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DRAFT LOCAL AUTHORITY SOCIAL SERVICES ANNUAL REPORT 2019/2020

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### Purpose of Report

1. To provide Members with background information to facilitate scrutiny of the draft Local Authority Social Services Annual Report 2019/20, 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 on the 17<sup>th</sup> September 2020.
2. The Report also contains a letter from Care Inspectorate Wales on Local Authority Performance Review April 2019 – March 2020, which is attached at **Appendix B**.

### Scope of Scrutiny

3. The scope of this scrutiny is to review the draft report and to consider:
  - i. The report's evaluation of the performance in delivering social services functions for the past year including lessons learned;
  - ii. how the local authority has achieved the six quality standards for well-being outcomes (see **Appendix C** for details);
  - iii. qualitative and quantitative data relating to the achievement of well-being outcomes;
  - iv. the extent to which the local authority has met requirements under Parts 3 and 4 of the Social Services & Well-being (SSWB) Act;

- v. 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 under Section 14 of the SSWB Act;
  - vi. assurances concerning:
    - structural arrangements enabling good governance and strong accountability
    - effective partnership working via Partnership Boards
    - safeguarding arrangements
  - vii. the local authority's performance in handling and investigating complaints;
  - viii. responses to any inspections of its social services functions;
  - ix. an update on Welsh language provision;
  - x. how the local authority has engaged people in the production of the report; and
  - xi. discuss whether further scrutiny is required for particular areas, within the Committee's work programme.
4. Members are reminded that this Committee's terms of reference falls to services under Adult Social Services. Members are required to only scrutinise issues that fall within this Committee's Terms of Reference. Children & Young People Scrutiny Committee will also be considering this report at its meeting on the 15<sup>th</sup> September 2020.

## **Background Context**

5. 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 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.

6. The Annual Report should reflect the experiences of service providers and services users and 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.
7. The report must include details of how the Council is improving under the points raised in Paragraph 3 of this report.
8. 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; and
  - available on the local authority’s website.
9. The **Local Authority Social Services Annual Report 2019-20** is attached at **Appendix A**, which includes the Care Inspectorate Wales Annual Review letter, attached at **Appendix B**. Further guidance on what should be included in the content of the report is attached at **Appendix D**.
10. The report includes:
  - a. Introduction, including a message from the Cabinet Members (*pages 2 - 4*);
  - b. Director’s foreword and analysis of performance (*pages 5 - 18*);
  - c. How people shape our services (*pages 19 - 21*);
  - d. Promoting and improving the well-being of those we help (*page 22*):
    - (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 22 - 24*);
    - ii. Working with people and partners to protect and promote people’s physical and mental health and emotional well-being (*pages 25 - 27*);
    - iii. Taking steps to protect and safeguard people from abuse, neglect or harm (*pages 28 - 30*);

- iv. Encouraging and supporting People to learn, develop and participate in society (*pages 31 - 33*);
  - v. Supporting people to safely develop and maintain healthy domestic, family and personal relationships (*pages 34 - 38*);
  - 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 39 - 41*);
  - 5. How we do what we do (*page 42 - 43*)
  - 6. Our workforce and how we support their professional roles (*pages 44 - 45*);
  - 7. Our financial resources and how we plan for the future (*pages 46 - 47*)
11. Each section, from **pages 22 – 41**, is set out as follows:
- Outcomes we have achieved during the year. What difference did we make?
  - What did we plan to do last year? How far did we succeed?
  - The change we want to see. What are our priorities for next year and why?
12. Members may also wish to consider the following:
- Top Priorities for Social Services and Adult Services (*Page 16*)
  - Details of Outcomes Achieved during 2019/20 and Priorities for 2020/21 – as set out under each of the six wellbeing objectives and workforce, as follows:

<b>Wellbeing Objective</b>	<b>Outcomes Achieved 19/20</b>	<b>Priorities for 20/21</b>
Working with people to define and co-produce personal well-being outcomes that people wish to achieve	Page 22	Page 24
Working with people and partners to protect and promote people's physical and mental health and emotional well-being	Page 25	Page 26
Taking steps to protect and safeguard people from abuse, neglect or harm	Page 28	Page 30
Encouraging and supporting People to learn, develop and participate in society	Page 31	Pages 33
Supporting people to safely develop and maintain healthy domestic, family and personal relationships	Page 34	Pages 38

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 39	Page 41
Workforce	Page 44	Pages 45

## Care Inspectorate Wales Inspection Outcomes

13. Pages 17 and 18 of the Annual Report summarises the outcomes of five inspections undertaken during 2019/20. Those that fell under the Terms of Reference of this Scrutiny Committee were:
- Focused activity in Adult Services First Point of Contact
  - Social Services Annual Performance Letter (**Appendix B**)

## Previous Scrutiny

14. This Scrutiny Committee (jointly with the Children & Young People Scrutiny Committee) has considered the Local Authority Social Services Report (formerly known as the Director of Social Services Annual Report) every year since 2012. In June 2019, a joint meeting of the Children & Young People Scrutiny Committee and Community & Adult Services Scrutiny Committee considered the Director of Social Services Annual Report 2018-19. The letter resulting from the joint meeting of the Committees is attached at **Appendix E**. The Cabinet response is attached at **Appendix F**.

## Way Forward

15. Councillor Susan Elsmore (Cabinet Member for Social Care, Health & Well-being), will be in attendance and may wish to make a statement. Claire Marchant (Director of Social Services) and Officers will present the Draft Annual Report, attached at **Appendix A**.
16. The scope of this scrutiny is set out at Paragraph 3 of this report and provides a useful check list of the areas which Members may wish to scrutinise.

## **Financial Implications**

17. 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**

18. 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 2019/20 and the future challenges and priorities for 2020/21.

**DAVINA FIORE**

**Director of Governance and Legal Services**

**8 September 2020**