



The Local Authority Annual Social Services Reports

Guidance

Introduction

- 1.0 This guidance has been prepared by the Association of Directors of Social Services Cymru (ADSSC) with the assistance of stakeholders including the Care and Social Services Inspectorate Wales (CSSIW), the Care Council for Wales (CCW) the Social Services Improvement Agency (SSIA) and the Older People's Commissioner. The Children's and Future Generations Commissioners were also invited to participate. It was commissioned by Welsh Government who have also contributed to its content. The purpose of this guidance is to assist local authorities in preparing their annual social services reports so as to:
- comply with the new reporting requirements set out in regulations, codes of practice and statutory guidance
 - promote best practice so that there is year-on-year improvement in the standard of reporting and in the carrying out of authorities' social services functions.
- 1.1 The purpose of the annual report is to set out the local authority's improvement journey in providing services to people in their areas, those who access information, advice and assistance, and those individuals and carers in receipt of care and support. Under the new requirements of the Social Services and Well-being (SSWB) Act, the report needs to demonstrate how local authorities have promoted well-being and accounted for the delivery of well-being standards.
- 1.2 This guidance is in two sections:
- Section 1 contains background and guidance on the preparation of the annual report.
 - Section 2 sets out the template that regulations require local authorities to use for preparing their annual social services reports. (See paragraph 3.4 below.)
- 1.3 This guidance will be kept under review and may be adjusted from time to time in the light of experience and in consultation with citizens, local authorities and other key stakeholders.
- 1.4 The requirement to produce an annual report using this template begins in the reporting year of 2017–18. This will enable annual reports to respond to information contained within the first published population assessment (of needs for care and support and carers' needs for support under s14 of the SSWB Act), which is due in April 2017. However, local authorities may find it helpful to begin to follow this template for the transitional reporting year 2016–17 as a way of testing their systems and in readiness for the new reporting requirements.

1.5 In this guidance:

- “should” and “may” are for guidance but “must” means that there is a requirement in a code of practice, statutory guidance or legislation
- “the director(s)” means the statutory director(s) of social services
- “the report” means the local authority’s annual report on the discharge of its social services functions
- “SSWB Act” means the Social Services and Well-being (Wales) Act 2014
- “R&I Act” means the Regulation and Inspection of Social Care (Wales) Act 2016
- “WCFG Act” means the Well-being of Future Generations (Wales) Act 2015
- “Regulations” mean secondary legislation introduced under powers in the SSWB Act used where more detail or prescription is needed in implementing the Act
- “Statutory Guidance” means Guidance issued under powers in the SSWB Act setting out requirements for carrying out functions specified in the Act
- “code” means a Code of Practice made under powers in the SSWB Act.

Section 1 – Guidance

The Context for the New Reporting Requirements

- 2.0 The SSWB Act places strong emphasis on promoting the well-being of people who need care and support, and carers who need support. The principle of well-being is at the heart of the Act, as well as promoting people's independence and preventing the escalation of a person's care and support needs. Practitioners must have regard to people's individual views and support them to participate in decisions that affect them. The aim is to give voice and control to the individual and what the individual wishes to achieve in their lives – personal outcomes – linked to a new National Outcomes Framework.
- 2.1 Together with the WCFG Act, the SSWB Act also sets expectations and requirements that public bodies work together to improve outcomes for people while recognising that the needs of individuals, families and communities are met by multiple organisations. Regulations set out the need for the well-being population needs assessments to be completed as a basis for planning services' responses in the future.
- 2.2 The SSWB Act creates a duty on local authorities to secure a service that provides all individuals within their locality with accessible information, advice and assistance (IAA) that, in turn, will help to promote early intervention and prevention.
- 2.3 Parts 3 (Assessing Need) and 4 (Meeting Needs) of the SSWB Act provide for substantial change and development in professional practice and emphasise the requirement for less bureaucratic, more proportionate outcome-focused and co-produced assessment and new, simplified national eligibility arrangements. A more consistent care planning process is initiated when an assessment identifies that services cannot be delivered without a plan or where the individual needs continuing support to access these services.
- 2.4 Implementation of the SSWB Act requires significant culture change within local authority social services and internal and external partners, a process that will need to be strongly led and managed by directors. The main themes of this change include:
- an enabling and strength-based model rather than a deficit model
 - personal outcomes not just fitting people into services
 - a more equal relationship between front-line workers and citizens
 - ensuring carers have support if they are assessed as needing it
 - a more creative approach to supporting people drawing on community resources for early intervention and preventative services
 - new models of service (e.g. user-led organisations and social enterprises)
 - more partnership working and integration of services across disciplines and organisations
 - recognition that "business as usual" is not an option.
- 2.5 All of this makes development and training of the social care workforce at all levels even more important to support implementation of the changes and challenges in the SSWB Act at the front line and at managerial levels.
- 2.6 The creation of Social Care Wales allows a coherent programme of workforce development to be taken forward to assist full and effective implementation of the SSWB Act.

