

APPENDIX 1

Protocols with the Statutory Director for Social Services, Gwynedd Council

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1. Responsibilities of the Statutory Director

The Statutory Director is strategically and operationally responsible for the following:

- Providing clear professional guidance on all aspects of the Council's "Social Services" (as defined in the LASSA Act 1970 (as amended)).
- Accessing the Chief Executive and Members directly and advising on the Council's Social Services issues and the direction and action the Authority should take.
- Ensuring robust performance management arrangements across Social Services and reporting on a corporate level and to Members.
- Ensuring robust reporting arrangements and procedures for safeguarding children and adults and reporting on a corporate level and to Members.
- Fulfilling responsibility for planning, training and professional development of the Social Services workforce.
- Ensuring that robust and effective arrangements are in place in order to allow the Council's Social Services to work well with others within and outside the Council.
- The senior officer within the Council who has the full accountability for safeguarding and promoting the well-being of vulnerable children.
- Ensure the Council's arrangements for strategic needs assessment and commissioning fully identify and prioritise the needs of children, young people, adults including older people and carers, and advise councillors on the implications
- Advising the Chief Executive and members on social services matters and on the direction and actions the authority should take in fulfilling its social services responsibilities
- Acting as the Council's contact point on Social Services issues with the Assembly's Department for Health and Social Services and the relevant regulators.
- Reporting annually to the Council on the delivery, performance and risk, along with improvement plans for the whole range of social services functions.
- Directly line management for all resources committed to Adults and Children's planning, commissioning, assessment, care management and workforce planning.

2. Responsibilities of the Chief Executive

The Chief Executive is responsible for the following:

- Leading the organisation with the capability for successful delivery and to secure continuous improvement
- Accountable to the Council and the public for execution all the Council's services.
- Responsible for management and leadership of all Directors and Heads of Service and for creating the conditions where others can perform, innovate and provide guidance within their service.
- Accountable as the Head of Paid Service for the advice given to members on allocating resources.
- Accountable for ensuring (often through Heads of Service) that systems of management and monitoring are in place to keep them and the politician leadership fully informed on all aspects of the Council's performance.
- Ensuring that the Council appoints a Statutory Director within the Council's arrangements.
- Within social services, through agreed operational arrangements being able to identify any significant systematic and continuous failures in the standards and quality of the services provided and ensuring that these are rectified.
- Within social services, and jointly with elected members, ensuring that the appropriate level of priority and resources is given to the service.

3. Responsibilities of the Lead Director – Children and Young People

The Lead Director is responsible for the following:

- Establishing effective arrangements in order to ensure collaboration between the Council, the main partners and relevant bodies, with the aim of improving the well-being of children in relation to:
 - (i) mental and physical health and emotional well-being;
 - (ii) safeguarding from harm and neglect;
 - (iii) education, training and leisure;
 - (iv) contribution made by them to society;
 - (v) social and economic well-being.
- Offering leadership to ensure that Partnership work is effective with clear governance arrangements.
- Preparing a Children and Young People Plan for the County.
- Responsible for ensuring that the Self-Assessment (NSF) is completed.

- Promoting the rights of children by ensuring that the Authority implements the requirements of the United Nations' Convention.
- Setting a strategic direction in the field of children and young people within Gwynedd Council.

4. Responsibilities of the Head of Provider and Leisure Services

The Head of Provider and Leisure is responsible for the following:

- Providing quality services which meet the statutory requirements of their registration and responding to the needs identified through the planning procedure with Social Services.
- Appointing and developing the workforce in order to fulfil the needs identified in accordance with the workforce development plan and other requirements stipulated by the Statutory Director of Social Services.
- Contributing, on grounds of professionalism and expert experience, to the evaluation and planning arrangements of Social Services.
- Ensuring that the Provider and Leisure Department has the capacity to respond to the urgent requirements of Social Services within its statutory requirements.
- Reporting on risk issues which contribute to the Statutory Director's capacity to fulfil his/her duties.
- Submitting progress reports regularly to Social Services on the basis of operational contracts.
- Providing services in accordance with that agreed upon through the commissioning procedure including the use of finance.
 - Ensuring the input of information and experience of providing a service to the Commissioning Framework.

5. Responsibilities of the Corporate Director

The Corporate Director is responsible for the following:

- Developing and realising the vision, values and strategic priorities of the Council as defined in the Three Year Plan.
- Establishing and developing robust programme management arrangements across the Council in order to oversee the implementation of the work plans which will contribute to realising the strategic priorities, ensuring that accountability and milestones are clear and explicit.
- Providing leadership on the development and implementation of the Council's main corporate strategies which will improve the economic and social well-being of the County's residents and economy.

