

<u>BLAENAU GWENT COUNTY BOROUGH COUNCIL</u>	
Report to	The Chair and Members of the Social Services Scrutiny Committee
Report Subject	Annual Report of the Director of Social Services- Quarters 1 and 2 2017/2018
Report Author	Damien McCann, Director of Social Services
Report date	19TH October 2017
Directorate	Social Services
Executive Portfolio	Cllr John Mason, Executive Member Social Services
Date of meeting	30th November 2017
Date signed off by Monitoring Officer	N/A
Date signed off by Section 151 Officer	N/A
Date signed off by Chair	15th November 2017
Key words	Performance Monitoring Data

Report Information Summary

1.	Purpose of Report
1.1	The purpose of this report is to highlight key points from quarters 1 and 2 of the 2017/18 Annual Report of the Director of Social Services (<i>Appendix 2</i>).
2.	Scope of the Report
2.1	It is a statutory responsibility of the Director of Social Services to assess the effectiveness of the delivery of Social Services and produce an Annual Report. Quarters 1 and 2 contributes to the Director's Annual Report and forms part of the Annual Council Reporting Framework.
3.	Contribution to the National Well-Being Goals – Detail attached as Appendix 1
4.	Recommendation(s) / Endorsement by other groups, e.g. CLT/Committees/Other groups
4.1	SMT approved the report in October 2017.
5.	Recommendation/s for Consideration
5.1	Members are asked to scrutinise the information for quarters 1 and 2 detailed within the Director of Social Services 2017/18 report and contribute to the continuous assessment of effectiveness by making appropriate recommendations to the Executive Committee.

Why this topic is a priority for the Council?					
Single Integrated Plan (SIP)	Council's Well-being Objectives	Performance Management Improvement Framework (PMIF)	Transforming Blaenau Gwent (TBG Programme)	Relevant legislation	Other (please state)
	YES	YES			

Reporting Pathway							
Directorate Management Team (DMT)	Corporate Leadership Team (CLT)	Audit	Democratic Services Committee	Scrutiny	Executive	Council	Other (please state)
SMT				30.11.17	20.12.17		

Main Report

1.	Background and Context
1.1	The performance of the department is monitored throughout the financial year from April to March. At the end of the year a comprehensive self-evaluation of performance is undertaken to inform the Directors Annual Report.
1.2	It is a statutory responsibility of the Director of Social Services to assess the effectiveness of the delivery of Social Services and to produce an Annual Report.
1.3	<p>Quarters 1 and 2 of the Annual report of the Director of Social Services contains:</p> <ul style="list-style-type: none"> • Directors Overview • Infographic • Social Services Directorate Structure • Performance Framework • Departmental Priorities • Quality Standards • Children’s Services Priorities • Children’ Services Key Performance Indicators • Children’s Services Case Studies • Adults Services Priorities • Adult Services Key Performance Indicators • Adult Services Case Studies • Managing Our Business • Budget 2017/2018 • Partnership Working in Social Services • Complaints and Compliments • Directorate Risk Register (Risks) • External and Internal Audit
1.4	<p>Headline updates against service updates, performance outcomes are shown below:</p> <p><u>Children Services</u></p> <p>Good progress has been made during Qtr. 1 and 2 on the priorities set for Childrens services for 17/18. Detailed information was presented to the October Scrutiny Committee, on the progress made, on the safe reduction of Looked After</p>

Children Strategy. This included the successful implementation of the Flying Start Outreach Programme and the development of the Edge of Care Team which will be operational from January 2018. The priority to improve outcomes for our looked after children is driven forward by the Corporate Parenting Board Action Plan. A full report on progress will be presented to Scrutiny in December and will evidence good progress.

The Information Advice and Assistance (IAA) Team has been in place since April 2017. It is located alongside the Locality Teams in Anvil Court which is necessary to maximise efficiency when sharing information and staffing capacity. This team has faced challenges over the last 6 months on two fronts. Firstly the senior probationers post in the IAA team has been filled on a job share arrangement. This has proven challenging when trying to achieve a consistent approach to decision making and covering annual leave and sickness. Also since moving to the WCCIS data system, obtaining performance information has been more difficult. Both of these challenges need to be addressed in Qtr. 3.

The Childcare Offer has been implemented in Blaenau Gwent from the 4th of September 2017. So far the team has processed 154 applications with 137 applications being eligible to receive the offer.