- 2.7 The R&I Act places the quality of services and improvement at the heart of regulation. It strengthens protection for those who need it and establishes a regulatory system that is in line with the SSWB Act. The R&I Act reforms the inspection of local authority social services functions and provides a robust response to the lessons learned from previous failures in the system.
- 2.8 The CSSIW 2015/16 annual report outlines the Inspectorate's new approach including:
- a comprehensive system for engaging with elected members and officers, regularly monitoring performance and their active participation in scrutiny through Performance Review Meetings
 - a core inspection programme starting in 2016 where CSSIW will inspect key dimensions of adult and children's services in each local authority area, focusing on improvement
 - a new inspection framework to support the programme built around the six quality standards that represent people's well-being under the SSWB Act.

The Legal Framework for the New Social Services Annual Report

- 3.0 The former reporting requirements for Directors of Social Services in part 6 of the "Statutory Guidance on the Role and Accountabilities of the Director of Social Services" (Welsh Government June 2009) are being replaced as a consequence of both the SSWB and R&I Acts.
- 3.1 The new requirements for the social services report are scattered under a number of pieces of legislation and codes. More detail is given in Appendix 1 with references and hyperlinks to the relevant codes and statutory guidance.
- 3.2 In purely headline terms the requirements are that every local authority must produce an annual report on the discharge of its social services functions and the report must include:
- an evaluation of the performance in delivering social services functions for the past year including lessons learned (Part 8 Code on the role of the director)
 - how the local authority has achieved the six quality standards for well-being outcomes (in a code about measuring social services performance made under s145 of the SSWB Act 2014)
 - qualitative and quantitative data relating to the achievement of well-being outcomes (also set out in the code on measuring performance)
 - the extent to which the local authority has met requirements under Parts 3 and 4 of the SSWB Act as set out in separate codes covering assessing needs and meeting needs
 - objectives for promoting the well-being of people needing care and support and carers needing support for the following year including those identified by population needs assessments under section 14 of the SSWB Act
 - assurances concerning:
 - structural arrangements enabling good governance and strong accountability
 - effective partnership working via Partnership Boards
 - safeguarding arrangements
 - the local authority's performance in handling and investigating complaints
 - responses to any inspections of its social services functions

- an update on Welsh language provision
- how the local authority has engaged people (including children) in the production of the report.

3.3 The report must be:

- published “as soon as practicable” after the year to which it relates
- presented to the council by the director
- copied to Welsh Ministers
- available on the local authority’s website.

3.4 The R&I Act inserts new subsections into the SSWB Act concerning the report. One of these is that it “must be in such form as may be prescribed by regulations”. The Local Authority Social Services Annual reports (Prescribed Form) (Wales) Regulations 2016 require local authorities to use a template appearing on the Welsh Government’s website. This is the template in Section 2 of this guidance. The regulations allow Welsh Ministers to amend the template should they wish.

Style and Content

4.0 In responding to these requirements, the report needs to be written in a way that can be read and readily understood by a range of audiences including:

- service users and carers and all those whose well-being is affected by what the local authority’s social services and related functions do, so that the impact of those services is explained
- the general public who have an interest in what their local authority is doing, how it is performing and how their money is being spent
- elected members and others involved in scrutiny processes
- the local authority’s partners including both formal partners and others in the public, private and third sectors who need to understand the local authority’s programme and priority objectives
- regulators (including the Wales Audit Office, CSSIW, Social Care Wales and the Statutory Commissioners)
- the Welsh Government.

