

## **SCRUTINY COMMITTEE REPORT**

Date Written	11 <sup>th</sup> April 2019
Report Author	Lisa Curtis-Jones
Service Area	Social Services
Committee Date	7 <sup>th</sup> May 2019

*To: Chair, Ladies and Gentlemen*

# **Consultation on the Annual Report for Social Services 2018-2019**

## **1.0 SUMMARY OF THE REPORT**

- 1.1 This report is to provide information and consultation for the Social Services Annual Report for 2018-2019.
- 1.2 In April 2016 we saw the implementation of the Social Services and Well-being (Wales) Act 2014. This was a significant piece of legislation designed to change the relationship between the Local Authority, its partner organisations and the public. As part of the Act, a new Performance Framework was introduced. The new framework resulted in a change to the data and information we collect and the way in which we collect it. We will now be required to gather additional information and report on the difference we are making on peoples' lives.

## **2.0 RECOMMENDATION**

- 2.1 Scrutiny Committee Members note and debate the contents of the report as part of the consultation process.

## **3.0 INTRODUCTION AND BACKGROUND**

- 3.1 The Local Authority is required to report annually to Welsh Government on performance across its Social Services.
- 3.2 The Chief Officer (Social Services) in her role as Statutory Director of Social Services is responsible for publishing an annual report on performance and the effectiveness of social care services across the County Borough. The Annual Report on Social Services 2018-2019 has been produced in accordance with the Annual Council Reporting Framework (ACRF) and is intended to provide an overview of our

performance for the period April 2018 to March 2019; highlighting what we are doing well, areas for improvement and our priorities for the year ahead (2019-2020).

- 3.3 In previous years the Report has focused on five strategic service areas: 'Safeguarding Vulnerable People', 'Services for Adults', 'Services for Children', 'Services for Carers' and 'Managing our Business'. Each section was aimed at providing a picture of how well our services have performed over the previous year, what we could improve on and the key priorities for the following year.

## **4.0 WHERE WE WERE**

- 4.1 In 2016-2017 the format of the report changed and now includes six sections:

- Welcome and Introduction.
- Director's Summary of Performance
- How are people shaping our services
- Promoting and Improving the wellbeing of those we help
- How we do what we do; and
- Accessing further information and key documents.

- 4.2 The difference to previous reports is section 4 where there is now a requirement to focus on wellbeing in line with the Social Services and Wellbeing Act (2014). In the new report format we are asked to provide information on the following:

- Working with people to define and co-produce personal wellbeing outcomes that people wish to achieve.
- Working with people and partners to protect and promote people's physical and mental health and emotional wellbeing.
- Taking steps to protect and safeguard people from abuse, neglect or harm.
- Encouraging and supporting people to learn, develop and participate in society.
- Supporting people to safely develop and maintain healthy domestic, family and personal relationships.
- Working with and supporting people to achieve greater economic wellbeing have a social life and live in suitable accommodation that meets their needs.

## **5.0 WHERE WE ARE NOW**

- 5.1 We are required to carry out consultation on the Annual Report and this is the first session with scrutiny members, to allow us time to adjust and update prior to public consultation, and before submission to Welsh Government.

- 5.2 This year's report for 2018-2019 sets out our achievements in promoting and improving the well-being of those people needing our support. As part of this report, I have set out how we are performing, the developments and challenges we have encountered and our priorities for the next 12 months.

- 5.3 As in previous years, local authorities continue to face significant financial pressures. We have continued to work hard to achieve the savings the Council needs to make whilst doing our best to ensure that the services we provide are not adversely affected.

- 5.4 We want to help people to achieve a higher level of well-being. It also means helping people to help themselves, to make better choices and access different types of support. The Council has adopted 5 ways of working which are designed to ensure we are in a position to provide sustainable services now and in the future. These principles ensure we take a 'Long Term' view to plan for the future, a focus on 'Prevention', ensuring our services are 'Integrated' with local communities and other partner agencies, that we 'Collaborate' with and 'Involve' the people who use our services and our partners in their development. These 5 ways of working were introduced with the Wellbeing of Future Generations Act.
- 5.5 We continue to be committed to implementing the 'Five Year Welsh Language Promotional Strategy for Merthyr Tydfil (July 2017)' and actively encourage staff to attend Welsh Language courses which we provide in order that the residents of Merthyr Tydfil have the opportunity to communicate and receive services in Welsh.
- 5.6 The draft Annual Report, which will be presented to Scrutiny on the 23<sup>rd</sup> April highlights in more detail the priorities we set for ourselves last year and what progress we have made against each of these areas (Appendix 1).

## **6.0 WHERE WE WANT TO BE**

- 6.1 As outlined in the Annual Report in my role as Chief Officer Social Services, I play a key role in ensuring the successful delivery of the Council's well-being objectives. This includes responsibility for the 'Living Well' objective which seeks to ensure 'people are empowered to live independently within their communities, where they are safe and enjoy good physical and mental health'.
- 6.2 Within the Annual Report we have highlighted areas we considered last year and the improvements or changes we have made. We have also outlined key priority areas for 2019-2020 in respect of social care services.

## **7.0 WHAT WE NEED TO DO NEXT**

- 7.1 The Annual Report will be presented to Scrutiny and Council. It will be scrutinised and reviewed by Care Inspectorate Wales. We have the priorities set out as part of our Social Services Strategy and we will monitor and review progress throughout the year.

## **8.0 CONTRIBUTION TO WELLBEING OBJECTIVES**

- 8.1 The Annual Report on Social Services for 2018-2019 links with the theme Living Well has one main objective:
- People are empowered to live independently within their communities, where they are safe and enjoy good physical and mental health

This objective seeks to prioritise activities which focus on early intervention and prevention. The priority is to deliver services that support people to lead healthy independent lives in a safe environment. We want to motivate and support people to develop positive physical and mental health behaviours, build resilient communities where people live free from harm and have a good quality of life.

**LISA CURTIS JONES**  
**CHIEF OFFICER (SOCIAL SERVICES)**

**COUNCILLOR CHRIS DAVIES**  
**CABINET MEMBER FOR**  
**SOCIAL SERVICES**

<b>BACKGROUND PAPERS</b>		
<b>Title of Document(s)</b>	<b>Document(s) Date</b>	<b>Document Location</b>
Annual Report on Social Services 2018-2019	April 2019	Unit 5, Pentrebach
<b>Does the report contain any issue that may impact the Council's Constitution?</b>		No