



## **HEALTH, SOCIAL CARE & WELLBEING (PERFORMANCE MANAGEMENT) SCRUTINY COMMITTEE – 18TH JULY 2013**

**SUBJECT: ANNUAL DIRECTOR'S REPORT ON THE EFFECTIVENESS OF SOCIAL CARE SERVICES**

**REPORT BY: INTERIM CORPORATE DIRECTOR SOCIAL SERVICES**

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### **1. PURPOSE OF REPORT**

- 1.1 To inform the Health, Social Care and Well-being Performance Management Scrutiny Committee of the key messages that has been identified in the preparation of the fourth Annual Director's Report on the Effectiveness of Social Care Services.

### **2. SUMMARY**

- 2.1 In June 2009, the Welsh Assembly Government issued Statutory Guidance on the Role and Accountabilities of the Director of Social Services. The Guidance sets out a requirement for Directors of Social Services to report annually to the Council on the performance of Social Services functions, and plans for further improvement. The process of compiling the report has been undertaken in accordance with the Annual Council Reporting Framework. This framework has been devised by the Social Services Improvement Agency, in conjunction with the Welsh Government, and provides a robust structure for the compilation of the Annual Report.

### **3. LINKS TO STRATEGY**

- 3.1 Statutory Guidance on the Role and Accountabilities of the Director of Social Services (Welsh Government, June 2009)
- 3.2 Annual Council Reporting Framework (Social Services Improvement Agency 2009)
- 3.3 Local Authority Social Services Inspection, Evaluation and Review Framework (Care and Social Services Inspectorate, April 2009).
- 3.4 Wales Programme for Improvement (Wales Audit Office 2002).

### **4. THE REPORT**

- 4.1 This will be the fourth Annual Director's Report for Caerphilly County Borough Council. The aim of the report is to provide a summary outlining the effectiveness of how Caerphilly County Borough Council delivers Social Services to its citizens. The Report provides details on the Directorates performance last year, areas where the Directorate performs well and the priorities for development in 2013-14.

- 4.2 In compiling the fourth Annual Director's Report, the Directorate sought the views of Social Services service users.
- 4.3 Following the presentation to full Council on 23rd July 2013, the Annual Director's Report will be made available to members of the public, partner agencies and stakeholders by the statutory deadline of 1st September 2013.
- 4.4 In 2012-2013 the Directorate set itself a number of overarching and specific divisional priorities. The progress achieved in relation to these priorities is shown on pages 9-18.
- 4.5 As a result of the evaluation of effectiveness, the Directorate has identified a number of priority areas for development. These are shown on pages 19-24.
- 4.6 The Directorate has developed detailed Service Improvement Plans in order to deliver the key priorities identified within the Annual Directors report.

## **5. EQUALITIES IMPLICATIONS**

- 5.1 This report is for information purposes, so the Council's Equality Impact Assessment process does not need to be applied.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 The financial implications of managing resources and sustaining service provision are significant in a challenging financial climate. These will continue to be monitored and managed through sound financial planning arrangements, such as the Directorate of Social Services Medium Term Financial Plan.

## **7. PERSONNEL IMPLICATIONS**

- 7.1 The key to any successful organisation is recruiting and retaining a skilled staff base, and equipping them with the skills necessary to fulfill their roles to the highest standard. In order to keep pace with the challenges that lay ahead the Directorate has produced a Social Services Workforce Strategy for 2011-2015 and a Social Care Workforce Development Plan for 2012-2013.

## **8. CONSULTATIONS**

- 8.1 The Directorate has undertaken various consultation activities in order to assist in the process of evaluating the effectiveness of social care services, such as:-
- The Directorate has implemented a digital engagement project. This project engages service users in the creation of a range of personal feedback stories. These feedback stories provide valuable information in terms of the personal experiences of individuals in receipt of care/support from Social Services. The Directorate is keen to expand on this method of consultation and engagement.
  - To supplement the Annual Directors Report, the Directorate also produces a DVD that captures information on the work of social services teams. The information contained within the DVD is enhanced with feedback from service users, which provides a 'reality check' of services.
  - A bespoke web page has been developed which hosts the Directors Annual Report, Directors DVD, a range of digital stories, audio files and links to complimentary websites.
  - In April 2013 a survey was undertaken with a sample of adult and children service users.

8.2 In addition to the consultation activities listed above, the Directorate will/has also report(ed) the finding contained within the Annual Directors Report to the:-

- Social Services Management Briefing (4th June 2013);
- Corporate Management Team (4th July 2013);
- Children and Young People's Partnership (17th July 2013); and
- Care and Social Services Inspectorate Wales (7th August 2013).

## **9. RECOMMENDATIONS**

9.1 The Health, Social Care & Wellbeing Performance Management Scrutiny Committee is requested to note the contents of the Annual Director's Report on the Effectiveness of Social Care Services 2012-2013 and its submission to Council on 23rd July 2013 for adoption.

## **10. REASONS FOR THE RECOMMENDATIONS**

10.1 To ensure the Health, Social Care & Wellbeing Performance Management Scrutiny Committee is fully informed on issues pertaining to the Annual Director's Report on the Effectiveness of Social Care Services 2012-2013.

10.2 Statutory guidance requires the Interim Corporate Director Social Services to present the Annual Report to Council for their adoption.

## **11. STATUTORY POWER**

11.1 Statutory Guidance on the Role and Accountabilities of the Director of Social Services (Welsh Government, June 2009)

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Appendices:

Appendix 1 – Annual Director's Report on the Effectiveness of Social Care Services 2012-2013