4.1 Local authorities will already have considerable experience in meeting the needs of these various audiences. Drawing on that experience suggests that the report will need to have the key characteristics set out below.

Concise

4.2 Paragraph 88 of the Part 8 Code says that the director should ensure that “the report is not overly long and written in a clear, concise way.”

4.3 The report needs to cover all the required information as set out in the template. The Welsh Government have not specified an overall page or word limit. We suggest a maximum of 25 pages as a broad guide. A longer report may lack focus, is less likely to be read in its

entirety and could obscure key messages about the local authority's priority objectives and year-on-year improvement. The report should not focus on information about process but should convey the improvement journey and the impact on citizens.

- 4.4 An overview report cannot cover every aspect of what the local authority is doing in its social services and related functions. Instead it should highlight priority areas for improving outcomes for individuals and improvement in the local authority's performance linked to the six quality standards. The key issue is "what were the outcomes for people?". The local authority's priority objectives may change from year to year. The commentary can explain that the fact that particular areas have been chosen as priority objectives does not mean that nothing is happening elsewhere. The reader can be directed to other reports such as service level or heads of services' reports, corporate plans and supporting business plans if they require more detail.
- 4.5 The report should refer appropriately to other reports such as those of Regional Partnership Boards and Safeguarding Board but should avoid repeating too much of the detail.

Accessible

- 4.6 Style is for local judgment but as the report is a public-facing document it needs to be written in plain, every day, jargon-free English and Welsh. Authorities should continue existing practices of having a range of alternative formats such as easy-read according to local need. Any terms that are likely to be unfamiliar to the general public should be explained and acronyms avoided as far as possible.
- 4.7 The report should be easy to find on the local authority's website and accessible from partners' and, as far as possible, from other relevant websites such as older people's fora, users and carers organisations, citizens' advice bureaux, information, advice and assistance portals, etc.
- 4.8 The report should be attractively designed making good use of colour and illustration. The web-based version should be easy for the reader to navigate. Comments or quotes that illustrate how people experience social services can be very helpful. However, these should be used in a balanced way, not just highlighting the more favourable, but also illustrating where the challenges lay. Electronic versions offer opportunities to bring the report to life by including short audio or videos clips.
- 4.9 It is a requirement that local authorities include in the report how citizens have been engaged in its production. Experience is that providing opportunities for citizens to influence or help co-produce the design of the report leads to a better product and greater user satisfaction.
- 4.10 It is good practice to produce a "challenge" version of the report allowing partners, service users and others to offer constructive comment before the report is finalised.

An integrated report reflecting an integrated way of working

- 4.11 Partnership and citizen engagement are common threads running through everything the local authority's social services are and do. Whilst they should be included under the reporting of plans and progress against the six quality standards in the body of the report, there is a

distinct chapter that allows the local authority to outline how central the citizen is. Similarly, the local authority's response to CSSIW reports should be treated as part of core activity. It would also be good practice to include responses the local authority has made to reports by Statutory Commissioners and Bodies. Provided that the same narrative holds true, however, it is acceptable to refer to earlier statements in the report about how the local authority has met the quality standards.

- 4.12 The Part 9 Statutory Guidance (Partnership Arrangements) requires Regional Partnership Boards to report annually on how their objectives as a board have been achieved. The first such report must be submitted to Welsh Ministers by 1st April 2017 and published. As so much of the joint activity of the boards relates to local authority social services, the Partnership Board and the local authority social services reports cannot be produced in isolation from each other. Local authorities will therefore need to refer to plans and progress in the Regional Partnership Board reports and vice versa. This also needs to cover delivery of Partnership Board statutory responsibilities for local social services. This may be equally applicable for consideration of material included in Safeguarding Board annual plans and reports.

Corporate

- 4.13 Although the report must be delivered to the council by the director, it is the local authority's report on the performance of its social services functions. It needs to explain how the wider functions of the local authority such as transport, housing, education and leisure have contributed and will continue to contribute to the achievement of individuals' well-being outcomes.

