

The Vale of Glamorgan Council

Cabinet Meeting: 28 November, 2016

Report of the Cabinet Member for Housing and Social Care & Health

Annual Report of the Director of Social Services 2015/2016

Purpose of the Report

1. To ensure that Cabinet receives the final version of the Director's Annual Report and approves the improvement priorities for the Directorate set out in the report.

Recommendations

1. That Cabinet notes the content of this report.
2. That Cabinet approves the improvement priorities for the Directorate as set out in the report.

Reasons for the Recommendations

- 1.&2. To ensure that Cabinet is aware of the Director's public account of service effectiveness in 2015/16 and endorses his plans for improvement so that these priorities can be included in the Directorate's service plans.

Background

2. As part of his statutory duties, the Director of Social Services is required by the Welsh Government to produce an annual report on the effectiveness of social care services in the Vale of Glamorgan and on our plans for improvement. This gives him an opportunity to provide people in the Vale with a rounded picture of social services - based on evidence drawn from a wide range of sources such as what users and carers say, key performance indicators, and measurements of progress against the overall goals of the Council.
3. The report reflects on progress over the last financial year and links to objectives in the Corporate Plan 2016-2020 which reflect the Well-being of Future Generations (Wales) Act. In planning how we will deliver services over the next four years, we have put in place a Service Plan for the period 2016 to 2020 which provides an overview of the Directorate's improvement work. It outlines what the Directorate is trying to achieve; why this is important; how it will be achieved; how we will monitor progress; and what success will look like. The outcomes and priorities contained in that plan are a central part of the Director's Annual Report.

4. The report is written for a wide range of people, including service users and carers but also Elected Members, the Council's own staff, and the range of partners and providers who help us deliver our services. It is used by the Care and Social Services Inspectorate for Wales (CSSIW) as evidence and to guide their inspection programme in the Vale of Glamorgan.

Relevant Issues and Options

5. This is an important report for the people of the Vale of Glamorgan, members of the Council and our partners, both statutory and in other sectors. It outlines the current context within which social services are operating and details proposed priorities for improvement.
6. A challenge version of the Director's report was circulated widely at an early stage in the process. This was done to give key stakeholders an opportunity to comment and to ensure that the report accurately reflects their perceptions about the position of social services and the quality of care and support we provide. As part of the process, the challenge version was discussed in the Healthy Living and Social Care Scrutiny Committee. This is a key milestone in finalising the report because of the crucial role performed by the Committee in providing consistent oversight and monitoring of services. Feedback collected from all sources and also end-of-year performance information have been incorporated into the final version of the report, attached at [Appendix 1](#). It also contains a number of digital stories provided by people who use care and support services in the Vale of Glamorgan. The report will be circulated widely and made available via the Council's website.
7. As in previous years, each Head of Service in the Directorate has also provided an annual report, including an assessment of how well we are doing in different service areas and priority objectives for improvement in 2016/17. These will be published separately but at the same time as the Director's Report.

Resource Implications (Financial and Employment)

8. The report is set within the context of:
 - increasing demand for help and support;
 - managing the impact of the UK Government's austerity measures on public sector finances, which means ongoing cuts to budgets for the foreseeable future;
 - efforts to focus more of our work on supporting people to remain as independent as possible; and
 - the need to implement the Social Services and Wellbeing (Wales) Act 2014.
9. The priority objectives contained in the reports will be delivered within the financial constraints set by the Social Services Budget Programme and, also, in line with the Reshaping Services agenda which is approved by Cabinet and reported regularly.

Sustainability and Climate Change Implications

10. The need to ensure that services are sustainable in the longer-term is a key element in the priority outcomes set out in the annual report. This is consistent with the direction set by Welsh Government for delivering sustainable social services through greater emphasis on prevention and people accepting more responsibility for tackling factors in their lives which can increase demand for social care and health services.

Legal Implications (to include Human Rights Implications)

11. Production of the Annual Report is undertaken in accordance with Welsh Government statutory guidance: the Social Services and Well-being (Wales) Act 2014 - Part 8 Code of Practice on the Role of the Director of Social Services (Social Services Functions), Sections 80 to 90.

Crime and Disorder Implications

12. There are no crime and disorder implications as a direct result of this report.

Equal Opportunities Implications (to include Welsh Language issues)

13. Equality and diversity form an integral part of service planning within the Directorate. All service changes involve an Equality Impact Assessment which is included as appropriate in Cabinet Reports. In December 2012, the Deputy Minister for Social Services launched "More Than Just Words" which is a strategic framework to strengthen Welsh language services in health, social services and social care. The Annual Report makes reference to the work being done by the Council in delivering on these commitments and in preparing for greater compliance with the amended Welsh Language Standards, which are operational from April 2016.

Corporate/Service Objectives

14. Key objectives of the Council set out in the Corporate Plan 2016-20 and addressed by this report are:
 - Objective 1: Reducing poverty and social exclusion
 - Objective 2: Providing decent homes and safe communities
 - Objective 6: Valuing culture and diversity
 - Objective 7: Encouraging and promoting active and healthy lifestyles
 - Objective 8: Safeguarding those who are vulnerable and promoting independent living.

Policy Framework and Budget

15. This is a matter for Executive decision.

Consultation (including Ward Member Consultation)

16. The challenge version of the report was sent for consideration to the Healthy Living and Social Care Scrutiny Committee at its meeting on 12 September and to a wide range of partners. The Cardiff and Vale University Health Board provided a detailed response and this is attached at [Appendix 2](#). The comments received were considered carefully and, where appropriate, changes to the report have been made. There are no matters in the report which relate to an individual ward.

Relevant Scrutiny Committee

17. Healthy Living and Social Care

Background Papers

Minute 318 Healthy Living and Social Care Scrutiny Committee 12th September 2016.

Contact Officer

Philip Evans, Director of Social Services

Officers Consulted

Corporate Management Team

Responsible Officer

Philip Evans, Director of Social Services