

**CYNGOR SIR POWYS COUNTY COUNCIL.**

**COUNTY COUNCIL**

**13 July 2017**

**REPORT AUTHOR: Carol Shillabeer, Interim Strategic Director – People**

**SUBJECT: Director of Social Services' Annual Report**

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**REPORT FOR: Decision**

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**1. Summary**

- 1.1 Following the implementation of the Social Services & Well-being (Wales) Act on 6 April 2016, the statutory duty for the Director of Social Services to produce an annual report has remained in place, although the format and content requirements of the annual report have changed.
- 1.2 The Director's annual report for 2016-17 continues to provide an objective assessment of the impact and performance of the work of social services and demonstrates how the Council has promoted well-being and accounted for the delivery of the well-being standards contained within the Social Services & Well-being Act.
- 1.3 The annual report will also continue to inform the Care and Social Services Inspectorate Wales's (CSSIW) core inspection programme of local authorities, built around the well-being standards and focussing on improvement within Adult Social Care and Children's Services.

**2. Proposal**

- 2.1 The purpose of this report is to introduce the eighth annual report (Appendix 1) of the Statutory Director of Social Services for the period 1 April 2016 to 31 March 2017.
- 2.2 It is intended that the annual report presents a recognisable picture of the services provided and delivered by social services to the citizens of Powys, Council Members and other stakeholders.
- 2.3 The annual report for 2016-17 therefore meets the legislative requirements placed upon the local authority.

**3. Options Considered / Available**

- 3.1 The Director of Social Services' annual report is not optional; it is a statutory requirement for the Council to comply with the requirements of the Social Services and Well-being (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016.

#### **4. Preferred Choice and Reasons**

- 4.1 The Director of Social Services' annual report is not optional; it is a statutory requirement for the Council to comply with the requirements of the Social Services and Well-being (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016.
- 4.2 Welsh Government has worked with the Association of Directors of Social Services Cymru to develop national guidance and to produce a standardised template for the annual report. This guidance must be adhered to from the 2017-18 year onwards and Powys has chosen to use the prescribed format for the 2016-17 in readiness for the new reporting requirements.
- 4.3 The report will be scrutinised by Scrutiny Committee B on 14 June 2017, by Scrutiny Committee A on 15 June 2017.
- 4.4 Following the Scrutiny Committees and Cabinet, the report will receive a final edit.
- 4.5 As per the legislative requirements, the final report will be presented to Council on 13 July 2017.
- 4.6 The final stage then includes translation and design, ready for publication on the Council's website and submission to Welsh Ministers before the end of July 2017, in line with the requirement to publish the report "as soon as is reasonably practical" after the year to which it relates.

#### **5. Impact Assessment**

- 5.1 Is an impact assessment required?            Yes/No
- 5.2 If yes is it attached?            Yes/No

#### **6. Corporate Improvement Plan**

- 6.1 The annual report links directly to the Corporate Improvement Plan and strategic objectives. The report informs the citizens of Powys, and other key stakeholders, about the performance of social services in the county. The framework for the report is supported by analysis and evidence which has enabled the Director to provide a full and accurate report detailing priorities for improvement.

#### **7. Local Member(s)**

- 7.1 This reporting framework is countywide and applies to all electoral divisions.

**8. Other Front Line Services**

Does the recommendation impact on other services run by the Council or on behalf of the Council? ~~Yes~~/No

If so please provide their comments

**9. Communications**

Have Communications seen a copy of this report? Yes/~~No~~

Have they made a comment? If Yes insert here.

The Communications Officer has been fully involved in supporting the drafting of the report, and will assist in publishing the final version on the Council's website.

**10. Support Services (Legal, Finance, Corporate Property, HR, ICT, Business Services)**

10.1 Legal - The recommendation can be supported from a legal point of view.

10.2 Finance - the Finance Business Partner can confirm that Director's Report is a statutory requirement and Corporate Finance are part of the 'whole system' approach to ensure the effective delivery of Social Services functions.

**11. Scrutiny**

Has this report been scrutinised? Yes / ~~No~~

If Yes what version or date of report has been scrutinised?

Version 6 of the document was scrutinised by Scrutiny Committees A and B.

Comments from Scrutiny Committee B on Wednesday 14 June were:

Powys People Direct

- Need to add in the abandoned call figures are we've referenced these but not included them – these have now been added.
- Need to add a comment to say that we've made progress, but there is still further work to be done to ensure PPD continues to improve – this has been added.

Data

- for the findings from the Population Assessment consultation process, we need to include the number of individuals who stated x (we've only got the % in there at the moment) – these have been added.

- add in a caveat around the low number of carers who responded to the Population Assessment survey – this has been added.

#### Colouring

- to make it easier for see the Children’s Services & Adult Social Care parts so that each Scrutiny Committee can see which parts are relevant to them. This comment referred to next year’s Annual Report and will be acted upon.

Comments from Scrutiny Committee A on Thursday 15 June were:

- Clarification about the complaints and compliments included within the Annual Report – were these all the complaints & compliments received, and if not, what selection criteria were used?
- The compliments and complaints have been selected where they best match the wellbeing outcomes from the Social Services & Wellbeing Act, in a similar way to how we’ve selected the case studies to reflect examples of the impact of our work to meet the wellbeing outcomes. The Welsh Government guidance states the below:

*‘Similarly, a statement such as “we received fewer complaints concerning...” is not helpful. The report should instead consider what the local authority has learned from the complaints it did receive and what has changed as a result and what impact this had on people.’*

## **12. Statutory Officers**

- 12.1 Strategic Director Resources (Section 151 Officer) notes the comments above from Finance.
- 12.2 The Solicitor to the Council (Monitoring Officer) has commented as follows: “I note the legal comment and have nothing to add to the report”.

## **13. Members’ Interests**

The Monitoring Officer is not aware of any specific interests that may arise in relation to this report. If Members have an interest they should declare it at the start of the meeting and complete the relevant notification form.

<b>Recommendation:</b>	<b>Reason for Recommendation:</b>
<b>That Council endorse the report in Appendix 1 for full publication.</b>	<b>To comply with the statutory requirements of the Director of Social Services to produce an annual report</b>

<b>Relevant Policy (ies):</b>	
<b>Within Policy:</b>	<b>Y</b>
<b>Within Budget:</b>	<b>Y</b>

<b>Relevant Local Member(s):</b>	
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<b>Person(s) To Implement Decision:</b>	<b>Interim Strategic Director People</b>
<b>Date By When Decision To Be Implemented:</b>	<b>As soon as possible after Full Council on 13<sup>th</sup> July 2017</b>

<b>Contact Officer:</b>	Carol Shillabeer
<b>Tel:</b>	01597 826906
<b>Email:</b>	carol.shillabeer2@wales.nhs.uk

**Background Papers used to prepare Report:**

Appendix 1 - Eighth annual report of the Statutory Director of Social Services for the period 1 April 2016 to 31 March 2017.