix E**.

## Way Forward

13. Councillor Susan Elsmore (Cabinet Member for Social Care, Health & Well-being), and Councillor Graham Hinchey (Cabinet Member for Children's and Families) will be in attendance and may wish to make statements. Claire Marchant (Director of Social Services) and Officers will present the Draft Annual Report, attached at **Appendix A**.
  
14. The scope of this scrutiny is set out at Paragraph 2 of this report and provides a useful check list of the areas which Members may wish to scrutinise.

## **Financial Implications**

15. There are no direct financial implications arising from this report. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. These financial implications will need to be considered before any changes are implemented.

## **Legal Implications**

16. The Scrutiny Committees are empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

## **RECOMMENDATIONS**

The Committees are recommended to:

- i. Consider the contents of the report, appendices and information provided at the meeting and report any comments, observations and recommendations to the Cabinet prior to its consideration of the report; and
- ii. Consider the way forward for the future scrutiny of the issues raised in the Annual Report 2018-19 and the future challenges and priorities for 2019-20, in each Committee's work programme.

**DAVINA FIORE**

**Director of Governance and Legal Services**

**20 June 2019**