

THE VALE OF GLAMORGAN COUNCIL

CABINET: 9TH OCTOBER 2017

REFERENCE FROM HEALTHY LIVING AND SOCIAL CARE SCRUTINY
COMMITTEE: 11TH SEPTEMBER 2017

“ANNUAL REPORT OF THE DIRECTOR OF SOCIAL SERVICES 2016-2017 -
CHALLENGE VERSION (DSS) -

The Director of Social Services presented the report the purpose of which was to allow Elected Members to contribute to the challenge process of the Director's Annual Report and to agree the future priorities for the service.

The Director advised that this was an important report for the people of the Vale of Glamorgan, Members of the Council and Council partners, both statutory and in other sectors. The Annual Report outlined the current context within which Social Services were operating and detailed proposed priorities for improvement. A Challenge Version of the Director's report was attached at Appendix 1.

He added that unlike previous years, separate service area reports by Heads of Service had not been produced. For this year, the format had changed as part of a transition to a new format required by Welsh Government through regulation from 2018/19. The Directorate had utilised this transition year to allow the new Director's report to have closer alignment with the Council's Corporate and Service Plans.

The report represented the views of the Director and other managers in Social Services and was not policy at this stage. The Social Services' performance Quarter 4 (end of year) overview report, attached at Appendix 2 was used to supplement the Director's report.

As part of the challenge process, the report was presented to provide Elected Members with an opportunity to contribute their views. This was regarded as a key milestone in finalising the report because of the crucial role this Committee had in providing consistent oversight and monitoring of Social Services.

The final report would be presented to Cabinet for approval of the priority objectives and then circulated widely. It would then be made available via the Council's website.

The Director advised that for the new format, the report had been split into the six Wellbeing Objectives. The Director then provided a brief summary of the key achievements and the priority areas going forward for the six Objectives. The six Objectives being:

- Wellbeing Standard 1 - Working with people to define and co-produce Personal Wellbeing Outcomes that people wish to achieve.
- Wellbeing Standard 2 - Working with people and partners to protect and promote people's physical and mental health and emotional wellbeing.
- Wellbeing Standard 3 - Taking steps to protect and safeguard people and reduce common neglect or harm.
- Wellbeing Standard 4 - Encouraging and supporting people to learn, develop and participate in society.
- Wellbeing Standard 5 - Supporting people to safely develop and maintain healthy, domestic, family and personal relationships.
- Wellbeing Standard 6 - Working with and supporting people to achieve greater economic wellbeing, having a social life and living in suitable accommodation that meets their needs.

Around Wellbeing Standard 1 and the production of personal wellbeing outcomes, the Director referred to the successful launch of Dewis Cymru. The Director alluded to the improvements around the Family Information Service and the Families First advice line, which had increased focus on early intervention and prevention in order to reduce the need for costly and intrusive interventions at a later stage for children and young people. He also outlined changes to the assessment and planning process for individuals which had greater focus on "what matters to me". In addition, the Director also highlighted work aimed at better integration of the Information Advice Service for people with autism. In terms of priorities for 2017/18, the Director advised that there was an aim to pilot an outcome focussed case management and measurement system for domiciliary care and to undertake a pilot citizen engagement panel for people with care and support.

With regard to Wellbeing Standard 2, and the need to promote people's physical and mental health, the Committee was advised that a key part of the Council's work had been around the child and adolescent mental health service. In addition, through the use of the intermediate care fund a programme to deliver service reform had been devised. Improvements had also been made in reducing the rate of delayed transfers of care and there had been further developments to improve access to preventative and early intervention services. The Director advised that 2017/18 priorities were to develop a joined up care package approval process with the University Health Board to further enhance the integrated discharge service and to work with partners to plan services in response to the Population Needs Assessment.

For Wellbeing Standard 3, around protection and safeguarding, the Director advised that an evaluation of the increase in the number of looked after children had been undertaken. Following this, a new intense approach to support families had been piloted. For child sexual exploitation, the service had also responded to findings that had come out of Operation Jasmine. Priority areas for this year, included improvements to safeguarding procedures with providers of nursing, residential and domiciliary care and to ensure that staff and potential referrers were aware of the

requirements under statutory guidance regarding duties to report safeguarding concerns.

In terms of Wellbeing Standard 4 and encouraging people to learn, develop and participate in society, the Director stated that a review of the Council's approach to Corporate Parenting had been undertaken with a new Corporate Strategy and Action Plan for children who need care and support developed. The Council had also looked at how young people leaving care accessed training and opportunities for learning. There was one priority for this standard, which was to procure a Children and Adult Advocacy Service.

In relation to Wellbeing Standard 5 regarding people developing and maintaining personal relationships, the Director advised that there was now better co-ordination of services for children and young people, particularly around the Family Information Service and the Families First Advice Line. The Council had also looked at how it was meeting the support needs for care leavers. For 2017/18, the priorities were to increase the use of Reablement Care, conclude the pilot Therapeutic Fostering Scheme and to extend the pilot for direct family support to promote the prospects of children remaining with their families.

With regard to Wellbeing Standard 6 and the need to support people achieving economic wellbeing, having a social life and to live in suitable accommodation, the Director referred to a review of options for accommodation to care for older people. He also referred to the adult placement scheme and the opening of a reablement unit at Ty Dyfan. In addition, the Therapeutic Fostering pilot had supported placement stability and funding had been set aside for the building of new Council homes in the Vale. There was one priority for 2017/18 which was to further develop the use of direct payments with a particular emphasis for clients with a learning disability.

A Committee Member queried whether mention should have been given to the Youth Offending Service. In reply, the Committee was advised that this service area came under the responsibility of the Homes and Safe Communities Scrutiny Committee. In addition, due to the change in the structure of the report, specific service teams were no longer referred to and Welsh Government had required for the report to concentrate on the six Wellbeing Outcomes. However, the Director stated that this was an area that could be looked at for next year's report.

The Committee subsequently

RECOMMENDED -

- (1) T H A T the contents of the report be noted.
- (2) T H A T the improvement priorities for Social Services as set out in the Director's Annual Report for 2016/17 - Challenge Version be endorsed.

(3) T H A T the Director's Annual Report be referred to Cabinet for its consideration.

Reasons for recommendations

(1&2) Following consideration of the contents of the report and the improvement priorities for Social Services for 2017/18.

(3) In order to provide Cabinet with an opportunity to contribute to the challenge process for the Director's Annual Report 2016-2017."

Attached as Appendix – [Report to Healthy Living and Social Care Scrutiny Committee: 11 September 2017](#)