

Committee: **Social Services Scrutiny Committee**  
Date of meeting: **28th November 2019**  
Report Subject: **Annual Report of the Director of Social Services 2019/20 (Quarters 1 and 2)**  
Portfolio Holder: **Cllr John Mason, Executive Member Social Services**  
Report Submitted by: **Damien McCann, Corporate 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)
	19.11.2019	19.11.19			28.11.2019	18.12.19		

1. **Purpose of the Report**
  - 1.1 The purpose of this report is to highlight key points from quarters 1 and 2 of the Annual Report of the Director of Social Services 2019/2020 (Appendix 1).
2. **Scope and Background**
  - 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. **Options for Recommendation**
  - 3.1 The Report (Quarters 1 and 2) has been considered by the Corporate Leadership Team.
  - 3.2 **Option 1**  
Members are asked to scrutinise the information for quarters 1 and 2 detailed within the Director of Social Services 2019/20 report and contribute to the continuous assessment of effectiveness by making appropriate recommendations to the Executive Committee.
  - 3.3 **Option 2**  
Accept the report as provided.
4. **Evidence of how does this topic supports the achievement of the Corporate Plan / Statutory Responsibilities / Blaenau Gwent Well-being Plan**
  - 4.1 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. 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)*

Quarters 1 and 2 of the Director's Report identifies the pressures and budgetary implications from April to September 2019.

### 5.2 *Risk including Mitigating Actions*

The Directorate Risk Register is detailed within the report including what actions have been taken to mitigate these risks.

## 6. **Supporting Evidence**

*Performance Information (only quarter 1 data stats were available at the time of submitting)*

6.1 Performance and data is provided within the Report.

6.2 Headline updates against each service updates, performance outcomes are shown as follows:

### 6.3 Children's

The new model in the Information, Advice and Assistance (IAA) Team has embedded well across the operational teams, with clearly scoped out roles and responsibilities. The Police now have a presence within the IAA which further strengthens their response time for safeguarding referrals to be dealt with within the timescales required under the All Wales Child Protection Procedures. Negotiations are ongoing where it is hoped an education representative will also be co-located into the IAA Team in order to ensure that the requirements under the safeguarding procedures are realised.

The National Youth Advocacy Service is now in a position to offer independent visitors as part of their advocacy service and are in attendance at Children Looked After reviews, Child Protection Conferences and Secure Review Meetings.

The SPACE Well-being (Single Point of Access for Children's Emotional Well-being and Mental Health) Programme is hosted by Families First and early indications show that the mental health needs of children and young people are being assessed early with the right agency taking the lead on providing the most appropriate interventions. At the end of quarter 2, 313 referrals had been received into the SPACE Well-being panel since the service started in April 2019.

### 6.4 Adults

A co-produced commissioning strategy, titled 'Our Vision and Intentions for Adults Advocacy, 2019-24', has now been completed and will be launched in October 2019 and the new advocacy helpline, Gwent Access to Advocacy (GATA), was also launched and rolled out to Social Workers and Information, Advice and Assistance teams in Torfaen, Blaenau Gwent, Caerphilly and Monmouthshire.

Over the course of Carers week, awareness raising events and activities took place in venues across the borough along with information and advice session for Carers of people with learning disabilities. These were all delivered and supported by the Carers Lead Officer, GP Engagement Officers and the Voluntary Sector such as Carers Trust.

Compassionate Communities is a Welsh Government transformation funded programme that aims to improve the well-being of people across Gwent. Work includes the development of IAA outreach across the Compassionate Communities within 11 GP practices and also at community and acute hospital sites, where initial positive outcomes have been reported. Compassionate Communities also includes Community Connectors actively participating in Multi-Disciplinary Team discussions and hospital discharge follow up phone calls. Bids have been submitted to Aneurin Bevan University Health Board to extend service provision over the winter months to support winter discharges and pressures around potential Delayed Transfers of Care

6.3 *Expected outcome for the public*

Quarterly reporting provides the public with the opportunity to view progress of the Directorate and ensure accountability.

6.4 *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.

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

The 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.

6.6 *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 reactive approach to service planning can also help with planning resources and not spending as much on services in the future.

7. **Monitoring Arrangements**

7.1 The performance of the department is monitored throughout the financial year from April to March and reported to Social Services Scrutiny Committee.

**Background Documents /Electronic Links**

- Appendix 1 – Quarters 1 and 2 Report of the Director of Social Services