



## HEALTH SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE - INFORMATION ITEM

**SUBJECT: SOCIAL SERVICES – FUTURE PERFORMANCE MANAGEMENT  
ARRANGEMENTS**

**REPORT BY: CORPORATE DIRECTOR SOCIAL SERVICES**

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

- 1.1 To inform Scrutiny Committee of changes to the way that performance in social care will be managed in line with the requirements of the Social Services & Wellbeing (Wales) Act 2014.

### **2. SUMMARY**

- 2.1 The Social Services & Wellbeing (Wales) Act 2014 will change fundamentally the way performance is measured in social services throughout Wales. The act introduces qualitative and quantitative measures and will require changes to the way information is collected within the Directorate.

### **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 Social Services & Wellbeing (Wales) Act 2014; Well-being of Future Generations (Wales) Act 2015.
- 3.5 The functions of the Social Services Directorate contribute to the Safer, Healthier and Learning Caerphilly Priorities within the Single integrated Plan, Caerphilly Delivers. As part of its Corporate Plan for 2016/17 the Council has set eight corporate priorities, two of which relate to Social Services. These are:
- CP1- Peoples social care needs are identified and met in a timely and appropriate way.
  - CP2 – Children and Adults are safeguarded from abuse.

### **4. THE REPORT**

- 4.1 The purpose of this report is to provide Scrutiny Committee with an overview of the revised performance management requirements under the Social Services and Wellbeing Act.

4.2 Under Section 145 of the Social Services and Well-being Act, Welsh Government issued and consulted upon a draft code of practice in relation to achieving wellbeing. The code of practice reiterates the definition of well-being, how this will be measured, introduces quality standards for local authorities and performance measurement requirements. The code of practice also builds upon the '*National outcomes framework for people who need care and support and carers who need support*' which was developed to deliver on the actions set out in '*Sustainable Social Services for Wales: A Framework for Action*'. The code of practice includes quantitative and qualitative indicators but reduces the overall number of performance indicators reported annually by Social Services from over 60 to 32.

#### 4.2.1 Quantitative Indicators (measurements).

- There are 18 quantitative measurements that will be reported annually (see appendix 1).
- The majority of indicators are Social Services specific, but some will require linking with other partners such as Housing, Education etc.

#### 4.2.2 Qualitative Indicators (measurements)

- There are 14 qualitative measurements that will be collected through a service user questionnaire completed by people receiving care and support services (people known to Social Services). See appendix 2.
- Date to be submitted every year and first return will be for period Sept 2016 to November 2016
- Each local authority to achieve a minimum number of responses and this will be determined using a formula devised by Welsh Government (WG).

4.2.3 The consultation, by Welsh Government on the performance management code of practice was completed in April 2015. Generally, the reduction in the total number of PIs was welcomed. However, in practice some Social Service departments will continue to record much of the data at a local level, as it is still useful e.g. length of time to complete assessments. The qualitative questionnaire will require planning and may benefit from a regional approach.

4.2.4 The Association of Directors of Social Services in Wales (ADSS Cymru) have identified performance management as a priority work stream for 2015/16 and a task and finish group will be developed to explore national, regional and local solutions, as well as ensuring links to other outcome frameworks and avoiding duplication.

4.2.5 There continue to be meetings with representatives from WG to seek clarity on performance definitions and raise issues from local authorities. A regional group of performance managers has also been established to ensure consistency in data collection across the five local authorities in Gwent and share technical knowledge. The group have also discussed and jointly planned the process to undertake the qualitative questionnaire process. The next meeting of the group will be with WG to discuss the performance management requirements as a whole.

4.2.6 Among the issues still requiring clarification are,

- Under part 9 of the Act Partnership Forums will be required to progress the following priorities: Carers, Integrated Family Support Team (IFST), Children with Complex Needs, Learning Disabilities and Older People with Complex Needs. What performance measures will be identified to ensure the priorities are progressed?
- The pending Population Needs Assessment (PNA) will highlight need in the greater Gwent region. What priorities and related Performance Indicators (PIs) will emerge from PNA?
- Will the qualitative questionnaire (appendix 2) benefit from a regional approach?
- That PIs will emerge from Wellbeing Of Future Generations Act? How will we avoid duplication?

## **5. EQUALITIES IMPLICATIONS**

- 5.1 An equalities impact assessment hasn't been completed at this time as this report is for information only.

## **6. FINANCIAL IMPLICATIONS**

- 6.1 There are no direct financial implications arising from this report.

## **7. PERSONNEL IMPLICATIONS**

- 7.1 There are no direct personnel implications arising from this report.

## **8. CONSULTATIONS**

- 8.1 All comments from consultations are reflected in the main body of the report.

## **9. RECOMMENDATIONS**

- 9.1 Members are asked to note the content of this report.

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

- 10.1 This reports sets out the Directorates performance in 2015/16 and also demonstrates the likely changes to performance management that will occur from April 2016.

## **11. STATUTORY POWER**

- 11.1 Local Government Act 2000.

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Appendices:

- Appendix 1: Social Services and Wellbeing Act: National Outcome Framework – Quantitative Data  
Appendix 2: Guidance for qualitative data returns