Adult Services

The Adults Information, Advice and Assistance Team (IAA) is continuing to establish itself as the 'front door access point' for citizens over the age of 18. The team has continued to expand with the addition of our support worker (Occupational Therapy Team) to the service from within the reablement arm of the Community Resource Team (CRT) and a member of staff from Hafan Cymru who is supporting older vulnerable adults who may be experiencing abuse within their community but who are reluctant to have a formal investigation within the remit of our Adult Safeguarding procedures.

	<p>The implementation of the WCCIS (National Social Care System) has provided challenges for the service since its implementation in May 2017. All staff including frontline practitioners are working extremely hard to embed the new system into their day to day practices, and this has included the development and modification of the assessment tools within the system.</p> <p>The Welsh Government Integrated Care Fund (ICF) has continued to be utilised in collaboration with colleagues across Aneurin Bevan University Health Board (ABUHB) and the Third Sector to ensure that we have robust pathways to support hospital discharges, reduce unnecessary hospital admissions and develop services that maximise independence and reduce social isolation. The impact of the effectiveness of the funding can be seen as the department continues to have low incidences of delayed discharges of care (DToC) and positive performance measures relating to the impact of reablement services. We are continuing to evaluate the wider effectiveness, with colleagues in Health, to secure funding for these projects for 2018/19. We have also maintained performance of levels of citizens entering Care Home placements ensuring that all other options to enable citizens to remain at home are explored.</p> <p>Our in-house Provider Services continue to look at alternative options to deliver provision to meet citizens' outcomes. Phase one of the new Community Options Service at Pond Rd opened earlier this year.</p>
2.	Performance Evidence and Information
2.1	Performance information and current performance levels are detailed in Appendix 2.
3.	Risk Implications
3.1	The Directorate Risk Register is detailed in appendix 2
4.	Financial Implications
4.1	Financial information is detailed in appendix 2
5.	Staffing/Workforce Development Implications
5.1	Performance information regarding staff is included in appendix 2.

6.	Options for Consideration
6.1	Members are asked to consider progress against quarters 1 and 2 of the report of the Director of Social Services 2017/18 and contribute to the continuous assessment of effectiveness by making appropriate comments and or recommendations.
7.	Impact Assessment Against Proposals / Options
7.1	<ul style="list-style-type: none"> • Thinking for the long term The ACRF enables the department to plan for the future as spend, risk and performance is continuously reported on and provides a baseline of where the department is currently and where it needs to be in the future. • Taking a preventative approach The work undertaken by the department looks to promote a preventative approach to practice through early identification and intervention. Having an active rather than re active approach to service planning can also help with planning resources and not spending as much on services in the future. • Involvement The new Social Services and Wellbeing (Wales) Act 2014 looks to build and strengthen on existing arrangements by involving service users, carers and other key partners where possible in helping shape and influence future design of services.
7.2	Equality Impact Assessment (EQIA) N/A
8.	Conclusion
8.1	Quarter 1 and 2 of the Annual report of the Director of Social Services presents a balanced view of performance to date in 2017/18.

Assess how well your project / activity will result in multiple benefits for our communities and contribute to the national well-being goals.		
Description of the Well-being goals	How will your project / activity deliver benefits to our communities under the national well-being goals?	Is there anyway to maximise the benefits or minimise any negative impacts to our communities (and the contribution to the national well-being goals)?
<p>A prosperous Wales An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.</p>		
<p>A resilient Wales A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).</p>		
<p>A healthier Wales A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.</p>		

Description of the Well-being goals	How will your project / activity deliver benefits to our communities under the national well-being goals?	Is there anyway to maximise the benefits or minimise any negative impacts to our communities (and the contribution to the national well-being goals)?
<p>A more equal Wales A society that enables people to fulfil their potential no matter what their background or circumstances (including their socio economic background and circumstances).</p>	<p>There is a requirement for local authorities to meet and deliver against the following quality standards:</p> <ul style="list-style-type: none"> • Define and co-produce personal well-being outcomes that people wish to achieve; • Protect and promote people’s physical and mental health and emotional wellbeing; • Protect and safeguard people who need care and support; • Achieve greater economic wellbeing, have a social life and live in suitable accommodation that meets their needs; • To safely develop and maintain healthy domestic, family and personal relationships. 	<p>Continue to monitor the performance across Blaenau Gwent and maintaining a focus on improving outcomes. Continue to regularly report into SMT / CLT and Scrutiny Committee to ensure the Council is meeting it’s duties and functions under the SSWBA.</p>
<p>A Wales of cohesive communities Attractive, viable, safe and well-connected communities.</p>		
<p>A Wales of vibrant culture and thriving Welsh language A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.</p>		
<p>A globally responsible Wales A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.</p>		