Timely

- 4.14 Paragraph 80 of the Part 8 Code says the annual report "must be published as soon as reasonably practicable after the end of a financial year". If all the supporting processes are working well, it is recommended that local authorities publish the report by the end of July. It should be referenced that not all performance data will have been externally validated by this point.

Open and Evaluative

- 4.15 The report is one of the tools that a local authority uses to promote self-improvement and demonstrate accountability. The report should give an open and honest account that highlights not just the successes but the challenges and priority areas for improvement identified through a rigorous, non-defensive process of self-evaluation.
- 4.16 Change of the scale envisaged in the SSWB Act will take several years to implement fully and success in some areas may be elusive in the early years. The 2016–17 report should set out its improvement priority objectives for 2017–18. From the 2017–18 report onwards, the report should set out the extent to which the planned improvement objectives have been met. There should be no gaps in the story. Where the previous year's report highlighted a priority area for improvement, the following year's report should say what actually happened in that area. Where the local authority failed, partly or wholly, to achieve its improvement objective, the report should say so and explain what is being done as a consequence.

4.17 Against every quality standard the report should say:

- what the local authority had planned to do in the previous year
- how it succeeded
- what difference it made to outcomes for well-being of people
- what the priority objectives are for next year and why.

4.18 Particular care is needed when reporting the performance data against the six quality standards (as set out in the Code of Practice in relation to measuring social services performance). A bland recital of the data is unhelpful and does not demonstrate accountability. Local authorities should give the context and explain what the data mean. For example, are matters improving or getting worse? The local authority then needs to explain what needs to happen as a result. 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.

4.19 The SSWB Act Part 8 Code on the role of the director requires the involvement of people for whom care, support and preventative services are to be provided in the design and operation of those services. The focus on well-being outcomes and the wider reach of local authority social services through information, advice and assistance services, preventative services and enhanced rights for carers suggests that local authorities will need to reflect how they have strengthened their arrangements for engaging citizens in evaluating services and their impact.

4.20 Local authorities should reflect the experience of citizens in their self-evaluation throughout the report. It should be remembered that the Code for measuring social services performance requires that, in addition to collecting the required qualitative data, local authorities must give people “an opportunity to provide a narrative account of their experience, regardless of the method chosen to collect the data”. Such narrative accounts are intended to:

- provide an enriched account when assessing the effectiveness of care and support
- help ensure that people’s experiences drive improvement
- help local authorities identify areas of improvement and good practice
- demonstrate effective engagement with advocates and family members.

4.21 Further guidance on public engagement can be found at:

[hyperlinks to the National Principles of Public Engagement (Participation Cymru 2011 and the Older People’s Commissioner guidance)].

Measuring Social Services Performance

5.0 The Code on measuring social services performance sets out:

- the six quality standards that local authorities must achieve to discharge their duties under the SSWB Act
- the actions the local authority must undertake to achieve the quality standards

- the quantitative and qualitative data related to the standards that local authorities must collect, report annually to the Welsh Government and include in the annual report.

5.1 The first year for which the data will need to be reported is April 2016–March 2017.

5.2 Local authorities will have noted that some of the required data will need to come from other parts of the local authority, such as education, leisure and housing and from other partners including local health boards. This will need to be factored into the project management arrangements for the production of the report.

Reflecting Local Circumstances

6.0 The new legislative framework for social services creates a clear national purpose, direction and expectation. Much of the detail of the regulations and codes reinforces the need for greater consistency for service users within areas and across Wales in their experience of social services and how care and support outcomes are achieved.

6.1 However, the new requirements are also clear about the need for local accountability and local government ownership of this new agenda. This ensures that the benefits of locating social services in local government are maximised and that social services are an integral part of local government’s corporate responsibility for promoting well-being, social inclusion and community safety.

6.2 The SSWB Act requirements emphasise the importance of local and regional circumstances and a co-produced approach (e.g. well-being, population needs assessment, information, advice and assistance, care planning, safeguarding, etc.), but the emphasis placed on “must” rather than “may” or “should” helps to provide a balance between national requirements and local/regional circumstances.

