

Scrutiny Report



Performance Scrutiny Committee - People

Part 1

Date: 21 September 2021

Subject **Draft Director of Social Services Annual Report 2020/21**

Author Scrutiny Adviser

The following people have been invited to attend for this item:

Invitee:	Role:
Chris Humphrey	Head of Adult Services
Sally Ann Jenkins	Head of Children and Young People Services
Cllr Paul Cockeram	Cabinet Member for Social Services

Section A – Committee Guidance and Recommendations

1 Recommendations to the Committee

The Committee is asked to:

1. Consider information contained within the report concerning the delivery, performance, risks and planned improvements of the Social Services function in the Council:
2. Determine if it wishes to make any comments to the Director of Social Services / Cabinet regarding the report.

NB. The statutory requirement is that the Annual Report is written by the Director of Social Services. Comments and observations from Members will be directed to the Director of Social Services for consideration and may be incorporated into the final report before it is considered by Cabinet and then presented to Council.

Any comments will be included for reference within the covering report to the Cabinet / Council, under the section 'Comments of Scrutiny Committees'.

2 Context

Background

- 2.1 The Welsh Assembly Government issued [Statutory Guidance](#) in June 2009, regarding the Duties and Accountabilities of Directors of Social Services in Wales. Within this Guidance was the requirement for the Director of Social Services to publish an Annual Report on the effectiveness of Social Care services in Newport. The Guidance states:

“The Director of Social Services must report annually to their Council on the delivery, performance and risk as well as plans for improvement of the whole range of Social Services functions. The report will have an important role in the development of the Council’s overarching Improvement Plan (WPI). The report and the underpinning evidence will inform the development of the CSSIW work programme for the authority including the overarching authority wide regulatory plan. It will be important that the report and underpinning evidence is shared at appropriate points in the cycle with CSSIW.”

- 2.3 The purpose of the Annual Report is to set out how Social Services are meeting the needs of Service users and carers, how the service has delivered on priorities during the past year as well as highlighting those areas of the service that have been prioritised for future improvement.
- 2.4 In accordance with the Council’s performance management framework, the Scrutiny Committee is being asked to consider and comment on the adequacy of the draft report in addressing the issues identified and provide feedback/ comments to the Cabinet and Council prior to its adoption.
- 2.5 The “Annual Council Reporting Framework” (ACRF) is overseen by the Social Services Improvement Agency (SSIA). Copies and analysis of previous annual reports from across Wales can be found on their website (www.ssiacymru.org.uk/annualreporting).
- 2.6 As stated on the SSIA website, the intention of the ACRF approach is to:
- *Embed the accountability for performance management clearly with the local authority (council members, chief executives, directors, managers and officers)*
 - *Present a recognisable picture through analysis and self-assessment, to those responsible for the management and delivery of, as well as those served by social services*
 - *Generate the core set of information needed by CSSIW to deliver their annual performance assessment letter to Councils.*
- 2.7 These internally reached judgements are then subject to challenge by partners, carers and users of services. As stated in the [Guidance](#):

‘It is vital that the Council and its citizens, as well as inspectors and regulators, can rely on the Report as a full and true picture of Social Services in its area. That will require transparency and frankness on the part of its authors. Good quality data and intelligence will be vital and strong links with the Local Government Data Unit will be essential to ensure that opportunities for the full utilisation of performance and intelligence are exploited.

There will also need to be robust challenge built into its development and this is likely to include:

- *auditing of data accuracy;*
- *“clubs” of like Councils to examine comparative data;*
- *Peer review*

- 2.8 The approach requires each Council to deliver its own assessment of performance in social services, to analyse the services provided and consider what they are doing well, what could be done better. The report should be written in accessible language, and accompanied by evidence that supports the conclusion reached.
- 2.9 The Director of Social Services Annual Report 2020/21 will be considered by the Cabinet at its meeting on 15th December 2021, and subsequently by the Council for approval on 21st January 2022.
- 2.10 The statutory requirement is that the Annual Report is written by the Director of Social Services. Comments and observations from Members will be directed to the Director of Social Services for

consideration and may be incorporated into the final report before it is considered by Cabinet and then presented to Council. Any comments will be included for reference within the covering report to the Cabinet / Council, under the section 'Comments of Scrutiny Committees'.