- Ensuring alignment between the corporate strategic objectives with the priorities and focus of the work of all Services within the Council;
- Supporting the Scrutiny process corporately, investing in time and energy in those fields which cause the biggest risk to the Council;
- Offering support and encouragement to Heads of Service across the Council in order to respond to obstacles and facilitate work;
- Taking an overview of the performance and efficiency of Services across the Council, identifying key improvement steps in areas which pose significant risks to the Council;
- Leading specific Partnerships within the County and ensuring effective collaboration between the Council and relevant partners;
- Ensuring that Gwynedd a strong voice on national and regional forums in order to influence social and economic policies;
- Ensure effective communication and engagement with the statutory officers to assist them in meeting their specific statutory responsibilities.

6. Partnerships

6.1 The Children and Young People Partnership:

- The Lead Director is responsible for co-ordinating and taking an overview of the arrangements to insist upon collaboration between Agencies and through the work of the Strategic Partnership in Gwynedd.
- The Statutory Director is responsible for highlighting the needs of “children in need” and their families in the work programme and in the discussions of the Strategic Partnership in Gwynedd.
- The Lead Director is responsible for ensuring that each group contributes effectively towards preparing and developing the Children and Young People Plan in terms of children in need and their families.
- The Lead Director is responsible for ensuring that a Children and Young People Plan is prepared for the County.

6.ii) The Safeguarding Board:

- The Lead Director is responsible for co-ordinating and taking an overview of the arrangements to ensure collaboration between Agencies through the work of the Safeguarding Board.
- The Statutory Director is responsible for ensuring that the Safeguarding Board works effectively, and that lessons are learned from serious case reviews.

- The Statutory Director is accountable to the Board in terms of fulfilling the statutory requirements of Gwynedd Council in the field of child protection.

6.iii) The Health, Social Care and Well-being Partnership

- The Corporate Director is responsible for co-ordinating and taking an overview of the arrangements to ensure collaboration between Agencies and through the work of the Strategic Partnership in Gwynedd.
- The Statutory Director has the lead responsibility for social services issues within the planning and evaluation of services provided within the partnership's arrangements.
- The Corporate Director is responsible for ensuring that the Health, Social Care and Well-being Strategy is published as required.

6.iv) Community Safety Partnership

- The Corporate Director has the corporate responsibility for leading on community safety issues.
- The Corporate Director is responsible for co-ordinating and taking an overview of the arrangements to insist upon collaboration between Agencies and through the work of the Strategic Partnership in Gwynedd.
- The Statutory Director has the lead responsibility for the social services work field issues within planning arrangements and evaluating the service provided within the partnership's arrangements.
- The Corporate Director is responsible for ensuring that the Community Safety Strategy is published as required.

7. Operational Arrangements

7.i) Chief Executive

Chief Executive	Statutory Director
Leading the Council's Corporate Leadership Group	Member of the Council's Corporate Leadership Group
Protocol or quarterly meetings	Protocol Meetings with the Chief Executive

7ii) Lead Director – Children & Young People

Statutory Director	Lead Director
Member of the Council's Corporate Leadership Group.	Member of the Council's Corporate Leadership Group.
Member of the Children and Young People Strategic Partnership, with responsibility for highlighting the needs of children in need and their families in the work programme and discussions of the Strategic Partnership.	Member of the Children and Young People Strategic Partnership, with responsibility for offering guidance to the work of the Partnership and ensuring effective collaboration between the relevant Agencies.
Member of the Children and Young People Safeguarding Board – with responsibility for being the Council's Lead Officer on the Board and ensuring that the Board operates effectively. Also the responsible/accountable officer for Gwynedd Council child protection services.	Member of the Children and Young People Safeguarding Board, with responsibility for co-ordinating and making appropriate arrangements to insist upon effective collaboration between the relevant Agencies.
Member of the Council's Children and Young People Programme Board, ensuring that appropriate attention is given to children and young people in need.	Member of the Council's Children and Young People Programme Board, offering strategic leadership to the Board's multidisciplinary work and ensuring collaboration within the Council in order to meet the objectives and priorities of the Programme Board.
Member of the Council's Corporate Parent Panel.	Gwynedd Council Lead Officer on the Council's Corporate Parent Panel.
Gwynedd Council Lead Officer on the Youth Justice Partnership.	Member of the Youth Justice Partnership.
Gwynedd Council Lead Officer on all issues involving the Social Services work field.	Gwynedd Council Lead Officer on the multidisciplinary work which bridges across the Council's Services.
Quarterly Meetings with the Lead Director.	Quarterly Meetings with the Statutory Director.