6.3 The statutory partnership basis for local government supports the need for increased regional collaboration and significant, practical change (e.g. pooled budgets for older people’s accommodation functions across regions).

6.4 While reflecting the national reporting requirements, the template in Section 2 provides space and opportunity for local authorities to include local and regional initiatives. In responding to the annual reporting requirements, directors could consider the following framework to reflect a national/regional/local balance:

- specific initiatives to meet local circumstances including local branding of services (e.g. urban, rural, language, etc. needs)
- regional partnership examples such as information, advice and assistance, commissioning, training, etc.
- collaboration with the local health boards and other partners
- participating in national initiatives to ensure Wales-wide consistency such as the Delivering Transformation Grant work programmes, workforce development, Dewis Cymru and the Welsh Community Care Information System.

- 6.5 There may also be opportunities for reports to reflect examples of sharing and taking on board local ideas and innovations to demonstrate efficient and effective service development that does not endlessly “re-invent the wheel”.

Aligning Reporting to the National Quality Standards

- 7.0 The template in Section 2 of this guidance sets out the chapters for the report and the most significant section is aligning the way that local authorities report to the national quality standards for well-being:

- working with people to define and co-produce personal well-being outcomes that people wish to achieve
- working with people and partners to protect and promote people’s physical and mental health and emotional well-being
- 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 well-being, have a social life and live in suitable accommodation that meets their needs.

- 7.1 Chapter 4 is the substantive section of the report and requires local authorities to report their progress and plans against the six quality standards reflecting the whole range of need. This is to help to ensure that:

- the report provides clear and direct assurance that the local authority is working to the required quality standards and the supporting activities are being undertaken as the code requires
- it provides a narrative of where the local authority has reached in their improvement journey using evidence from population assessments
- where priority objectives have changed from year to year, it explains what has happened and why
- it keeps the focus on achieving well-being outcomes for individuals
- it aligns with the new CSSIW inspection framework (see para 2.8 above)
- it allows easier comparison across local authorities
- there is a clear link between the report and the National Outcomes Framework
- it makes it easier for local authorities to share good practice in the style and content of their reports.

- 7.2 This will mean a change in the structure of reports, but this does not mean starting an entire process from scratch. The report is not a stand-alone exercise, but essentially an overview derived from local authority processes, which regularly assess effectiveness, collect the required data and information in an ordered fashion and are part of effective business planning.

Section 2 – Using the Template

Set out below is the template chapter headings for the report and, to assist local authorities, a series of prompts and advice about how to populate that part of the report.

Introduction

- The statutory requirement to report
- What this report is about
- Who this report is for (see paragraphs 4.0 to 4.10 above)
- How citizens and partners have been engaged in its production

Director's Summary of Performance

A brief objective, evidence-based, comparable evaluation of the performance of the local authority in the delivery of its social services functions for the past year referring back to the previous year's planned activity and including the lessons learned

Signposting as appropriate to corporate reports as well as to those of heads of adults', children's and business services

How are People Shaping our Services?

A short narrative explaining:

- what methods the local authority uses to gain feedback about its services and the exercise of its social services functions from citizens, service users, family, carers and partner organisations
- how those people have shaped and influenced our services
- what in broad terms this feedback says, highlighting both compliments and areas where improvement and challenges may be indicated
- how the local authority has used this feedback to improve
- how a balance has been achieved between ensuring a person-centred approach and having clear objectives for service planning with the third and private sectors

Promoting and Improving the Well-being of Those We Help

This is the substantive section of the report that requires local authorities to discuss performance and plans against each of the 6 quality standards. The prompts are drawn from the Code of practice in relation to measuring social services performance and include the quantitative and qualitative data that the local authority is required to include in the report against each of the standards.