Previous Consideration of this item

- 2.11 Previous reports have been submitted to the Overview and Scrutiny Management Committee. They received the draft 2017/18 report on the September 20th 2018, and the Draft 2018/19 report on the 1st of November 2019.

3 Information Submitted to the Committee

- 3.1 **Appendix 1** - The Annual Director of Social Services Report for the year 2020/21. The report contains the following six areas;

1. **Introduction**
2. **Summary of Our Performance 2020/21**– An overview of how Social Services have performed during the year 2020/21.
3. **How Are People Shaping Our Services?** – This area provides a breakdown of the ways Social Services have involved their Service Users in service development.
4. **Promoting and Improving the Wellbeing of Those We Help** – This area outlines the six Quality Standards Social Services use to measure their ability to provide a high quality service to the citizens of Newport.
5. **How We Do What We Do**
6. **Glossary of Terms**

4. Suggested Areas of Focus

Role of the Committee

The role of the Committee in considering the report is to:

- Establish if the author has provided a true and accurate picture of Social Services, and decide if Social Services are meeting the needs of the service users?
- Whether the priorities set out in the report for the next year are sufficient and will increase the quality of social services provisions?
- Question whether the priorities are measurable and achievable?
- Decide if each Quality Standard has been achieved, if not why?
- Conclusions:
 - What was the overall conclusion on the information contained within the report?
 - Is the Committee satisfied that it has had all of the relevant information to base a conclusion on the overall performance of Social Services?
 - Do any areas require a more in-depth review by the Committee?
 - Do the Committee wish to make any Comments / Recommendations to the Cabinet?

Section B – Supporting Information

5 Supporting Information

5.1 The performance of both *Adult and Community Services* and *Children and Young Peoples Services* has been scrutinised by the Performance Scrutiny Committee – People. The following links are for the minutes of each meeting that considered Social Services performance for 2020/21:

- [Minutes November 3rd 2020 \(newport.gov.uk\)](https://www.newport.gov.uk/minutes-november-3rd-2020)
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6 Links to Council Policies and Priorities

- The Report aligns with the *Aspirational People* and *Resilient Communities* Corporate Plan Commitments, as well as the related Wellbeing Objectives:

Well-being Objectives	Promote economic growth and regeneration whilst protecting the environment	Improve skills, educational outcomes & employment opportunities	Enable people to be healthy, independent & resilient	Build cohesive & sustainable communities
Corporate Plan Commitments	Thriving City	Aspirational People		Resilient Communities
Supporting Function	Modernised Council			

7 Wellbeing of Future Generation (Wales) Act

7.1 General questions

- How is this area / policy affected by the new legislation?
- How will this decision / policy / proposal impact upon future generations? What is the long term impact?
- What evidence is provided to demonstrate WFGA has been / is being considered?
- Evidence from Community Profiles / other data?
- Evidence of links to Wellbeing Assessment / Objectives / Plan?

7.2 Wellbeing Goals

- How are the Wellbeing goals reflected in the policy / proposal / action?
 - *A prosperous Wales*
 - *A resilient Wales*
 - *A healthier Wales*
 - *A more equal Wales*
 - *A Wales of cohesive communities*
 - *A Wales of vibrant culture and thriving Welsh language*
 - *A globally responsible Wales*

7.3 Sustainable Development Principles

- Does the report / proposal demonstrate how as an authority we are working in accordance with the sustainable development principles from the act when planning services?
 - **Long Term**
The importance of balancing short-term needs with the need to safeguard the ability to also meet long-term needs
 - **Prevention**
How acting to prevent problems occurring or getting worse may help public bodies meet their objectives
 - **Integration**
Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their other objectives, or on the objectives of other public bodies
 - **Collaboration**
Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives
 - **Involvement**
The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves.

8. Background Papers

- [Statutory Guidance on the Role and Accountabilities of the Director of Social Services](#)
- Link to the Social Services Improvement Agency (SSIA) website for copies and analysis of previous annual reports from across Wales - www.ssiacymru.org.uk/annualreporting
- [The Essentials - Wellbeing of Future Generation Act \(Wales\)](#)
- [Corporate Plan 2017-22](#)

Report Completed: 14 September 2021