7iii) Provider Service

Head of Social Services / Statutory Director	Head of Provider and Leisure
Chairing the Social Services Business Team.	Member of the Social Services Business Team.
<p>Ensuring needs based commissioning via planning arrangements:</p> <ul style="list-style-type: none"> i) with the relevant Manager in each specific work area . ii) Quarterly management meetings between the Provider and Leisure Department / Social Services. iii) Ensuring the contribution of the Provider and Leisure Service to the self evaluation & business planning process. 	<p>Contributing to the evaluation and development of commissioning via planning arrangements:</p> <ul style="list-style-type: none"> i) With the relevant Managers in each specific work area. Submitting performance management reports. ii) Quarterly management meetings between the Provider and Leisure Department / Social Services. iii) Submitting information regarding the provider's experience which would add value to the self evaluation & business planning process.
<p>Directly managing the Customer Care unit which provides and oversees Social Service's response to customer complaints and representation enabling the Provider Unit to meet its statutory requirements as a registered provider.</p> <p>i) Operational Manager to attend the Provider and Leisure Department's quality control meetings.</p>	<p>Contributing to the learning from customer complaint and representation within performance management arrangements</p> <p>i) To submit timely and comprehensive information on quality control.</p>
<p>Ensuring that the social services workforce plan responds to the identified needs of staff located within the Provider Service</p>	<p>Ensuring that the workforce can take advantage of the requirements and expectations in relation to personal development and practice level standard requirements as stipulated within the workforce development plan and commissioning arrangements.</p>

<p>Under the arrangements of the POVA partnership, to set out clear practice expectations in order to promote the safety of vulnerable adults within our Services.</p>	<p>To ensure and report on arrangements which confirm action on practice standards.</p>
<p>Responsibility for quality and propriety of services which are provided and commissioned.</p>	<p>Act as registered officer for care provision.</p>

Officer Governance Chart- Corporate

Membership

1. LEADERSHIP GROUP (8)

A) Corporate Leadership

-Chief Executive and 3 Corporate Directors
Plus

B) Statutory Officers

-Social Care
-Monitoring Officer
-Finance
-Education

2. MANAGEMENT GROUP (17)

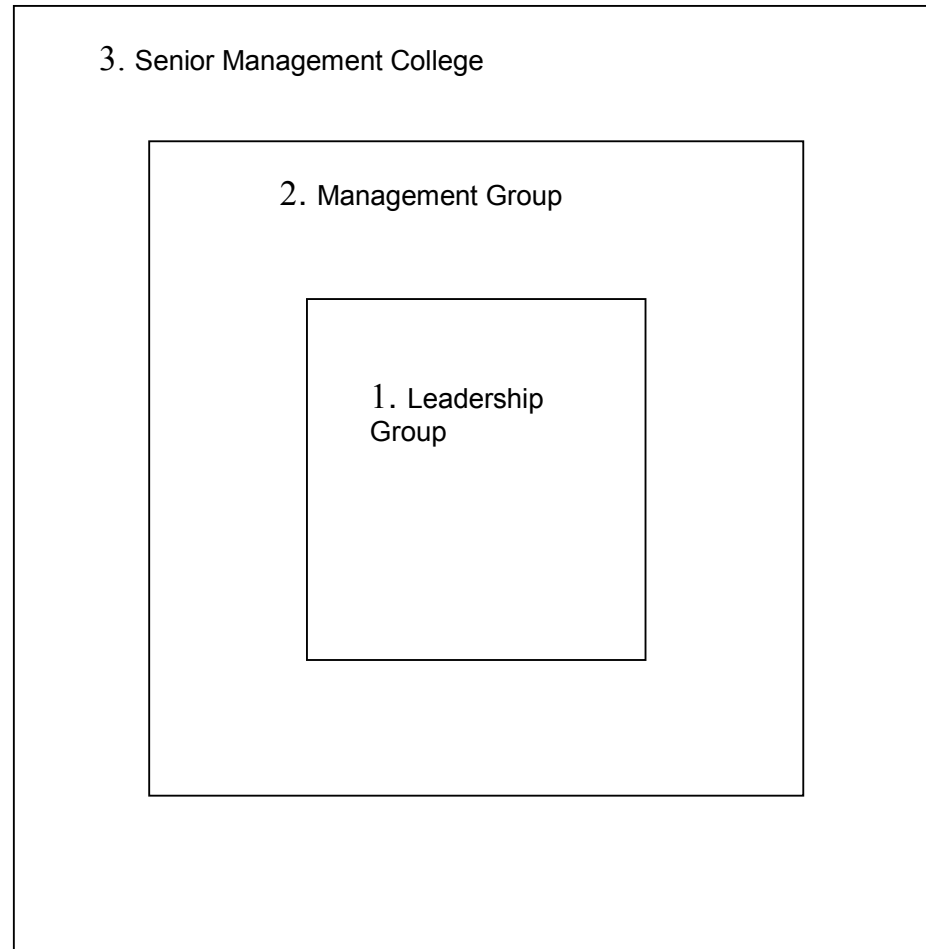
A) Leadership Group Members Plus

B) All other Heads of Service

3. SENIOR MANAGEMENT COLLEGE (115)

A) Management Group Plus

B) Business Unit Managers



In addition each Head Of Service has a departmental Management Team and each Business Unit Manager within a service leads team meetings.