Quality Standard 1

Working with people to define and co-produce personal well-being outcomes that people wish to achieve

This quality standard relates to the following parts of the SSWB Act:

- Part 2: General Functions – Overarching duties including well-being, prevention and preventative services, information advice and assistance and the promotion of social enterprises, etc.
- Part 3: Assessment (including carers)
- Part 4: Meeting Needs
- Part 5: Charging and Financial Assessment
- Part 6: Looked After and Accommodated Children
- Part 9: Co-operation and Partnership
- Part 10: Advocacy

The report should explain how far the local authority has:

- ensured access to clear, understandable information, advice and assistance to support people to maintain their well-being and make informed decisions
- worked with individuals, their carers and partner organisations to support and maintain a person's independence without the need for care and support
- carried out assessments of well-being in a timely way
- ensured decisions respect individual circumstances across the whole range of needs and have due regard to UN conventions and principles for children, older people and disabled people
- ensured people are treated with dignity and respect
- enabled people have control over the planning and delivery of care
- promoted and supported healthy lifestyles
- enabled access to services and activities that maintain mental health and emotional well-being
- encouraged and empowered people to manage their own health and well-being, be active and benefit from pro-active preventative care and support
- arranged independent advocacy where necessary or signposted to other types of advocacy to enable people to overcome barriers to participation in reviewing and meeting need
- arranged named contacts and shared relevant information with partners to allow seamless transfer of care and support across services
- facilitated multidisciplinary care planning and support
- put in place arrangements for assessing need and determining eligibility
- explained challenges as well as achievements
- measured the impact of care and support and support for carers on people's lives and their well-being outcomes
- made people aware of paying for care and charging arrangements.

Where relevant, the local authority should also report against this standard on the following themes that are common to all six quality standards:

- worked in partnership with other organisations to achieve this well-being standard
- engaged citizens and the impact this has had
- investigated and responded to complaints and also inspections of performance relevant to this standard
- included the required performance data for this standard with appropriate supporting commentary
- set priority objectives for this standard for the next 12 months and explained why those have been chosen.

Supporting performance data for this quality standard

Qualitative

- People reporting that they have received the right information and advice when they needed it
- People reporting that they were treated with dignity and respect
- People with a care and support plan reporting that they have been given written information of their named worker in social services
- People reporting that they felt involved in any decisions made about their care and support
- People who are satisfied with the care and support they received

Quantitative

- The percentage of adults who have received support from the information, advice and assistance service (IAA) and have not contacted the service again during the year
- The percentage of assessments completed for children within statutory timescales

Quality Standard 2

Working with people and partners to protect and promote people's physical and mental health and emotional well-being

This quality standard relates to the following parts of the SSWB Act:

- Part 2: in relation to well-being and preventative services, information, advice and assistance services, assessment of need for care and support and support for carers, the promotion of social enterprises, etc. registers of sight-impaired, hearing-impaired and other disabled people
- Part 9: Co-operation and Partnership

The report should explain how far the local authority has:

- promoted and supported healthy lifestyles
- supported access services to maintain mental health and emotional well-being

- encouraged and empowered people to manage their health and well-being, be active and benefit from proactive preventative care and support.

The local authority should also report against this standard on the common themes – see box under Quality Standard 1 above.

Supporting performance data for this quality standard

Qualitative

There are no specified data requirements for this standard.

Quantitative

- The rate of delayed transfers of care for social care reasons per 1,000 of the population aged 75 or over
- The percentage of adults who completed a period of re-ablement and:
 - have a reduced package of care and support six months later
 - no package of care six months later
- Average age of adults entering residential care homes
- The percentage of children seen by a registered dentist within three months of becoming looked after
- The percentage of looked after children registered with a GP
- Other performance data being used as evidence including local data

Quality Standard 3

Protecting and safeguarding people from abuse, neglect or harm

This quality standard relates to the following parts of the SSWB Act:

- Part 3: Assessment
- Part 4: Meeting Needs
- Part 7: Safeguarding
- Part 9: Co-operation and Partnership
- Part 10: Advocacy

The report should explain how far the local authority has:

- responded effectively to changing circumstances and regularly reviewed the achievement of individuals' well-being outcomes
- provided care and support to meet assessed need to protect people from abuse or neglect or other harm
- developed protective arrangements for those who put their own safety at risk to prevent abuse and neglect
- managed risk in ways that empower people to feel in control consistent with safeguarding needs

- worked in partnership to investigate allegations of abuse or neglect to ensure people are protected from harm (signpost to annual reports and annual plans of Safeguarding Boards and other agencies as appropriate)
- advocacy in relation to safeguarding.

