

Committee: **Social Services Scrutiny Committee**

Date of meeting: **7<sup>th</sup> October 2021**

Report Subject: **Annual Report of the Director of Social Services 2020/2021**

Portfolio Holder: **Councillor John Mason, Executive Member Social Services**

Report Submitted by: **Damien McCann, Director of Social Services**

Reporting Pathway								
Directorate Management Team	Corporate Leadership Team	Portfolio Holder / Chair	Audit Committee	Democratic Services Committee	Scrutiny Committee	Executive Committee	Council	Other (please state)
16.09.2021	17.09.2021	23.09.21			07.10.2021		25.11.21	

**1. Purpose of the Report**

The purpose of this report is to provide Social Services Scrutiny Committee with the Annual Report of the Director of Social Services 2020/2021 (Appendix 1).

**2. Scope and Background**

- 2.1 The performance of the department is monitored throughout the financial year from April to March, with quarterly reports presented to Social Services Scrutiny Committee. At the end of the year a comprehensive self-evaluation of performance is undertaken to inform the Annual Report of the Director of Social Services
- 2.2 The Social Services and Well-being (Wales) Act 2014 places a statutory duty on all local authorities to produce an annual report on the discharge of its social services functions.

**3. Options for Recommendation**

**Option 1**

Members are asked to consider the detail contained in the Annual Report of the Director of Social Services 2020/2021 and contribute to the continuous assessment of effectiveness by making appropriate comments and or recommendations for amendment to the report before consideration at Executive Committee and approval at Council.

**Option 2**

Accept the report as provided.

**4. Evidence of how does this topic support the achievement of the Corporate Plan / Statutory Responsibilities / Blaenau Gwent Well-being Plan**

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. The

Annual Report contributes and forms part of the Annual Council Reporting Framework (ACRF).

## 5. **Implications Against Each Option**

### 5.1 ***Impact on Budget (short and long term impact)***

The Director's Annual Report identifies the pressures and budgetary implications for 2020/2021.

### 5.2 ***Risk including Mitigating Actions***

Social Services maintain a directorate risk register which is aligned to both service level and corporate risk. The risk register is reviewed as part of the business planning process and included within the performance reporting of the director of Social Services.

### 5.3 **Legal**

There are no legal implications with this report

### 5.4 **Human Resources**

There are no staffing implications related in this report

## 6. **Supporting Evidence**

### 6.1 ***Performance Information and Data***

Detail is provided within the Director's Annual Report 2020/2021.

Headline updates:

Across Children's and Adult Services, we have maintained the majority of our services throughout the pandemic and prioritised home visits to safeguarding investigations, children on the Child Protection Register, Children Looked After, care leavers, those children on the 'edge of care' and have continued to discharge patients from hospital (including those recovering from COVID-19) and any emergency assessments. However, Adult Services at the outset of the pandemic had to close day services and respite care facility to ensure the safety of our most vulnerable people and to maintain social distancing, it also allowed us to ensure resources were concentrated at caring for people in their own homes and care homes. We have successfully redeployed staff from community options and Flying Start to our care homes and home care teams to provide cover when staff became sick with Covid-19 or more residents required 1:1 support due to isolation.

Children's and Adult Services have been able to continue working throughout the pandemic outbreak to meet the needs of our children and families, in Adult Services we moved to 7 days a week to ensure we could react appropriately to the issues being faced i.e. getting recovering COVID-19 patients home, ensuring our care homes and domiciliary care agencies were being supported and provided with PPE and reacting and supporting our NHS colleagues to maintain bed capacity within the hospital system. This has meant our Adult Services staff working on the wards at our community and acute hospitals including on COVID wards.

Our Early Year's Child Care and Play Team have played a crucial role during the crisis. They have worked closely with colleagues in Education to ensure school/child care provision was available for keyworker staff and the most vulnerable children in the borough. The Early Years and Child Care Team have provided significant support to child care providers during COVID-19 which has played a large part in 64% of providers remaining open throughout the crisis. Three of our Flying Start children's hubs remained open for children of keyworkers throughout the pandemic.

We also supported the community hubs set up for those shielding and vulnerable in our communities, our community connectors and supporting people staff have been instrumental with corporate colleagues in delivering this service to vulnerable people in our communities.

**6.2 *Expected outcome for the public***

The key theme of the Social Services and Well-being Act is to promote the well-being of people who need care and support. Within the annual report it is highlighted where the Directorate has worked closely with the public to improve service delivery and user outcomes. Reporting provides the public with the opportunity to view progress of the Directorate and ensure accountability.

**6.3 *Involvement (consultation, engagement, participation)***

The Social Services and Well-being (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.

**6.4 *Thinking for the Long term (forward planning)***

The Annual report 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.

**6.5 *Preventative focus***

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.

**6.6 *Collaboration / partnership working***

Social Services work collaboratively across boundaries to benefit citizens requiring health and social care services across Gwent.

**6.7 *Integration (across service areas)***

The purpose of the SSWBA is to foster integration between Health and Social Services.

**6.8 *Decarbonisation and Reducing Carbon Emissions***

The workforce who deliver the functions of the SSWBA have adopted the agile working policy of the council which will have a positive impact on car emissions as staff are now able to work from home to undertake paperwork and do not have to travel to the office.

6.9a ***Socio Economic Duty Impact Assessment***

All service provision and functions that sit under social services are subject to socio economic disadvantages for example, low income, material and area deprivation. All programmes work towards addressing these disadvantages.

6.9b ***Equality Impact Assessment***

The overarching vision is to support the needs of the most vulnerable children and adults in our communities through a range of early intervention, prevention and support mechanisms. With the aim of building resilient individuals, resilient families and resilient communities.

7. **Monitoring Arrangements**

- 7.1 The Annual Report for 2020/2021 will be monitored via quarterly monitoring reports to the Social Services Scrutiny Committee.

**Background Documents /Electronic Links**

Appendix 1 – Annual Report of the Director of Social Services