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**CYFARFOD BWRDD / BOARD MEETING: 22.03.18**

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| **EITEM/ITEM:** | **8** |
| **TEITL/TITLE: SCW/18/10** | **Social Care Wales Annual Impact Report: Draft Framework** |
| **AWDUR/AUTHOR:** | **Sue Evans** |
| **CYFRANIADAU GAN/ CONTRIBUTIONS FROM:** |  |
| **ATODIADAU/APPENDICIES:** |  |
| **Appendix 1** | **Draft framework of our Impact report** |
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| **TRAFODWYD YN FLAENOROL YN/ITEM PREVIOUSLY DISCUSSED AT:** | |
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| **CYSWLLT I’R CYNLLUN BUSNES / LINK TO BUSINESS PLAN:**  The Social Care Wales impact report will focus on our priority areas and the impact we have had in 2017-18. | |
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| **PENDERFYNIAD / DECISION:**  Members are asked to **discuss** and **shape** the Impact Report and **delegate** final approval of the report to the Chair and Chief Executive. | |

**Social Care Wales Impact Report**

**1. What is the purpose of this report?**

1.1 The purpose of this report is for Members to discuss and shape the Impact Report and **delegate** final approval of the report to the Chair and Chief Executive.

1. **What is an Impact Report?**
   1. Each year we are required by Welsh Government, through our governance framework, to publish a report (our impact report) which ‘permits the National Assembly, other clients and the public to judge its success in meeting its targets’. The report must be submitted to the Minister prior to its formal publication and must:

* outline our main activities and performance during the previous financial year
* report on performance against key performance indicators and other deliverables and outline progress that has been made in taking account of the Welsh Government’s cross-cutting themes

2.2 The impact report is a separate document to our Statutory Annual Accounts. However, elements of the impact report will be included within our Accounts to make sure there is a read across.

2.3 Our strategic plan sets out our vision for the next five years; what we aim to achieve, what our focus will be and how we will work with people to realise our ambition. The Strategic Plan is supported by our annual business plan which set out our priorities, resources, outcomes, responsibilities as well as the means to measure our progress. Members have been receiving quarterly updates on our progress of delivering our business plan throughout the year.

2.4 As an organisation we are committed to evaluating the outcomes and impact of our work. Impact can quantify efficiency and effectiveness. This will be our first impact report as Social Care Wales focussing on our priority areas and illustrate how we work collaboratively and demonstrated our leadership role in influencing and shaping partners, Welsh Government and the wider public service.

**3. Our impact: 2017 – 2018**

3.1 Appendix 1 of this report outlines a draft framework for our Impact report 2017 – 2018. There will be three types of performance measures which will be reflected in the Impact Report. These will cover:

1. How much did we do?
2. How well did we do it?
3. Is anyone better off as a result? (The so what question? What quantity/quality of change for the better did we produce)

3.2 The last question is the most important as it focuses on the difference that has been made as a result of our work. However, it is also the most difficult – not only as we are producing it on a one year impact but it is often hard to control this impact as well as measure it.

**Style of the impact report**

3.3 The Report will include infographics, narrative and case studies on some of the key pieces of work completed during the year and will form part of our Annual Statutory Accounts which will be laid before the Assembly in July.

3.4 The impact report will not contain all the detail of our work. There will be a mixture of quantitative and qualitative data to support our work but not a narrative on explaining process. We will use links so that the report is succinct but that if the reader would like to find out more can read further detail. We will use case studies to illustrate the impact of our work from the perspectives of our stakeholders.

3.5 Two examples of impact reports from other organisations to give a visual example of what an impact report looks like can be found here – there are more available:

* <http://www.skillsforcare.org.uk/Documents/About/Evaluating-our-impact/Impact-infographic-2017.pdf>
* <http://www.pavo.org.uk/fileadmin/Docs/PAVO/Feedback_Reports_and_Reviews/PAVO_ANNUAL_REPORT_FINAL_DRAFT_8.11.17.pdf>

**Audience**

3.6 The report will be written for the public

**How we work?**

3.7 It is important that, as a public leadership organisation, we demonstrate our values in the way we work with people to realise our vision. To meet the expectations of the sector, public and stakeholders we set out that as an organisation we would work in the following way:

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| Values based  Focus on outcomes and impact  Uses research, evidence and data  Informs and connects  Integrates and collaborates | Evaluates and benchmarks  Thinks long term  Responsive and proactive  Makes best use of resources  Transparent and accountable |

3.8 It is important that the impact report demonstrates how the work we have done encapsulates this way of working. When we are developing the report we will need to be clear on differentiating between what we do to support the delivery of our outcomes and how we work.

3.9 The report will also explicitly state how we contribute to the One Public Service and how our decisions are informed by the Wellbeing and Future Generations Act (2015).

**Content of the impact report: Members to discuss**

3.10 As this is the first impact report of Social Care Wales’ delivery Members are asked to discuss and shape the content of our first impact report.

Members are asked to consider and discuss:

* are there particular initiatives which should be included within report?
* what have been the key achievements of our work during the year?
* from Members’ perspectives what has been the impact of our work in our first year of Social Care Wales?
* are members of the public the right target audience group?

**4. Next steps**

4.1 Following the discussions at the Board meeting officers will bring together the draft impact report. During the Board seminar in May Members will have the opportunity to consider the draft impact report prior to the report being published and elements being included within our Statutory Annual Accounts.

**5. Future evaluation of impact: an update of progress**

5.1 To support how we demonstrate our impact in future we are seeking expertise and independent support to help us monitor the outcomes of our work including the contribution of key partners who help us deliver our priorities. A specification has been drafted and the tender process will begin by the end of March.

5.2 There are 2 key elements to the independent support:

1. Element 1: the delivery of Social Care Wales’ strategic plan measured from the lens of registered practitioners and key partners, including provider organisations, commissioners, educators and Welsh government policy colleagues.
2. Element 2: the delivery of our Improvement function measured from the lens of the national Care and Support at Home Strategy support Social Care Wales with its improvement responsibilities, through appraising and advising on our leadership role and current and proposed improvement activities.

**Draft framework of our Impact report**

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| **Introduction:** Chair and Chief Executive forward | | |
| **General overview of social care and early years**: using external data (based on the national minimum data set) of the facts and figures of the sector. This will include an overview of the sector profile – numbers of people working in the sector, recruitment and retention rates, qualifications attainment etc | | |
| **Our impact: 2017 – 2018 (How we work will be throughout the introduction and the sections below which will include a combination of case studies, facts and figures around what we have delivered and who we engaged with)** | | |
| **Strategic Aim 1: Providing public confidence**  Overview of 2 – 3 focus areas:   1. Extension of the Register (including the development of the All Wales health and social care induction framework) 2. Social Work Degree Programmes 3. Transition to Social Care Wales (including governance arrangement of the Board) | **Strategic Aim 2: Leading and supporting improvement**  Overview of 2 – 3 focus areas   1. Care and support at home programme 2. Research and development strategy 3. Developing our approaches to service improvement | **Strategic Aim 3: Developing the workforce**  Overview of 2 – 3 focus areas   1. National training and learning programmes (including SCDWP, and regional facilitation grant) 2. Qualifications development 3. Our engagement events and evaluation (feedback from sector) |
| **What next? Looking forward to 2018 – 2019** | | |