Where relevant, the local authority should also report against this standard on the common themes – see box under Quality Standard 1 above.

Supporting performance data for this quality standard

Qualitative

- People reporting that they feel safe

Quantitative

- The percentage of adult protection enquiries completed within statutory timescales
- The percentage of re-registrations of children on local authority child protection registers
- The average length of time for all children who were on the child protection register during the year

Quality Standard 4

Encouraging and supporting people to learn, develop and participate in society

This quality standard relates to Part 2 of the SSWB Act in relation to well-being and preventative services.

The report should explain how far the local authority has:

- supported people to do the things that matter to them
- helped people to gain the skills and the educational attainment they need to engage in things that matter to them
- encouraged people to be active members of communities and support each other in reducing social isolation.

Where relevant the local authority should also report against this standard on the common themes – see box under Quality Standard 1 above.

Required performance data for this quality standard

Qualitative

- People reporting that they can do what matters to them
- People reporting that they feel satisfied with their social networks

Quantitative

- Percentage of children achieving the core subject indicator at key stages 2 and 4
- Percentage of looked after children who, during the year to 31st March have experienced one or more changes in school during periods of being looked after that were not due to transitional arrangements

Quality Standard 5

Supporting people to develop safely and to maintain healthy domestic, family and personal relationships

This quality standard relates to the following parts of the SSWB Act:

- Part 2: in relation to well-being and preventative services
- Part 3: Assessment
- Part 4: Meeting Needs
- Part 7: Safeguarding

The report should explain how far the local authority has:

- supported people to maintain the relationships that matter to them, consistent with safeguarding needs
- helped people to recognise unsafe relationships and to protect themselves from abuse and neglect
- where appropriate, taken the views of families, carers and other personal relationships into account when assessing care and support needs.

Where relevant the local authority should also report against this standard on the common themes – see box under Quality Standard 1 above.

Required performance data for this quality standard

Qualitative

- People reporting that they feel part of their community
- Parents reporting that they felt involved in any decisions made about their child's care and support
- Carers reporting they feel supported to continue their caring role
- Carers reporting they felt involved in designing the care and support plan for the person

they care for

Quantitative

- The percentage of children supported to remain living with their family
- The percentage of looked after children who returned home from care during the year
- The percentage of looked after children on 31st March who have had three or more placements during the year

Quality Standard 6

Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

This quality standard relates to the following parts of the SSWB Act:

- Part 2: in relation to well-being and preventative services
- Part 3: Assessment
- Part 4: Meeting Needs

The report should explain how far the local authority has:

- supported people to participate as active citizens economically and socially
- supported people to access and sustain engagement with meaningful work
- supported people to access financial advice and help with benefits and grants
- provided access to services in Welsh and other languages of choice
- supported people to access living accommodation to meet their needs and to facilitate independent living.

Where relevant the local authority should also report against this standard on the common themes – see box under Quality Standard 1 above.

Required performance data for this quality standard

Qualitative

- People reporting that they live in the right home for them
- Children and young people reporting that they are happy with whom they live with
- People reporting they have received care and support through their language of choice
- Young adults reporting they received advice, help and support to prepare them for adulthood
- People reporting they chose to live in a residential care home

Quantitative

- The percentage of all care leavers who are in education, training or employment at 12 months and 24 months after leaving care
- The percentage of all care leavers who have experienced homelessness during the year

How We Do What We Do

Our Workforce and How We Support their Professional Roles

For example, in relation to the Act a workforce strategy that supports understanding and ability to implement the changes, new roles (e.g. in formal partnerships and for IAA services), learning and development requirements.

Our Financial Resources and How We Plan For the Future

Budget, pressures and priorities: How the monitoring and reporting processes help to identify changes in demand and associated cost pressures and opportunities and how, in turn, that informs service planning.

Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

A short narrative setting out how the local authority's political leadership, governance scrutiny and challenge arrangements have:

- set priorities for the local authority's social services functions
- promoted the concept of individuals' well-being across the local authorities' functions
- supported collaboration and partnership
- rigorously evaluated performance
- promoted and supported continuous improvement.

