



HEALTH, SOCIAL CARE & WELLBEING SCRUTINY COMMITTEE – 24TH JUNE 2014

SUBJECT: ANNUAL DIRECTOR'S REPORT ON THE EFFECTIVENESS OF SOCIAL CARE SERVICES 2013-2014

REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES

1. PURPOSE OF REPORT

- 1.1 To inform the Health, Social Care and Well-being Scrutiny Committee of the key messages that has been identified in the preparation of the fifth Annual Director's Report on the Effectiveness of Social Care Services.
- 1.2 To seek the views of members prior to the reports presentation to Council on 22nd July 2014.

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 fifth 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 and the priority areas for development in 2014-15.

- 4.2 Following the presentation to full Council on 22nd July 2014, 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 2014.
- 4.3 In 2013-2014 the Directorate set itself a number of overarching and specific divisional priorities. The progress achieved in relation to these priorities are shown throughout the document.
- 4.4 The Directorate has also identified a number of priority areas for development in 2014-15. These are also shown throughout the document.
- 4.5 The Directorate has developed detailed Service Improvement Plans in order to deliver the priorities for 2014-15 identified within the Annual Directors report.
- 4.6 In terms of this years annual report CSSIW have specified three specific areas that they expect to see covered in the report. These are,
- Preparedness to respond to the requirements of the Social Services & Wellbeing (Wales) Bill.
 - Progress with the plans for the integration of health and social care services for older people with complex needs.
 - Summary of the budget for 2014/15 and any proposed reductions or realignment of service provision.

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 and regular budget reports to scrutiny committee.

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.

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.

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

- Social Services Management Briefing
- Corporate Management Team
- Care and Social Services Inspectorate Wales (30.06.14)

9. RECOMMENDATIONS

9.1 The Health, Social Care & Well-being Scrutiny Committee is requested to note the contents of the Annual Director's Report on the Effectiveness of Social Care Services 2013-2014 and its submission to Council on 22nd July 2014 for their adoption. The (DRAFT) Annual Director's Report on the Effectiveness of Social Care Services 2013-2014 will be available to members as soon as possible. Comments on the report are welcome throughout the period between this Scrutiny committee and the reports presentation to Council.

10. REASONS FOR THE RECOMMENDATIONS

10.1 To ensure the Health, Social Care & Well-being Scrutiny Committee is fully informed on issues pertaining to the Annual Director's Report on the Effectiveness of Social Care Services 2013 -2014.

10.2 Statutory guidance requires the 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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Consultees: Annual Council Reporting Framework Project Board
Social Services Senior Management Team
Councillor Robin Woodyatt, Cabinet Member Social Services

Appendices:
Appendix 1 - (DRAFT) Annual Director's Report on the Effectiveness of Social Care Services 2013-2014 (to follow).