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LOCAL AUTHORITY SOCIAL SERVICES ANNUAL REPORT 2020/2021 &  
ADULTS, HOUSING & COMMUNITIES DIRECTORATE DELIVERY PLAN  
2021/22

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**Purpose of Report**

1. To provide Members with background information to facilitate their scrutiny of the draft Local Authority Social Services Annual Report 2020/21, attached at **Appendix A** and the Adults, Housing & Communities Directorate Delivery Plan 2021/22, attached at **Appendix B**.
2. Members are to note that as supplementary information to aid Members consideration, **Appendix C & D** are the Quarter 4 Performance Reports for Adult Services and Housing & Communities. Members are reminded that Quarter 4 covers the period, Jan – March 2021.

**Structure of Papers & Meeting**

3. The following Appendices are attached to this cover report:
  - Appendix A** – draft Local Authority Social Services Annual Report 2020/21
  - Appendix B** – Adults, Housing & Communities Directorate Delivery Plan 2021/22
  - Appendix C** – Adult Services, Quarter 4 Performance Report
  - Appendix D** – Housing & Communities Quarter 4 Performance Report
4. Councillor Susan Elsmore (Cabinet Member for Social Care, Health & Well-being), and Councillor Lynda Thorne (Cabinet Member for Housing & Communities) will be in attendance and may wish to make statements.

5. Officers from the Adults, Housing & Communities directorate will open this item with a presentation. The presentation will begin with an overview of the Local Social Services Annual Report (LSSAR) with a break for Committee Members questions. Following questions on the LSSAR, officers will then resume the presentation with an overview of the Adults, Housing & Communities Directorate Delivery Plan 2021-22, ending with Committee Member questions on the DDP.

### **Scope of Scrutiny**

6. The scope of this scrutiny is for Members to review in turn, the draft Local Authority Social Services Annual Report, and the Directorate Delivery Plan and to consider the following:

#### Draft Local Social Services Annual Report 2020-21

- I. The report's evaluation of the performance in delivering adult social care for the past year including lessons learned;
- II. How the local authority has achieved the six quality standards for well-being outcomes
- III. The extent to which the local authority has met requirements under Parts 3 and 4 of the SSWB Act which covers assessing and meeting needs;
- IV. The local authority's performance in handling and investigating complaints
- V. Responses to any inspections of its social services functions
- VI. How the local authority has engaged residents in the production of the report
- VII. Discuss whether further scrutiny is required, within a particular area relevant to this Committee's terms of reference.

*Members are reminded that the content of the report which relates to Adult Services falls into this Committee's terms of reference.*

### Directorate Delivery Plan 2021-22

- I. How the Directorate Delivery Plan's priorities align to the draft Local Authority Social Services Annual Report
- II. How the Directorate's priorities were identified
- III. Whether the milestones and timescales for commitments are appropriate and achievable;
- IV. What the arrangements are for monitoring the implementation of the Delivery Plan commitments
- V. Whether the performance measures are appropriate and fit for purpose;
- VI. The Directorates' resource levels and whether these are sufficient to resource the commitments in Strategic Directorate Priorities Section;
- VII. The key challenges facing the Directorate and how they are planning for the future

*Members should note point 13 of this Cover Report details the well-being objectives contained within this report which fall outside of this Committee's terms of reference.*

### **Background Context - Local Social Services Annual Report 2020-21**

7. 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.
8. 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 Directorate should ensure that annual reports are not overly long and are written in a clear and concise way.

9. 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.

10. The Local Authority Social Services Annual Report 2020-21 is attached at **Appendix A**. Members are reminded that the areas of the report relevant to this Committee’s terms of reference are Adult Services.

The report includes:

- a. Introduction (*pages 2-4*);
- b. Children Services Overview (*pages 6-11*)
- c. Adult Services Overview (*pages 12-13*)
- d. Covid Response (*pages 14-15*)
- e. Priorities for 2021/22 (*page 16-17*)
- f. Inspection Outcomes (*pages 18-19*)
- g. How Are People Shaping our Services (*pages 20-25*);
- h. Promoting and improving the well-being of those we help (*page 26*):  
**(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 26-27*);
  - ii. Working with people and partners to protect and promote people’s physical and mental health and emotional well-being (*pages 28-29*);
  - iii. Taking steps to protect and safeguard people from abuse, neglect or harm (*pages 30-31*);
  - iv. Encouraging and supporting People to learn, develop and participate in society (*pages 32-33*);
  - v. Supporting people to safely develop and maintain healthy domestic, family and personal relationships (*pages 34-35*);
  - 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 36-37*);

- i. How we do what we do (*pages 38-39*)
- j. Our workforce and how we support their professional roles (*pages 40-41*);
- k. Our financial resources and how we plan for the future (*pages 42-43*);

## **Adults, Housing & Communities Directorate Delivery Plan 2021-22**

11. The Adults, Housing & Communities Directorate Delivery Plan 2021-22 is attached at **Appendix B**.

12. To assist Members, listed below are the pages relevant for each key section:

- I. Directorate Profile (*pages 4-8*)
- II. Progress, Challenges & Priorities for 2021-22 (*pages 9-13*)
- III. Capital Ambition: Well-being Objectives (*pages 14-15*)
- IV. Well-being Objectives detailed against Steps and KPIs<sup>1</sup> (*pages 16-92*)
- V. Headline Indicators of Corporate Performance (*pages 93-95*)
- VI. Directorate Risks & Audit Recommendations (*page 96*)
- VII. Scrutiny Recommendations (*page 97*)
- VIII. Corporate Safeguarding Requirements (*page 98*)
- IX. Delivering the Welsh Language Standards (*page 99*)
- X. Appendix 1 - Key Indicators of Corporate Performance, by Directorate (*pages 100-104*)

13. Members are reminded that the following pages of the Directorate Delivery Plan do not fall into the terms of reference of this Committee:

- I. Well-being Objective 1 (*pages 16-23*)
- II. Well-being Objective 3 (*pages 43-48 with the exception of the roll out and claims for Universal Credit*)

14. Members are to note that point 6 of this Cover Report sets out the scope of scrutiny for both the Local Authority Social Services Annual Report 2020-21 & Directorate Delivery Plan 2021-22. The Quarter 4 Performance Reports are also

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attached to this report as supplementary information to the Reports and can be questioned at the meeting.

### **Financial Implications**

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**

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 Committee is 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 2020-21 and the future challenges and priorities for 2021-22 for inclusion within the Committee's work programme.

**DAVINA FIORE**

**Director of Governance and Legal Services**

**1 July 2021**