It will also be important to set out how the local authority has responded to the requirements in Part 9 of the Act and related Regulations and Statutory Guidance to support effective collaboration and partnership with the Local Health Board and other partners in the public, third and private sectors. The appendix makes reference to the performance of local authorities in the handling and investigation of complaints and representations. It would be good practice to reflect this in this section.

Accessing Further Information and Key Documents

This final section should list where further information can be accessed electronically and/or in hard copy with appropriate cross-references and/or footnotes in the text of the report. As the intention of an annual report is not to contain everything that can be located elsewhere, it is important to signpost and support people to access additional information produced by the local authority, its partners and other external organisations where relevant.

Appendix 1

The Legislative Requirements for the Annual Report

The R&I Act inserts new subsections into the SSWB Act setting out what local authorities must include in the report:

(2) The annual report must include:

- a) *details of how the authority has exercised its social services functions during the financial year including details of the extent to which the authority has*
 - i. *acted in accordance with requirements imposed on local authorities by a code issued under section 9 (codes to help achieve outcomes in relation to well-being)*
 - ii. *acted in accordance with any relevant requirements contained in a code issued under section 145 (codes about the exercise of social services functions) and*
 - iii. *had regard to any relevant guidelines in a code issued under section 145 and*
- b) *such other information as may be prescribed by regulations.*

(3) The details provided under subsection (2) (a) (ii) must state how the authority has satisfied any requirements contained in a Code relating to assessing the needs of an individual in accordance with Part 3 and meeting needs under Part 4.

(4) An annual report must be in such form as may be prescribed by regulations.

The Local Authority Social Services Annual reports (Prescribed Form) (Wales) Regulations 2016 referred to above prescribe the form of the report by attaching a template that local authorities must follow. The template is set out in Section 2 of this guidance.

The Code of Practice in relation to measuring social services performance sets out the performance measurement framework for local authorities' social services functions and including qualitative and quantitative data that local authorities must collect locally, provide annually to the Welsh Government and include in the report

The Part 8 Code of Practice on the Role of the Director of Social Services (Social Services Functions) says the report must:

- evaluate the performance of the local authority in the delivery of its social services functions for the past year and include lessons learned
- set out objectives for promoting the well-being of people who need care and support, and carers who need support, for the forthcoming year
- be presented in a way that explains how the local authority has achieved the six quality standards for well-being outcomes (see Appendix 3)
- set out:
 - how the local authority has promoted the well-being of people who need care and support, and carers who need support, identified in the Population Assessment Report for that local authority area
 - the extent to which the local authority has acted in accordance with relevant requirements contained in the *Part 3 Code of Practice** (Assessing the Needs of Individuals* and the *Part 4 Code of Practice** (Meeting Needs)*

- how the local authority has exercised relevant requirements contained in the *Part 8 Code of Practice** on the Role of the Director of Social Services (Social Service Functions)* to provide assurances about:
 - structural arrangements within the local authority that enable good governance and strong accountability
 - effective partnership working via Partnership Boards (also the *Part 9 Statutory Guidance on Partnership Arrangements***)
 - safeguarding arrangements.

- The local authority must also provide information about:
 - its performance in the handling and investigation of complaints and representations as set out in “A guide to handling complaints and representations by local authority social services” (Welsh Government 2014)
 - a response to any inspections undertaken of its social services functions
 - an update on Welsh language provision of services and their implementation of *“More than just words”* (Welsh Government 2012) and the “Follow-on strategic Framework for Welsh Language Services in Health, Social Services and Social Care” (Welsh Government 2016)
 - how it has complied with the requirement (in the Part 8 Code) to engage people, including children who have care and support needs and carers in the process of producing the annual report.

Finally, the Part 8 Code says the report must be:

- published “as soon as reasonably practicable” after the year to which it relates
- presented to the council by the director
- copied to Welsh Ministers
- available on the local authority’s website.

** These Codes can be found at <http://www.ccwales.org.uk/codes-of-practice-and-statutory-guidance/?force=1>